

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Minutes of the Southern Fleurieu Positive Ageing Taskforce meeting
Held in the Council Chambers, City of Victor Harbor on
10 April 2018 12-2pm

The meeting commenced at 12.10 pm

1 PRESENT

Beth Moore	Alexandrina Council
Carol Schutz	Southern Cross Care
Gary Crook	Yankalilla Council – Transport Coordinator
Gwyn Elson	ACH Group
Helen Deguet	Caring Neighbourhood Program
Jan Atkinson	My Care Solution
Jenni Hewett	Country Health Connect - SFHS
Jessica Ferguson	TAFE SA
Jo Daniels (minutes)	CNP - Program Support
Johanna Milbank (chair)	Regional Development Australia, Hills Fleurieu & KI
Laura Ball	ECH Victor Harbor
Leanne Sanders	Kalyra Communities
Lynda McCarty	Royal Society for the Blind
Michele Pearce	Aged Care – RN
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Sara Manser	Country SA Primary Health Network
Susan Shillabeer	Southern Cross Care
Nyree Thompson	St Louis Home Care
Guest presenter: Khoka (Mohammad Hamiduzzaman)	Flinders Rural Health SA

2 APOLOGIES

Andrew Williams	My Care Solution
Carolyn Pratt	Country Health Connect - SFHS
Elizabeth Kennedy	Country SA Primary Health Network
Cecelia Oxborrow	Resthaven – Community Care
Chelsea Hastings	ECH
Corrie Burnside	Home Instead Senior Care
Jill Bond	Dementia Australia SA
Joan Martin	Resthaven – Community Care
Kerry Mart	ACH Group
Liz Cleland	Country Health Connect – Railway Cottage
Lynn Openshaw	Resthaven
Mark Oliphant	City of Victor Harbor
Marjo Smith	Country Health Connect – KI Health Service
Michelle Dugmore	Calvary Community Care
Monica Cations	Flinders University
Pauline Kearns	YNA
Sophie Green	Carers SA – CSW Southern Fleurieu
Stephanie Harrison	Flinders University
Sue Tucker	Carers SA – SF & KI Team Leader
Suzie Jokic	ECH
Terry Mangelsdorf	Carers SA - CRCC
Tim Hutchinson	TAFE SA
Wendy Oliver	Estia Health

3 Acknowledgement of Country – Johanna Milbank

Johanna opened the meeting, Acknowledgement of Country and welcomed everyone.

4 INTRODUCTIONS

All members introduced themselves with their name and the organisation represented, special welcome to guest presenter 'Khoka' Mohammad Hamiduzzaman.

5 MINUTES OF PREVIOUS MEETING – 13 February 2018

Minutes of the previous meeting held on 13 February were confirmed as true and correct.

All members confirmed that the minutes of the last meeting were true and correct.

6 GUEST PRESENTATION - Virtual Dementia Friendly Rural Communities – VERILY Project

(Khoka) Mohammad Hamiduzzaman from Flinders Rural Health SA provided an overview of the project and invited participation by anyone interested. Please refer to attached VERILY Project summary provided.

7 FLOURISHING ON THE FLEURIEU

7.1 Festival 2018

This year's Flourishing on the Fleurieu Festival has an exciting new format which will see communities come alive across the Fleurieu region during Active Ageing Week 23-29 September 2018. It is anticipated that multiple community events/activities will be hosted by local community groups and organisations throughout the week of the Festival and a program of activities/events will be developed and broadly promoted as 'Flourishing on the Fleurieu Festival'. The theme is 'explore the possibilities' – connecting people with local communities and trying to reach those more isolated within communities. Community groups and organisations are encouraged to get involved by hosting activities/events aimed at encouraging inclusiveness and participation of those who are socially isolated or experiencing loneliness. Festival grants are now open for community groups (\$150 per group) to support an activity or event, submissions close on 22 June 2018. Organisations and service providers are welcome to register a self-funded activity/event as part of the Festival – Registration Forms will be distributed via the Taskforce network and also available to download from the 'flourishing' on-line hub. Visit www.victor.sa.gov.au/flourishing for more information and to download Festival documents. Flourishing on the Fleurieu feature article to promote the Festival grants is scheduled for publication in The Times on 10 May.

8 DEMENTIA FRIENDLY COMMUNITITES

8.1 CADDY initiative

The CADDY project is gaining momentum, with recruitment of participants and volunteers now underway, looking to engage 10 clients and 10 volunteers. Promotional articles will be published in The Times and the Weekend Plus digital magazine for seniors. We are currently liaising with Dementia Australia for the delivery of specific training for the volunteer caddies around 'memory loss support'. Project staff, including social support program staff from Community Connect and Caring Neighbourhood Program, attended a Better Questions workshop facilitated by Lindsay Tighe on 27-28 February. Staff will also be liaising with the research team in the coming months as preparation for active implementation of the project continues. It is anticipated that training for the volunteers will occur in May, ahead of caddies being matched with participants for the active phase of the project. For further information about the project, contact Michelle mfuller@victor.sa.gov.au

8.2 Promotion of local dementia services and support online 'trello' hub

Any service providers offering dementia-specific services and/or information/education sessions, are invited to forward information which can be added to the electronic noticeboards. These noticeboards are regularly updated. Visit www.victor.sa.gov.au/flourishing to access the links for this online resource. Ideas and suggestions are most welcome for how to broadly promote this great local resource to service providers, GPs and community members.

9 WORKFORCE DEVELOPMENT & TRAINING

9.1 Keeping Connected Workshop

This 3-hour training workshop based on the findings from 'Alone in a Crowd' research by South Australian Mandy Stanley explored the five dimensions of loneliness and the impacts on older people, and was presented by the Better Practice Project in Victor Harbor on 13 March. Fifteen people from a range of organisations participated in the workshop and feedback was very positive with 70% rating the level to which they gained new learnings/insights as "a lot – a great deal", and 85% rating their overall level of satisfaction as "very good – excellent".

9.2 Wellness and Reablement Putting into Practice state event – SAVE THE DATE 31 August 2018

The SA Collaborative Projects are hosting this hands-on day promising practical outcomes on Friday 31 August 2018 9am – 4pm at Sunnybrae Estate – the event will include World Café, Pitch Sessions, Actor Role Plays, Best Practice examples, Problem Solving 'Goals'. This event will be fully subsidised by the Collaborative Projects and offered free to participants. Save the date NOW – further information to follow.

10 KANGAROO ISLAND

10.1 Update (N/A – Marjo on leave)

11 ISSUES FOR STRATEGY AND PLANNING

Reminder that key DoH web links are included in Michelle's two monthly Project Officer report providing links to useful information and resources.

11.1 Department of Health- CHSP service provider updates

Department of Health announced several updates for CHSP service providers on 26 March, including updates related to CHSP funding extension, Data Exchange, Support Plan reviews. Further details are provided in the April Project Officer Report.

For additional information about the CHSP updates for service providers, visit <https://us10.campaign-archive.com/?u=1108de8332cef333bc1956686&id=7343e2f08f>

11.2 My Aged Care Support Program Local Peer Champions & Pop up stalls

COTA SA is facilitating this program, funded by Country SA PHN, which provides practical one-to-one peer support for older people to help understand and navigate the My Aged Care gateway. Free assistance is available over the phone initially, with the option of a local Peer Champion meeting face to face if required. Our local Peer Champions are: Anne Hamilton 0456 388 610 and Marilyn Henderson 0456 390 059. Pop up stalls are also hosted at the Victor Harbor Library on Mondays 10.00am – 12.30pm, and Victor Medical Centre on Wednesdays 10.00am – 12.30pm. The support offered is free, local and neutral. For further information, please contact COTA SA Country free call 1800 182 324 or Helen Morley (Project Officer) hmorley@cotasa.org.au

12 STATE/COMMONWEALTH UPDATES

12.1 **Country Health Update** – not available

12.2 **Country SA Primary Health Network update (Sara Manser)**

Mental Health

- **Summit Health** providers for mental health programs in Fleurieu
- **Regional Access** is an online Country SA wide initiative which provides low intensity intervention support while clients wait for psychotherapy face to face services
<https://saregionalaccess.org.au/>
Note that Regional Access will call back clients who are low are credit
- **Hello Sunday Morning** addresses alcohol and other drugs and has an app which is accessible called **Daybreak** for self-regulation and monitoring and support
No referral required – enter postcode online
- **Tumbelin** via Baptist Care also addresses AOD in youth in the area 15 years +
- **Breaking the Cycle** continues to work with Fleurieu Families on Collective Impact Planning – working party meeting April 10th and special introduction KI Commissioner Wendy Campana April 30th
- Small grant from CSAPHN to Alexandrina Council (Beth Moore) on We Hear You 2. An opportunity to bridge the gap between older people and youth. Series of videos on YouTube. This ties in with the project above.

Population Health

- **HEAL (Healthy, eating and Lifestyle)** programs. Summit Health have the tender to deliver this program. Adelaide Hills the Fleurieu and the Murray Mallee will receive 4 x 8-week program
- Strathalbyn and Victor Harbor programs commencing late July- presently confirming venues to run from.
- Promotion to these locations will commence next month with lead facilitator visiting local government, General Practice and other community groups.
- Participants registered for Strathalbyn and will be running 2 programs in each location this calendar year.
- KI still in the planning process.

Aged Care

- **COTA (Council on the Ageing)** support My Aged Care access with information. Marilyn and Anne will be based at Victor Harbor Library on Mondays from 10:00 – 12:30 and at Victor Medical Centre Wednesdays 10:00 – 12:30 each week.
- **My Health Record** digital health officers are engaging with each pharmacy to ensure they register for My Health Record, this will assist with easy transition and monitoring of medical conditions and medication use between GP, Pharmacy and allied health providers and clients. By the end of 2018 all consumers will have a MyHealth Record account. Three months to opt out. Towards the end 2018 allied health will be engaged.

13 NEW AND EMERGING ISSUES / OPPORTUNITIES

13.1 Falls Awareness Month – April is Falls Awareness month. The following short clip is available to share with your clients and staff to help raise awareness about the importance of promoting falls prevention strategies: <https://www.youtube.com/watch?v=rFPw5NoFf3o> For further information visit: www.sahealth.sa.gov.au/falls and <http://fallssa.com.au/>

13.2 WEAD Community Activity Kits - June 15 is the World Elder Abuse Awareness Day. Organisations and groups are encouraged to get involved in raising awareness and be part of the campaign. ARAS has compiled some Community Activity Starter Kits with some ideas, resources and information on other supports that you can use in your activity, visit www.sa.agedrights.asn.au. Paper copies of the kits are available from Michelle mfuller@victor.sa.gov.au / 8551 0571. This year's ARAS World Elder Abuse Awareness Conference will be held on 15 June at Stamford Grand Hotel Glenelg 8.00am – 4.00pm. Click on this link for further details <https://www.sa.agedrights.asn.au/events/view/wead-2017-conference-2017-05-01>

13.3 Chairperson – SFKI Positive Ageing Taskforce – Johanna Milbank announced she will be resigning from this role effective end of June, to coincide with the completion of her regional project related to aged care. Michelle will email Taskforce members in mid-May requesting nominations for role of chairperson, election/voting to occur at June network meeting. Members are encouraged to consider nominating, email to be distributed to network members will outline the requirements of the role which are not onerous.

14 ROUND ROBIN**Jenni Hewett – Southern Fleurieu Health Service - Country Health Connect – Barossa Hills Fleurieu region:***Volunteer program.*

The Advance Care Directive Volunteer Assist program is a joint collaborative program between the Southern Fleurieu Health Service and the Southern Fleurieu Health Services - Health Advisory Council. An Advance Care Directive: gives clear direction regarding health care, treatment and end-of-life decisions, for those who care for a client/patient. This provides a clear understanding of the client/patient needs and wishes, should the client/patient lose the ability to clearly communicate for themselves.

The Volunteers aim:

- To assist community members navigate Advance Care Directive forms and processes and provide fact sheets and a sample document.
- Assist people with diverse value systems, cultural differences and special needs, without judgment.
- Provide once a week appointments at two local venues, City of Victor Harbor Council and Alexandrina Council rooms to explain and assist individuals.
- Provide contact details for a Justice of the Peace or appropriate Public Servant to witness forms.
- Provide information sessions to individuals and groups.

Sue Tucker – Carers SA:

Sue is a member of the Advisory Group for the VERILY Project, and will keep the Taskforce informed of this project's progress.

Carers SA have started a new carer support group for Family Carers who are supporting a loved one living with Dementia, this group will meet monthly. Carers SA newsletter with details about carer support activities will be distributed to Taskforce members via email.

Carol Schutz – Southern Cross Care:

Preparation for front reception of Southern Cross Care Home Support Services office in Goolwa to be opened and manned fulltime has commenced.

Susan Shillabeer – Southern Cross Care SA & NT:

We would like to promote the *Community Visitors Scheme*, an Australian government-funded initiative (link to the SA Community Visitors Scheme website, below). The Community Visitors Scheme matches elderly people (on a Level 1,2,3,4 home care package) living at home to volunteer community visitors, who provide social support, friendship, and help to reduce loneliness and/or isolation, thus improving quality of life. The website is quite easy to navigate, tells some good success stories, and provides a quick link on the first page (top right-hand corner) for either requesting a volunteer visitor, or for those interested in volunteering as a community visitor. <http://sacommunityvisitors.com/> The idea is that the volunteer community visitor 'pops in' once a fortnight for an hour, for a chat and a catch-up, just as a friend or neighbour might. There is much more information on the website.

Terry Mangelsdorf - Carers SA: Commonwealth Respite & Carelink Centre:

Carers SA, CRCC funding confirmed under some funding lines through until the end of the 18/19 financial year. Funding is reducing substantially, moving from CRCC to NDIS/NDIA for both Severe & Profound funding, Mental Health funding & Young Carer Funding in the new financial year.

CRCC has not seen a reduction of the requests for respite from clients who are engaged with NDIS as respite for the carer is not included in the planning by NDIS. There are gaps, CRCC advises clients to recontact their NDIS planner for a review as a matter of urgency, and to be firm in their negotiations to ensure their need is met. CRCC encourages any clients who are eligible for funding from NDIS to make contact and commence the process ASAP. With the advised reduction of funds CRCC cannot guarantee funding to support requests, NDIS must become the financial provider.

Clients with Mental Health diagnosis are now also being assessed by NDIS, CRCC encourages any clients with these disabilities to progress their NDIS contact ASAP. As funding is in jeopardy in the new financial year, therefore support may not be as readily available.

The Community Home Support Program Flexible Respite (CHSPFR) In-home Day/Night & Cottage, funding is available for respite support if the client has exhausted their HSP funding. Cottage funding is proving difficult to move, therefore any clients who are linked with CRCC who access Cottage day or night support, CRCC is very keen to hear from. This funding can also be used as an interim support for clients who have been assessed eligible for a HSP but are waiting for that package to become available. Carers SA continues to be involved in responding with feedback to the Department about the proposed Integrated Carer Support model..

As EOFY approaches CRCC is endeavouring to provide support to clients to ensure there are no unused funds outstanding. Please contact CRCC if you know of clients who may benefit from respite please refer.

CRCC welcomes contact and referral from any provider, organisation or family carer to assist carers to be able to continue with their caring role, by providing respite assistance as required in an emergency or short term occasional capacity. CRCC staff can plan with both carer & care recipient, the most suitable way of meeting their respite need. CRCC has funding for GH&A, Disability, Mental Health, Severe & Profound, CHSPFR & Young Carer programs. Contact phone 1800 052222.

Johanna Milbank – Regional Development Australia Hills, Fleurieu and KI:

Food & Health Ageing Project with PIRSA – Industry consultation and Seniors Focus Groups across metropolitan Adelaide and Fleurieu complete. Survey has been designed and is ready for distribution. Is waiting briefing of the new Minister following change of government and approval to continue. Survey is very user friendly, with large font and mainly multiple selection questions. Takes about 10 – 15 minutes to complete. Formats for completion are mobile phones, tablets/ipads and computers. This format is easier to read and complete than a paper based survey but requires access to the technology. Will be distributed through the Weekend Plus and other channels. Date TBA.

Request of PATF: We would like to request if Care Workers from Home and Community Care Providers can be given permission to assist at least one client in the 75+ aged category to complete the survey via their mobile device?

Social Eating Model Experiments – Two/three test models are currently being scoped with various partnerships and assistance including from ECH, Councils and Meal on Wheels. Test areas are:

- Residential food van
- Community Breakfast
- Home?

Skilled Volunteering VIBE Project – This project is now complete with the following outcomes:

- Almost 100% of potential candidates for the VIBE project expressed a desire to be considered for a skilled role. Those who declined did so due to ill health, had gained employment or were satisfied with existing volunteer roles;
- Successful referrals have been given the opportunity to utilise their skills and to transfer their skills into industries where they had no previous exposure
- Southern Volunteering has now developed the processes and staff/volunteer education in a greater understanding of the opportunities for volunteers with skills and organisations requiring skills
- Over 30 local volunteers were referred to skilled roles across graphic design, teaching, bookkeeping and accounting, IT, nursing, editing and writing, music, Counselling and disability;

Although in principle many organisations were enthusiastic, the response to actually implement was a barrier. Reasons identified were:

- Confusion of what could be considered a paid vs volunteer role
- Time constraints to develop new roles
- Unwillingness to relinquish control of skilled work areas
- Lack of support from higher management

The Office of the Ageing has shown great interest in the project and will be meeting with Southern Volunteering and the RDA on Wednesday 11 April to discuss the project and potential next steps.

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Meeting was closed at 2.10pm

NEXT MEETING:

Tuesday 10 April 2018 at 11.50 am for 12 noon start, City of Victor Harbor Council Chambers.

Guest presenter: TBA – Michelle will follow up with representatives from Moorundi Aboriginal Community Controlled Health Service.