



Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce

✉ PO Box 11, Victor Harbor, SA 5211 | ☎ (08) 8551 0571 | email: mfuller@victor.sa.gov.au

PROJECT OFFICER REPORT – April 2020

Hello everyone, I have been thinking of you all as we navigate this new way of living, learning and working in response to the COVID-19 pandemic... Do hope you and your staff are all keeping well at this time. We will continue to share information and Department updates via our email distribution, and are currently setting up hosting Taskforce network meetings via Zoom – link in details will be emailed once the meeting has been set up.

To access Positive Ageing Taskforce information, visit our Taskforce webpage www.victor.sa.gov.au/flourishing

2020 Taskforce Membership

Welcome to the new members who have joined us over the past two months, we hope you find the network a valuable means of sharing and gaining information. We wish our retiring members all the very best with their new ventures. Thank you to our existing members for your ongoing input – we currently have 109 active members of the Taskforce.

If you know of any service providers, agencies or other key stakeholders who would like to participate in the Taskforce, please feel free to forward my contact details. The Taskforce Membership Form is available online at www.victor.sa.gov.au/flourishing. Also, if you no longer wish to be a member of the Taskforce, please advise and we can remove your contact details from the network.

Flourishing on the Fleurieu

1. **Flourishing on the Fleurieu Festival** – The grants program for community groups, wishing to participate in the Festival, opened on 2 March and will close on 1 June. At this stage, we are still receiving applications; however we are closely monitoring the information being provided by government authorities in relation to COVID-19. As circumstances change and evolve, we will update our webpage and notify community groups if this will impact on the planned Festival in October. We remain in contact with COTA SA's Festival Director, who will advise us if the COTA SA's ZestFest is or is not proceeding in October.
2. **Community Information Forums/Expos** – The plan to work in partnership with COTA SA to host a series of Community Information Forums/Expos (one in each council area) during 2020 is currently on hold, while we await further outcomes of the COVID-19 situation.

Dementia Friendly Communities

3. **Dementia Friendly Communities project:**
CADDY Resources – work will continue to progress on the Caddy resources and we look forward to sharing these once available. The full Caddy Project Evaluation Report and Key Messages document are available on the Taskforce webpage www.victor.sa.gov.au/flourishing
4. **Dementia Friends resources** – The online links to Dementia Australia's *Dementia Friends* resources will be added to our Taskforce webpage www.victor.sa.gov.au/flourishing for easy access.

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Workforce Development & Training

5. **BPP New 'Being Curious' webinar series:** Information has been distributed to network members about the new *Being Curious* series of webinars that Better Practice Project will be hosting over the coming months. Upcoming sessions include:
 - *Moving Towards Wellness through Self-Management* by LEAP SA on 29 April
 - *Reframing Retirement* by Mindset for Life on 26 May
 - *Opening Doors* by Ageing 2.0 Adelaide on 11 June.All sessions will commence at 10.00am. For details and prices go to: <https://www.agedservicesworkforce.com.au/events/list/> These are free events for CHSP and Disability workforce. For more information please contact Vicki Smith training@acsa.asn.au or 8338 7111.
6. **Aged Care Services Workforce Hub:** This was launched by ACSA on 7 April 2020 with the aim of helping to match Aged Care Service Organisations with people looking for work. A key component of the hub is the Employment register where aged care service organisations and people seeking work can register. To access 'The Hub' visit <https://employment.agedservicesworkforce.com.au/>. There are no costs associated with utilising the hub for jobseekers or Aged Care Service Organisations.

Kangaroo Island

7. Update to be provided at network meeting.

Ageing and Aged Care Communication from/to Department of Health

8. **Information about ageing and aged care** is available via:

Aged care content has been moved to the department's new website. The new content is primarily directed at providers, assessors, and peak groups while [My Aged Care](#) remains the primary source of information for consumers. Here are the updated links:

 - Department of Health website: <https://www.health.gov.au/health-topics/aged-care>
 - Subscribe to newsletter: <https://www.health.gov.au/using-our-websites/subscriptions/subscribe-to-aged-care-sector-announcements-and-newsletters>
 - Announcements: <https://www.health.gov.au/health-topics/aged-care/aged-care-news>
 - Webinars: <https://www.health.gov.au/health-topics/aged-care/aged-care-resources/webinars-for-the-aged-care-sector>
 - Publications: <https://www.health.gov.au/health-topics/aged-care/aged-care-resources>
 - Consultations: https://consultations.health.gov.au/consultation_finder/?advanced=1
 - Speaking Requests: <https://www.health.gov.au/resources/publications/aged-care-speaking-requests>
 - Aus Tender: <https://www.tenders.gov.au/>
 - Multi-Purpose Services (MPS) Subscription: <https://www.health.gov.au/initiatives-and-programs/multi-purpose-services-mps-program>
 - Aged Care Quality & Safety Commission website: <https://www.agedcarequality.gov.au/>
 - Aged Care Quality and Safety Commission newsletter: <https://www.agedcarequality.gov.au/news/newsletter>

These links have been updated on the flourishing webpage www.victor.sa.gov.au/flourishing



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9. Department of Health recent updates:

- **Update Royal Commission into Aged Care Quality and Safety:** The Royal Commission into Aged Care Quality and Safety has suspended all hearings and workshops until at least the end of May 2020. The Commissioners have emphasised that the health and wellbeing of staff and those engaging with the Royal Commission is critically important, and recognise that meaningful engagement with the sector is essential to the work of the Royal Commission. The Commissioners are considering the implications this decision will have on their continuing work program. The Commissioners acknowledge the substantial efforts being made by aged care service providers and health services, and their staff, in supporting the needs of older people at this time. Stay up-to-date with the Royal Commission on their [website](#).
- **CHSP financial acquittals:** Financial acquittal reports for 2019-20 are due no later than 31 October 2020. To give providers maximum flexibility to manage the impact of COVID-19, funding will be acquitted at the service level, not by service type. Unspent funds identified through the acquittal process for a financial year must be returned to the department. Providers receiving the 2019-20 growth funding have already been advised their funding is being rolled over to 30 June 2021. Providers will not be required to acquit the 2019-20 growth funding until the end of 2020-21.
- **Social and Community Services funding supplementation:** The Department of Social Services, Social and Community Services (SACS) funding supplement, ceases on 30 June 2021. If your organisation is eligible to receive the SACS wage supplementation, it will be included in your 2020-21 CHSP grant agreement. SACS supplementation in 2021-22 is subject to a decision by Government.
- **CHSP extension and indexation:** Indexation payments were previously paid in one quarterly payment to CHSP providers. From 1 July 2020, indexation will be incorporated into the annual base funding and will be paid over four quarters.
- **Implementation of improvements to payment administration arrangements for home care packages placed on hold:** On 28 February 2020, the Government announced Phase 1 of the improvements to payment administration arrangements for home care packages (payment in arrears) would start on 1 June 2020. On 27 March 2020, the Government [announced](#) the implementation of improvements to payment administration arrangements for home care packages would be placed on hold. This is due to the current situation with coronavirus (COVID-19) and the key role of the aged care sector to help combat this virus and support older Australians. Consultations with the home care sector will help determine when implementation will recommence. In the meantime, the current advance and claim payment cycle with Services Australia will continue. Further information about the measure is available on the [department's website](#).



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- **Further arrangements for CHSP providers during the COVID-19 pandemic:** Information about flexibility provisions and other Commonwealth support available, and advice for Commonwealth Home Support Programme (CHSP) Social Support Group providers:
 - **Advice for CHSP Social Support Group providers:** To help prevent the spread of COVID-19, new restrictions on non-essential gatherings and visits to vulnerable groups were implemented. From 23 March 2020, all non-essential gatherings are to be suspended for four weeks. If you provide Social Support Groups and group activities, you should suspend them for four weeks. You can continue to support clients by re-directing their funds to other non-face-to-face activities and support services.
 - **Flexibility provisions:** CHSP service providers now have complete flexibility to re-allocate up to 100 per cent of their funding between their funded service types in 2019-20 and 2020-21. Providers may only use flexibility provisions to transfer funding between already funded services. This does not extend to transferring funds between aged care planning regions (ACPRs). Requests to transfer funds between regions in exceptional circumstances must be approved by the department.

CHSP service providers are encouraged to use the flexibility provisions to direct resources towards delivering critical services, such as ensuring clients have access to meals and groceries, undertaking welfare checks, and undertaking phone/video call social interactions with their clients.

Providers are encouraged to use their workforce creatively to respond to increasing demand for critical services, including using workforce that is under-utilised (e.g. staff involved in group social support) towards other funded services (e.g. delivery of meals, phone based social connections), wherever possible.

Providers that have under-utilised staff, and are not funded for services that are experiencing high and unmet demand, should seek to collaborate with other providers in their area – to potentially offer short-term staffing assistance, wherever possible.

It is important that staff be retained during this period. The department will take into consideration the current circumstances when reviewing acquittals data for 2019-20 and 2020-21, for example where funded outputs are not delivered, but funding is redeployed to other services that enable staff retention. All services provided direct to clients should be recorded in DEX.
 - **Other Commonwealth support available:** The [Government announced](#) \$92.2 million of additional support for home care and CHSP providers during the COVID-19 pandemic. \$70.2 million is for unsolicited proposals by CHSP providers (\$40 million in 2019-20 and \$30.2 million in 2020-21). Where there is significant impact on the ability of CHSP providers to continue delivering services, or where there are time-limited demand pressures to support additional clients due to COVID-19, providers may submit an unsolicited proposal for additional grant funding. You must first use the expanded flexibility provisions before submitting an unsolicited proposal.



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To request an application form, email CHSPprogram@health.gov.au or your Funding Arrangement Manager. The department will continue to review these arrangements over the coming weeks and will provide further guidance to providers so that they can sustain their important contributions in supporting older Australians in the current environment.

- **New process for ordering PPE supplies for aged care sector:** Aged care providers that require Personal Protective Equipment (PPE) must now email agedcarecovidppe@health.gov.au for all requests – please don't approach Primary Health Networks. All requests will be triaged by the Department of Health with *priority given to facilities, programs and workers where there has been a confirmed case of COVID-19*. Requests can be made by aged care services and any workers providing support to people receiving aged care support living in the community.

The following information must be provided in your email request:

- the facility, program or service requiring PPE
- if you have had a confirmed case of COVID-19 at your facility, program or service
- types and quantities of PPE required – please note, only masks are available at this stage and other PPE will be provided when available
- details of other suppliers you have attempted to source PPE stock from.

If your facility, program or service is experiencing an outbreak of influenza the above process applies.

The Department of Health will triage your request to determine priority and may be in contact with you for further information. Once approved the request for supplies will be shared with the National Incident Room who will work with your State or Territory Government to distribute the supplies. It is important to remember that if you *do not* have a confirmed case of COVID-19 within your facility, program or service you should expect delays in receiving your PPE due to the increase in demand. Emails previously sent to the National Stockpile address do not need to be resent as they have been captured in this new, dedicated aged care process.

- **New e-learning modules for aged care workers now online:** The Department of Health has released the training modules in a new eLearning program aimed specifically for Aged Care workers on appropriate health management techniques in all aged care settings. Modules are available [here](#)
- **Advice on visit guidelines:** Please take note of the below clarification on applying the new guidelines on visitor access.
The guidelines include:
 - Limiting visits to a short duration.
 - Limiting visits to a maximum of two visitors at one time per day. These may be immediate social supports (family members, close friends) or professional service or advocacy.





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- Visits should be conducted in a resident's room, outdoors, or in a specific area designated by the RACF, rather than communal areas where the risk of transmission to residents is greater.

- No large group visits or gatherings, including social activities or entertainment, should be permitted at this time.

No school groups of any size should be allowed to visit RACFs. Visitors should also be encouraged to practice social distancing practices where possible, including maintaining a distance of 1.5 metres.

Children aged 16 years or less must be permitted to visit only by exception, as they are generally unable to comply with hygiene measures. Exemptions can be assessed on a case-by-case basis, for example, where the resident is in palliative care.

In regards to the 'professional service' cohort the Department has been receiving some feedback that some clinical care professionals are being prevented from entering some facilities. The guidelines were designed specifically to allow 'professional services' - this includes GPs, Pharmacists, clinical care teams, DBMAS, SBRT, etc.

[Detailed advice on visit restrictions](#) is available from the Australian Health Protection Principal Committee (AHPPC).

- **Mental health resources:**

Beyond Blue - This is a difficult and unsettling time, and if you need mental health support you can call the Beyond Blue Support Service. The free and confidential service is available every day to all Australians online from 3pm to midnight AEST or 24 hours a day by phone on 1300 22 4636.

The Beyond Blue Online Forums have a dedicated 'Coping with the Coronavirus outbreak' section for anyone seeking a safe and anonymous place to discuss their mental health and wellbeing. For practical information and tips, please visit [Beyond Blue - looking after you mental health during the coronavirus outbreak](#).

MindSpot Wellbeing Plus Course - [MindSpot](#) also offers a '[Wellbeing Plus](#)' online [course for people 60+ years](#). It aims to help older adults learn to manage stress, anxiety, worry, low mood and depression. The course was funded by a grant from Beyond Blue.

- **Novel coronavirus – important information for aged care workers, residents and families:** The department has prepared [factsheets](#) for aged care staff, residents and families to assist in control of the outbreak of novel coronavirus (2019-nCoV). Further information on novel coronavirus can be found on the [department's website](#)

OTHER

- **Sexual Health and Intimacy Project:** Lud Allen has confirmed that group face to face meetings have stopped. Currently looking at using Zoom for future sessions, with each one focused on a discreet topic so people can link into sessions of their choice. Looking to commence zoom sessions in four weeks. Lud will forward updated information once available.

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- **Information about local services and support during COVID-19:** Community members are encouraged to check their local council websites for information about local services and support at this time:

- o City of Victor Harbor: <https://www.victor.sa.gov.au/community-information/coronavirus/community-support>
- o Alexandrina Council: <https://www.alexandrina.sa.gov.au/discover/latest-news/department-of-health-information>
- o District Council of Yankalilla: <https://www.yankalilla.sa.gov.au/contact/contact-and-announcements/staying-connected>
- o Kangaroo Island Council: <https://www.kangarooisland.sa.gov.au/notice-board/covid-19>

- **Update on Carer Support services:** Carers SA will be presenting an update at our April network meeting.

- **My Aged Care Support Program:** COTA SA facilitates this service which provides practical one-to-one peer support for older people and their family, to help understand and navigate the My Aged Care gateway. Free and independent assistance is available over the phone with a Fleurieu Peninsula volunteer Peer Champion:

- o Marilyn Henderson 0456 390 059
- o Julianne Smithson 0476 179 609

An older person living anywhere in the Fleurieu Peninsula can contact either of the Champions above for help.

For further information or support, please contact COTA SA Country free call 1800 182 324 or Helen Morley, Aged Care Specialist Support Worker, on hmorley@cotasa.org.au or 0484 143 772 or visit <https://www.cotasa.org.au/programs/my-aged-care-support.aspx>

Face to face support will reconvene when it is possible to do so.

- **Online Regional Services Directories live:** If your organisation hasn't yet registered for the new online services directory, forms can be requested through the 'contact us' section of the regional services directories:

- For the **Adelaide Hills** go to: <https://adelaidehills.servicesdirectory.org.au/contact-us/>
- For the **Fleurieu Peninsula** go to: <https://fleurieu.servicesdirectory.org.au/contact-us/>
- For **Kangaroo Island** go to <https://ki.servicesdirectory.org.au/contact-us/>

Two short clips explain the purpose of the services directory in just a couple of minutes. One for people living in the regions. One for service providers. You can find them on the website of the lead agency. Just follow the link and scroll to the end of the page: <https://focusonehealth.com.au/connecting-country-sa-people-and-services/>

PLEASE NOTE: change of date for our April Taskforce network meeting – this will now be held on **21 April 2020 via ZOOM** commencing 12.00 noon for 12.15 start

Michelle Fuller | Project Officer Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce
7 April, 2020