

SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

Minutes of the Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce meeting
Held in the Council Chambers, City of Victor Harbor on
13 August 2019 12-2pm

The meeting commenced at 12.10pm

1 PRESENT

Belinda Seymour	Kalyra Help at Home
Carolyn Pratt	Country Health Connect
Corrie Burnside	My Care Solution
Deb Gregory	Alexandrina Council - Community Connect
Denise Schoder	RAS - Aged Care Alternatives
Emma Norton	Country Health Connect
Helen Deguet	City of Victor Harbor - Caring Neighbourhood Program
Jo Daniels (meeting notes)	City of Victor Harbor - Caring Neighbourhood Program
Joyanne Mirra	ACH Group Social Links
Liz Cleland (Chair)	BHF LHN – Railway Cottage
Marilyn Henderson (till 1.15pm)	COTA SA Peer Champion & elected member City of Victor Harbor
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Michelle Tonkin	Resthaven
Sarah Ansell	Resthaven – Community Services
Sophie Green	Carers SA – Carer Support Worker
Tanya Boakes	Resthaven – Community Services
Terry Mangelsdorf	Carers SA - CRCC
Guest presenter:	
Elicia White	Chief Adult Safeguarding Practitioner – Adult Safeguarding Unit

2 APOLOGIES

Eliz Veitch	Carers SA
Elizabeth Kennedy	Country SA PHN
Gwyn Elson	ACH Group
Jackie Horton	Southern Volunteering
Jacqui Briers	Carer & DisAbility Link
Kerry Mart	ACH Group
Marjo Smith	Barossa Hills Fleurieu Local Health Network
Mark Oliphant	City of Victor Harbor
Melissa Smith	ECH
Pauline Kearns	Your Nursing Agency - YNA
Rob Crouch	Dementia Australia
Sue Tucker	Carers SA – Regional Team Leader
Wendy Oliver	Estia Health

3 Acknowledgement of Country – Liz Cleland

Liz opened the meeting, conducted Acknowledgement of Country and welcomed everyone.

4 INTRODUCTIONS

All members introduced themselves with their name and the organisation represented. Special welcome to guest presenter: Elicia White from Adult Safeguarding Unit; and also to Sarah Ansell and Michelle Tonkin from Resthaven both attending for the first time.

5 MINUTES OF PREVIOUS MEETING – 11 June 2019

Minutes of the previous meeting held on 11 June were confirmed as true and correct.

Moved by Helen Deguet, seconded by Denise Schoder.

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

6 GUEST PRESENTATION

'New Adult Safeguarding Unit' by Elicia White, Chief Adult Safeguarding Practitioner:

Elicia White presented information about the new Adult Safeguarding Unit which will commence operation on 1 October 2019. The Unit will be enabled by the commencement of the parts of the Act that create a statutory framework for people to report suspected and actual abuse of vulnerable adults to the Unit and empower the Unit to assess and take action with respect to such reports.

Elicia clarified the following definitions:

- Vulnerable Adult – *“An adult person (65+) who, by reason of age, ill health, disability, social isolation, dependence on others or other disadvantage, is vulnerable to abuse”* and Aboriginal Torres Strait Islander peoples >50 years
- Abuse – *“Broad definition encompassing physical, sexual, emotional, financial or psychological abuse, neglect, omission to act (when duty of care owed), abuse of position of trust, and denial (without reasonable excuse) of basic rights.”*

For the first three years, the term vulnerable adult will apply to persons aged 65 years and over (or 50 years and over for ATSI). After this time, it will apply to any vulnerable adult, regardless of age.

The ASU has been set up in response to current gaps in services for older people experiencing abuse. It is not there to replace existing services. The ASU will complement and work collaboratively with other organisations and coordinate multi-agency approaches to supporting vulnerable adults.

The focus of the Unit is to offer assistance to people who are currently at risk of or experiencing abuse. Anyone with concerns or suspicions about current abuse of adults who may be vulnerable will be able to report their concerns to the Adult Safeguarding Unit once it commences operations. This is a voluntary action - there is no mandatory reporting requirement. However, once a report is received, it is mandatory that the Unit assess that report and take action. It is intentionally focused on the individual and to act in line with their wishes. The ASU must gain consent from the vulnerable adult. The Unit will have the authority to refer matters to other appropriate agencies such as the Police, Ombudsman or Commonwealth Aged Care Complaints Commissioner, on a case-by-case basis.

Agencies should continue to implement policies and processes which uphold the rights of Vulnerable Adults and to be mindful of ways which they can uphold the rights of older people, whether that is about educating their staff and the community about recognising signs of abuse or developing robust systems for responding to abuse within their organisations.

Contact details:

Elicia White

Chief Adult Safeguarding Practitioner

Adult Safeguarding Unit

Office for Ageing Well

Tel (08) 8204 2442 | Email executive@activeageing.org.au

7 FLOURISHING ON THE FLEURIEU

7.1 Festival 2020

Discussed options for Flourishing on the Fleurieu Festival 2020. It was agreed that we look at hosting the Festival over a two-week period, following feedback from community groups who participated in the 2018 Festival (which was held over one week) who reported that due to the large number of festival activities and events there was often too much happening on each day for people to choose from. Consideration was given to timing the Festival either during Active Ageing Week (around 20-26 September 2020) plus an extra week, or holding the Festival during COTA SA Zest Fest which is over two weeks (around 12-26 October 2020); members agreed that it could work well to coincide with Zest Fest. There was also discussion about exploring different options for community members to find out more about service providers in their local areas. Reflecting on the success of the My Aged Care Community Information sessions hosted by COTA SA over recent years (Victor Harbor - November 2017, and Yankalilla - February 2019), which included service providers hosting information stalls, we could look at partnering with COTA SA to run something similar in each of the council areas leading up to the Festival. In summary, the two-week Festival 2020 would then just include community-based groups hosting activities and events to encourage new people to get involved, and we will explore a community information expo event in each of the council areas as separate events.

Action: Please email Michelle mfuller@victor.sa.gov.au if you are interested in participating in the Festival & Expos planning team.

Action: Michelle to contact COTA SA to gauge interest in hosting the community information expos during 2020.

8 DEMENTIA FRIENDLY COMMUNITITES

8.1 CADDY Project – Report and Resources

CADDY Project - Two end-of-project events were held on 25 June at McCracken Country Club:

- Celebratory recognition morning tea to acknowledge the contributions of people who participated in the Caddy Project Trial. This was attended by 21 people including the project participants, carers and volunteer caddies; along with key project partners and Maria Vlachoulis (Senior Policy Officer) Office for Ageing Well, SA Health.
- Open Forum (1 – 4 pm) to share key learnings and resources arising from the project and to launch the Evaluation Report. Evaluators Jeffrey Fuller and Liz Cleland presented key messages and a summary of the findings from the project, Helen Deguet and Beth Moore outlined how the project worked in each of their programs, Ruth (one of the volunteer caddies) shared about her experiences as a caddy, and Dana Lavenant from the Better Practice Project presented a draft of the new Caddy Resource Kit arising out of the project. Q & A Panel was also held where questions were posed to key project partners, with attendees really appreciating the insight into the caddy perspectives. The full Evaluation Report and Key Messages document are now available on the Taskforce webhub www.victor.sa.gov.au/flourishing The Caddy Resource Kit will be available once finalised.

9 WORKFORCE DEVELOPMENT & TRAINING

9.1 Silver Rainbow LGBTI Aged Care Awareness Training

The Southern Fleurieu and KI Positive Ageing Taskforce partnered with the Hills Positive Ageing Taskforce to offer this training free of charge, in Strathalbyn on 17 July 2019, for regional aged care stakeholders. The session was facilitated by COTA SA trained volunteers with lived experience and offered an engaging interactive workshop for the 25 participants who attended representing a diverse range of aged care stakeholders.

9.2 Mental Health Awareness and the Older Person

ACSA are offering this training workshop free for CHSP Providers at City of Onkaparinga on 25 September 2019, 9.30am – 1.00pm. This is a non-clinical workshop for aged care community workers supporting older people living with a mental illness and challenging behaviours in their home. Enquiries should be directed to Rosie Mangan at rosie.mangan@acsa.asn.au or phone 08 83388005.

10 KANGAROO ISLAND

10.1 Update (N/A – apology from Marjo Smith)

11 ISSUES FOR STRATEGY AND PLANNING

Key DoH web links, providing links to useful information and resources, are now available on the online flourishing hub for easy access www.victor.sa.gov.au/flourishing

11.1 Department of Health – updates:

- **Royal Commission into Aged Care Safety and Quality:** The [Royal Commission website](#) provides information about the work of the Royal Commission and how you can engage with the Commission, including how [submissions](#) can be made, and when and where [hearings](#) will be held. View [live webcasts](#) of hearings, or video recordings of previous hearings or read the [transcripts](#). An [audio version](#) of the live webcast is also available. Submissions are encouraged, for more information on how to do this, please go to the public [submissions](#) page and read the [guidance on making a submission](#).
- **Grandfathered clients:** All CHSP providers that have grandfathered clients who are not yet registered on My Aged Care are required to provide information on these clients to the Department of Health for the purpose of creating a client record. This is a requirement in the CHSP Program Manual 2018. The data collected from grandfathered clients will be used to create a My Aged Care client record for these clients without an assessment being undertaken. CHSP providers are required to complete the [data collection template](#) for all grandfathered clients who are not yet registered on My Aged Care. Providers are reminded the My Aged Care Provider Portal is open until 23 October 2019 (extended due date). The data collection template needs to be submitted to the provider portal during this period, with manual insertion of service information for each client from drop down menus, before the final data can be submitted in the provider portal. [Quick Reference Guide \(for CHSP providers\) — explains how to upload the data collection template into the My Aged Care Provider Portal and select the services each](#)

[client receives \(updated 25 July\)](#). Please note: this guide has been designed to be used by CHSP provider staff who are 'My Aged Care Organisation Administrators'. For technical queries, CHSP providers can contact the My Aged Care provider and assessor helpline on 1800 836 799.

- **Compulsory reporting by aged care providers:** Approved providers of residential aged care need to report suspected or alleged assaults to both the Department of Health and your local police.

Reportable assaults on a resident include:

- o unreasonable use of force
- o unlawful sexual contact
- o unexplained absences (missing residents).

The single Quality Standards introduced on 1 July 2019 did not change the compulsory reporting obligations contained within the [Aged Care Act 1997](#).

Information about the guide for aged care staff and compulsory reporting is available [here](#).

- **Awareness of phone scams:** All service providers should be aware that there have been recent reports of scammers targeting Home Care Package recipients via phone. These scammers often start by offering a better Home Care Package and attempting to lure the client into making a payment of some description, including through the purchase of vouchers. In one reported case, a scammer advised the client they could offer a better Home Care Package deal and that they were eligible to receive a sum of money, but in order to receive this money they had to pay upfront through the purchase of vouchers. Service providers should encourage their clients to report any suspicious activity to them and the police. Information on scams and the ability to report them can also be done via the Australian Competition and Consumer Commission's website '[Scamwatch](#)'.

- **2019 ACFA Annual Report now available:** The Aged Care Financing Authority's (ACFA) 2019 Report on Funding and Financing of the Aged Care Industry is now available. This is the seventh annual report on the funding and financing arrangements and key characteristics of the Australian aged care industry. Read the report to find out more about:

- o scale and funding structures
- o financing performance based on 2017-18 data
- o future demand for aged care
- o challenges of achieving a sustainable aged care system.

The full report is available [here](#).

- **New approved provider application forms are now available:** New application forms and guidelines for organisations seeking approval to provide residential, home and/or flexible care are now available for use. The new forms contain questions specific to the Aged Care Quality Standards effective from 1 July 2019. If your organisation is applying for approval to provide residential care, home care or flexible care, you must use the relevant new application form.

There are different forms for:

1. new applicants
2. existing approved providers
3. government organisations.

All three forms allow organisations to be approved for one or more types of care:

- o residential care
- o home care
- o flexible care (in the form of short-term restorative care).

Applicants should read the guidance information in conjunction with the application forms, and must use the approved form that is current at the time of applying. The forms are available [here](#).

- **New Charter of Aged Care Rights resources:** Resources to support the sector's understanding of the Charter are available. Resources include a:

- [Charter of Aged Care Rights booklet](#) for consumers to inform them of their aged care consumer rights
- [Charter of Aged Care Rights poster](#) to display in your organisation and promote awareness of the Charter.

Hard copies of these resources can be ordered by emailing our distributor directly at Health@nationalmailing.com.au.

The booklet has been translated into 18 languages and is available on the department's website or downloading and printing.

The Older Persons Advocacy Network (OPAN) has supported the department with raising awareness and providing education about the Charter, which includes support to aged care service providers and consumers. More information is available on [OPAN's website](#). More information about the Charter is available on the [department's website](#).

- **New home care pricing requirements now in place:** From 1 July 2019, all home care providers are now required to meet the new pricing requirements. This includes publishing their pricing information in the new standardised schedule on My Aged Care. Any provider that has not entered their pricing information are required to do so as soon as possible. Providers will need to save their pricing information against My Aged Care Service Items (not Outlets) for it to appear on the public Service Finder. The department is monitoring home care providers' compliance under the new requirements and may take compliance action where appropriate. Information and all support materials are available [here](#).
- **Managing your CHSP service information in My Aged Care:** A factsheet on managing service delivery information for Australian Government funded service listings in My Aged Care is now available for CHSP providers. It aims to help ensure that the service delivery information you set up in the My Aged Care 'Find a provider' tool accurately reflects where you are able to deliver services. It is important this information is accurate as it is publicly displayed and informs the referrals made by contact centre staff and assessors.
Action
Please check that:
 - o your service delivery information is accurate
 - o other service information is up-to-date, including service availability information.

More information

Find more information in the [Managing your CHSP service information](#) factsheet.

If you have any questions about your Funding Agreement and contractual obligations please contact your Funding Arrangement Manager (FAM).

For technical assistance you can contact the My Aged Care service provider helpline on 1800 836 799.

- **Outcomes of the 2018 CHSP Wellness and Reablement Report:** In late 2018, CHSP service providers in all states and territories (except in Victoria) were required to report on the implementation of wellness and reablement approaches in their service delivery. The 2018 wellness and reablement report has allowed the department to gain a greater understanding of what is working well, what issues were identified by service providers and the level of support and information required by service providers to enable them to embed wellness and reablement approaches. The outcomes of the wellness and reablement report is available [here](#).

11.2 Online Service Directories:

Online Regional Services Directories are now 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/>

12 STATE/COMMONWEALTH UPDATES

12.1 State Ageing Well Plan 2020-2025

Stakeholder consultation has continued, via the Stakeholder Response Kit, for input into the next State Ageing Plan. Feedback for the Fleurieu region was collected from the Fleurieu Regional Community Services Advisory Committee on 9 July, and interested members of the Positive Ageing Taskforce network participated in a workshop on 10 July. Information was collated and submitted to Office for Ageing Well, SA Health via The Australian Centre for Social Innovation (TACSI) on 15 July. Three key themes have been identified through statewide conversations with older people as important for ageing well:

- o There's no place like home
- o Meaningful connections
- o Navigating change

Further information about each theme can be found in the *Future Directions to Support Ageing Well* report, which can be accessed here: <https://www.tacsi.org.au/wp-content/uploads/2019/03/Future-Directions-to-Support-Ageing-Well.pdf>

12.2 State Health Reforms (Janice Moon via email)

From 1 July 2019 amendments to the Health Care Act 2008 came into effect to decentralise governance for the public health system and establish Local Health Network (LHN) Governing Boards. The 10 new LHN Governing Boards, including 6 across rural SA, are responsible for overseeing local service delivery to their communities. Rebecca Graham is the Executive Officer of the Barossa Hills Fleurieu LHN, Alison King is Executive Director of Community and Allied Health and Anne Price is the Acting/Executive Director Nursing & Midwifery.

12.3 Country SA Primary Health Network August update

Mental Health & AOD

- *Fleurieu Psychological Services – PsychMed*
 - o Based in Victor Harbor with outreach to Strathalbyn community
 - o Short term psychological interventions for mild to moderate severity
 - o GP mental health care plan is required for access to free service up to 12 sessions
 - o Contact: Yvette Davey, Practice Manager Phone: 70822624 or fax referrals: 74444270
- *Summit Health* providers for mental health programs in Fleurieu
 - o Currently recruiting for clinicians to increase FTE in the region.
 - o <http://www.summithealth.org.au/services/mental-health/>
- *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/>
 - o Note that Regional Access will call back clients who are low are credit
- *Suicide Prevention Service* – Anglicare SA provide specialised support following a suicide attempt. No referral required – call 1300 077 798
- *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
- *QPR Online Training* (Question Persuade Refer) - Free 60 – 90 minute online training module, certificate at completion and covers: CODE: CSA
 - o Common myths and misconceptions about suicide
 - o The warning signs of suicide
 - o How to ask the suicide question
 - o How to persuade someone to stay alive
 - o How to get help for someone in crisis
- *Tumbelin* via Baptist Care also addresses AOD in youth in the area 15 yrs +
- *Headspace – Victor/Goolwa*
 - o Contact Mt Barker Office for appointment: 8398 4262
 - o Satellite office now open Monday - Wednesday at 10 Crosier Rd, Victor Harbor
 - o Satellite office to go through fit out and be fully functional by Dec 2019 - Thursday and Friday at Goolwa (multiple locations)
- *Headspace – Strathalbyn*
 - o Mental Health Social Worker (12 – 25 yrs); one day at Flex Centre, Strathalbyn; one day at Strathalbyn Medical Clinic 24 – 26 West Terrace, Thursdays call 8531 2122 for appointment; 2 day per week worker providing case management support/coordination to Strathalbyn

NB: Strathalbyn Medical Clinic have Paul Martin Counselling (Fri) Sue Hogan Psychology Services (Tues)
- *Drug ARM* - Based at 2 George Main Road, Victor Harbor with full time opening hours. Zoe will be working for 3 days per week. Peter will go to KI for 3 days per week every other week.
 - o Referrals are via telephone or email, no GP referrals required, Telephone: 0437 946 023
 - o SMART Recovery group has begun every Wed from 3pm till 4.30pm – no referral required

Aboriginal and Torres Strait Islander Health

- *Moorundi* commissioned service based in Murray Bridge. Indigenous Health Project office and Care Coordinator and Aboriginal Outreach Worker service Victor Harbor twice per week. Based at the South Coast Hospital.
 - Moorundi are commissioned to provide program to Indigenous peoples in Victor Harbor to include chronic disease management, tobacco cessation, nutrition and physical activity, harmful substances, healthy relationships and access to health checks - 5 sessions are to be delivered over 10 weeks

Population Health

- *Mod Med – Understanding LGBTIQ*
 - Free online training now available for all health professionals - www.modmed.com.au/csaphn
 - Course is interactive and engaging – provides practical tips, understanding of key concepts, correct language use and access to appropriate resources.
 - Duration – approximately 3 hours
- *Regional Service Directory – NOW LIVE*
 - www.servicesdirectory.org.au - Landing page for all service directories
 - www.fleurieu.servicesdirectory.org.au - Fleurieu Service Directory - direct link
 - To have your organisation details added to the directory, use the link below to send an email and a form will be sent to you - www.fleurieu.servicesdirectory.org.au/contact-us/

Aged Care

- *COTA (Council on the Ageing)* support My Aged Care access with information
 - Victor Harbor - Marilyn Henderson based at Victor Harbor Library, Mon 10-12:20pm each week Mob: 0456 390 059
 - Strathalbyn - Tim Hobbs assists with telephone support & face to face assistance Mob: 0456 390 061
 - Goolwa – Maureen Franklin based at Goolwa Library, Wed 10-12pm each week Mob: 0499 036 790
 - Yankalilla – Dorothy Hewitt based at Yankalilla Library, Wed 10-12pm each week Mob: 0476 179 609

Health Workforce

- *Health Pathways* – online portal for GP's to use which enables streamlined referrals and planned care of the patient. This is a health initiative with SA Health (lead) Adelaide PHN and Country SA PHN. The program will ensure consistency and provide evidence that supports reduced waiting time for patients and increased access to services - <https://saproject.healthpathwayscommunity.org/>
- *"How To" Videos* – Now available, providing a snapshot of how to access, navigate and use Health Pathways - www.countrysaphn.com.au/phnactivity/healthpathways

Digital Health

- *Health Connect* – CSAPHN eHealth team are working to connect health professionals via Cisco Jabber.
- *My Health Record* digital health officers are now engaging Residential Aged Care Facilities, Allied Health and Pharmacies to connect for seamless continuous patient care

Please contact the Country SA PHN Central team should you require more information or have any questions about the above topics:

- Elizabeth Kennedy – Regional Manager, ekennedy@countrysaphn.com.au
- Sara Manser - Regional Coordinator, smanser@countrysaphn.com.au

13 ROUND ROBIN

Terry Mangelsdorf – Carers SA Commonwealth Respite & Carelink Centre

Carers SA update - Carer Gateway & Integrated Carer Support Services

As you may already be aware, the Department of Social Services (DSS) is changing the way it funds the carer sector through the introduction of the Integrated Carers Support Service (ICSS). This new service focuses on making carer supports and services easier to navigate, more accessible and increases the Federal Government's investment in services proven to improve a carer's quality of life and their ability to perform their caring role. Carers SA has developed a fact sheet (fact sheet 1) attached which outlines the ongoing services which will be available to carers under the new system.

From 30 September 2019, carers will be able to access support and services through a new network of Carer Gateway Service Providers, there will be two within South Australia (refer fact sheet 2 attached, a country and metro provider based on PHN regions), or online through the [Carer Gateway](#) (this website

is already available and currently offers information to carers and online counselling and coaching services).

In February 2019, Carers SA submitted an application to provide these services in South Australia and is awaiting the outcome of this process, which is taking longer than the Government first advised. We were hopeful of an outcome by July 2019, however understand DSS is still working through their grant assessment process. We acknowledge and value our relationship with you and your organisation, over a long period of time, and once the outcome of the tender is known we will advise you accordingly. We are hopeful of success with our grant application to provide Carer Gateway services under ICSS to be able to continue to support carers in South Australia.

- *What this means now (August and September 2019):*

Based on current DSS timelines Carers SA will be providing and brokering respite services until the end of September 2019. In this financial year to date, we have seen *unprecedented demand* for short term respite services as a result of other organisations' changes in funding due to transition to the NDIS; and My Aged Care; support service gaps, waiting times and accessibility issues in the NDIS and Aged Care systems; coupled with a push of early discharges from hospital stays. This has resulted in a significant above budget spend and Carers SA effectively having already spent its quarterly budget allowance for brokerage in one month. While we appreciate the referrals which are coming through, we would caution you promising carers and their families of our ability to automatically provide short term emergency respite assistance. We are happy to continue to receive these referrals, once NDIS package, Aged Care and other assistance has been considered, and will continue to provide support for carers, and consider our ability to fund these verses other supports available to them, our pool of funding available and our internal assessment processes (prioritising emergency cases) before being able to fund this assistance.

- *What this means from 30 September*

From what we currently know, Carers SA under its current funding agreements, will not be funding any new services for carers after 30 September 2019 and will only be able to fund prearranged services for carers into early October 2019. The Government is still finalising its requirements for current service providers to transition carers to the new ICSS services. The Carer Gateway will be the major entry point to new services. The Gateway number is **1800 422 737**, it is active now, but will be the **only number** available to carers and for referrals from 30 September. The current Commonwealth Respite and Carelink Centre (CRCC) number (1800 052 222) and Carers SA's information and advice number to carers (1800 242 636) will redirect to the new number for a period but will become unavailable. We are unsure of when these numbers will close down.

We will keep you informed of outcome of the grant process and transition arrangements to the new Carer Gateway Services.

Emergency Respite will be available to carers from 30 September. The indication is that Respite will be available as part of *Carer Directed Packages*, however this still needs to be confirmed. We are unsure of the guidelines at this point, around emergency respite (most likely will be very short term in nature, ie first 48 hours, until other supports can be organised) and there will be an holistic assessment process, via the Carer Star, (including looking at eligibility for other supports from other systems such as the NDIS and My Aged Care) and priority given to carers who cannot, and are not eligible from other system supports, into the carer directed packages the Carer Gateway Service Provider is able to provide. *Short term respite*, which is often what we have funded from our current funding pool, is no longer available under ICSS, unless it is accessed as part of the Carer Directed Packages.

Financial Implications of Funding Ending for Respite Service Providers

In June 2019 we sent an email to our Respite Service Provider's finance teams and some management staff advising that with the introduction of ICSS, the current Federal Government funding agreements that Carers SA has in place, will finish on *30 November 2019*. This means *all services* will need to be *finalised* and *invoices received prior to this date* so we can acquit the monies in full. Which if applicable to you, you may or may not have seen.

At times we see a delay between the provision of respite services and invoices being provided to us. If the invoices are not forthcoming as the services were not provided or cancelled for any reason we would ask you to let us know as soon as possible. Please note, if invoices are received after 30 November 2019, *funds will no longer be available* for us to pay you for these services.

- *In Summary*

We thank you for your assistance over the years in either referring carers to us or providing services to carers and await the outcome of the tender process. Please feel free to pass the Gateway information and fact sheet to carers or provide these to your teams as a reference point. If you would like to discuss this further please contact:

Terry Mangelsdorf,
Acting Program Manager
Commonwealth Respite & Carelink Centre – South & East Country
Phone: 08 8539 1300
Email: terry.mangelsdorf@carers-sa.asn.au
Web: www.carers-sa.asn.au

14 NEW AND EMERGING ISSUES / OPPORTUNITIES

14.1 'Ageism' Ted Talk – Liz recommended a Ted Talk by Ashton Applewhite titled '**Let's end ageism**': *It's not the passage of time that makes it so hard to get older. It's ageism, a prejudice that pits us against our future selves -- and each other. Ashton Applewhite urges us to dismantle the dread and mobilize against the last socially acceptable prejudice. "Ageing is not a problem to be fixed or a disease to be cured," she says. "It is a natural, powerful, lifelong process that unites us all."*

It's true that we cannot challenge biases until we are aware of them – let's challenge our socialised bias related to ageing. Link to Ted Talk: https://www.ted.com/talks/ashton_applewhite_let_s_en-t-d_ageism?utm_campaign=tedsread&utm_medium=referral&utm_source=tedcomshare (11.38 min)

15 NEXT MEETING:

Tuesday 8 October 2019 at 11.45 am for 12 noon start, City of Victor Harbor Council Chambers.

Guest presentation: Mental Health presentation including StandBy Support After Suicide & Self-Care for workers, by Tracey Wanganeen, StandBy Support After Suicide Coordinator Country SA.

Meeting was closed at 2.00pm