

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
9 October 2018 12-2pm

The meeting commenced at 12.05 pm

1 PRESENT

Beth Moore (12.00 – 13.00)	Alexandrina Council – Community Connect
Betty Hurrell	ECH
Chelsea Hastings	ECH - OT
Elizabeth Kennedy	Country SA Primary Health Network
Gary Crook	Yankalilla Council – Transport Coordinator
Helen Deguet (minutes)	Caring Neighbourhood Program
Joan Martin	Resthaven
Jo Wilkin	TAFE SA
Kerry Mart	ACH Group
Melissa Gawne	Regional Assessment Service – My Aged Care
Michelle Dugmore (Chair)	My Care Solution
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Dr (Khoka) Mohammad	
Hamiduzzaman (12.00 – 12.50)	Flinders University
Sara Manser	Country SA Primary Health Network
Sue Tucker	Carers SA – Team Leader Southern Fleurieu & KI
Tanya Boakes	Resthaven
Wendy Oliver	Estia Health
Guest presenters:	
Deborah Bolt (12.00 – 12.45)	ARAS – Aged Rights Advocacy Service
Jackie Horton (12.45 – 13.15)	Southern Volunteering

2 APOLOGIES

Brittannie Millowick	Australian Hearing
Carolyn Pratt	Country Health Connect
Emma Martin	Australian Hearing
Gwyn Elson	ACH Group
Jo Daniels	CNP - Program Support
Joyanne Mirra	ACH Group
Liz Cleland	Country Health Connect – Railway Cottage
Mark Oliphant	City of Victor Harbor
Monica Cations	Flinders University
Pauline Kearns	YNA
Rebecca Perry	Five Good Friends
Terry Mangelsdorf	Carers SA - CRCC
Wendy Pearce	ECH

3 Acknowledgement of Country – Michelle Dugmore

Michelle 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 presenters Deborah Bolt from ARAS – Aged Rights Advocacy Service, and Jackie Horton from Southern Volunteering.

5 MINUTES OF PREVIOUS MEETING – 14 August 2018

Minutes of the previous meeting held on 14 August were confirmed as true and correct.
Moved by Gary Crook, seconded by Wendy Oliver.
All members confirmed that the minutes of the last meeting were true and correct.

6 GUEST PRESENTATION 1 – ARAS Community Care Talk

Deborah Bolt, from Aged Rights Advocacy Service (ARAS), facilitated a presentation about Community Care. Information covered included a summary of ARAS Programs, advocacy in community care, rights of older people. Please see attached presentation notes. ARAS are part of the nationwide Older Persons Advocacy Network (OPAN). Contact details for ARAS are 16 Hutt St, Adelaide, SA 5000 Phone 8232 5377, country callers 1800 700 600, email: aras@agedrights.asn.au web: www.sa.agedrights.asn.au

GUEST PRESENTATION 2 – Southern Volunteering (SA) Inc

Jackie Horton from Southern Volunteering presented an overview of Southern Volunteering (SA) Inc:

- Volunteer Referral Centre located at Victor Harbor covering Victor Harbor, Alexandrina & Yankalilla Council
- Act as a 'broker' between not for profit organisations who require volunteers for their programs and community members seeking to volunteer
- Volunteer roles are advertised on line on *GoVolunteer* <https://govolunteer.com.au/> and *Seek Volunteer* <https://www.volunteer.com.au/>
- Southern Volunteering ran a newly funded program called VIBE (*Valuing Individuals Background and Experience*) between August 2017 & March 2018. VIBE was about identifying a mature persons skills and experience and matching them into a volunteer role where those skills could continue to be utilised.
- The 'stereotypical' volunteer is no longer the norm. Volunteer roles are varied, flexible, unusual and often not known about. A few examples were shared to demonstrate the diversity of some roles currently available on the Fleurieu.
- Southern Volunteering at Victor Harbor is trying to target newly retired residents to encourage them to volunteer in the hope that connecting with the community through volunteering may prevent feelings of isolation and disengagement.

Contact details:

Jackie Horton, Regional Coordinator, Client Services (Fleurieu - KI)

Southern Volunteering (SA) Inc

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Fleurieu Peninsula office: 41a, Torrens Street, Victor Harbor 5211 Phone: 8552 7858

7 FLOURISHING ON THE FLEURIEU

7.1 Festival 2018

The Flourishing on the Fleurieu Festival was held during Active Ageing Week 23-29 September 2018, with 42 groups (27 community groups and 15 organisations) showcasing over 100 activities across the region for older people. The aim of this year's Festival was 'exploring the possibilities' for getting involved in your local community focussing on connecting people with local communities and trying to reach those more isolated within communities. 2000 Festival Programs and 500 booklets (which include the Program and an info summary for each participating group) were distributed within local communities; along with print media, radio promotion and social media promotion. Feedback reports from participating groups are currently being received, early feedback has been very positive. This information will be collated and then shared with Festival stakeholders including each of the groups who participated. www.victor.sa.gov.au/flourishing

8 DEMENTIA FRIENDLY COMMUNITITES

8.1 DFC Trello resource

Usage and ongoing maintenance of this resource was discussed. Initially the Trello platform was chosen for this resource to allow stakeholders to upload their own dementia service information, however the resource is currently being updated at regular intervals by Jo Daniels as an admin service for the Taskforce due to stakeholders' limited capacity. If multi-admin access is no longer required, we could just house the info on the flourishing webpage. The Flinders Uni VERILY Project is developing a website and app providing information about dementia services, so our resource may not be needed. Also, Focus One Health have been commissioned to roll out regional service directories across the state, with Summit Health being sub-contracted to manage the Adelaide Hills, Fleurieu & KI directories. We will review this again once these other initiatives are further progressed.

8.2 CADDY Project

The CADDY Project continues to progress. A mid-project report was submitted to Office for the Ageing in August. Helen and Michelle delivered a pitch presentation about the Caddy Project at the SA Collaboratives Projects 'Putting into Practice Wellness and Reablement' event on 31 August. Following consultation with the project team, some additional training was developed and facilitated by Better

Practice Project on 28 August for the volunteer caddies focussing on enabling strategies for wellness and reablement. Feedback from the workshop was extremely positive and a follow up session is planned for 13 November to reflect on strategies. A project team meeting was held on 4 September to discuss details and timing of evaluation interviews, it is anticipated these will occur in November and will be conducted by the research team Jeff Fuller and Liz Cleland.

9 WORKFORCE DEVELOPMENT & TRAINING

9.1 Wellness and Reablement Putting into Practice state event – 31 August 2018

This event was held at Sunnybrae Estate, featuring Actor Role Plays and World Café interaction, as well as key note speakers and pitch presentations. 130 people attended and participated in the day's activities. Feedback received from the event was extremely positive. Presentations and resources from the day will be available on-line <https://www.ssrq.org.au/content/putting-practice-wellness-reablement>. The Role Plays will be filmed and this will be available as a PD resource when finalised, further information will be distributed once available.

9.2 ACSA Workshop for senior and middle managers – implementation measure for wellness and reablement – 21 November 2018

ACSA are planning several workshops across SA in November, where the focus will be on the roadmap/checklist being developed to help CHSP providers to measure the extent to which they are integrating wellness and reablement into core service delivery. The workshops are aimed at senior and middle managers. Will also address role of volunteers in wellness and reablement activities. A workshop for our region has been scheduled for Wednesday 21 November 2018, 9.30am – 3.30pm and will be held in the City of Victor Harbor Council Chambers. Places are limited with a maximum of 30 participants per workshop.

10 KANGAROO ISLAND

10.1 Update (Marjo Smith via email)

- Service planning: currently undertaking community engagement with the view to establish a ten year service plan for KI. Community engagement face to face sessions have been held in all major towns across the Island, sent out postcards for community members to jot down thoughts, sent out a survey and included an online component to this. The three most reoccurring points of discussion are: difficulty accessing GP's, PATS usage and GP presence in outlying communities. There was also some discussion on difficulty with transport. This information will be tallied and the final report will be available to all community members.
- Home Care Package availability continues to grow in KI and with several clients who are on the wait list with an average 3 - 6 months wait.
- Continue to wait for NDIS planning to be completed for clients on KI - this appears to be slow.
- Early Childhood team, a fly in fly out service, is at capacity however are still processing referrals within a timely manner.
- Optimal Ageing, CHSP programs are at capacity with a wait list for home help currently in place. All other referrals are being actioned in a timely manner, ie personal care, respite, social support and Day Activity.
- Community Care Centre (Junction Australia) have undertaken up an education program in Advanced Care Directives and now have champions around the Island to offer a community service.

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 – updates:

- ***CHSP Wellness and Reablement Report*** – service providers will be required to submit a wellness and reablement report annually. The 2018 report is designed to give the Department of Health a 'snapshot' of how providers are implementing wellness and reablement approaches in their service delivery, what they are already doing well and any challenges they face. The report will take the form of an online survey, including multiple choice questions and some free-text fields. It will not require providers to enter individual client-level data, it will ask for general information at the organisational level. The due date has been extended to 16 November 2018.

- ***CHSP Growth funding*** - On 2 October 2018, the Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM, MP announced that \$50 million per year in Growth Funding would be offered over two years from 2018-19 to a select number of existing CHSP service providers from 2018-19 with a strong record of delivery. The department analysed current funding and population

data and determined that funding for the following service types should be prioritised: home maintenance, home modifications, meals, domestic assistance, transport services. The department will contact the selected CHSP providers over the coming weeks to offer additional funding in 2018-19. The department is also investigating Growth Funding options for the 2019-20 financial year. More information. For future updates on CHSP Growth Funding please refer to the [department's website](#).

- **Aged Care System Navigator Request for Tender** – is now open for ‘the provision of services to coordinate and deliver the information hubs, community hubs and specialist support workers trials of the Aged Care System Navigator measure’. Request for Tender documentation is available on the AusTender website, closing date 23 October 2018.

Please refer to the October Project Officer Report for a summary of the following updates:

- **Aged Care Regional, Rural and Remote Infrastructure Grants now open**
- **Reminder: draft single Charter of Aged Care Rights consultation has begun**
- **Mandatory publication of home care pricing information**
- **Unmonitored medical alarm upgrade offer by NBN Co**

12 STATE/COMMONWEALTH UPDATES

12.1 Country SA Primary Health Network update (Sara Manser)

- My Health Record Opt Out period has been extended to 15 November 2018.
 - www.myhealthrecord.gov.au/ - Updated information on My Health Record website
 - www.humanservices.gov.au/individuals/online-help/create-mygov-account#mygov – Useful link for help with creating a My Gov account
- Three workshops being held in Strathalbyn on Thursday 18 October.
 - Pathways to Care – support after suicide training
 - Advanced Care Directives workshop
 - Breaking the Cycle – Community forum discussing domestic violence, alcohol and other drugs
- CSAPHN have extended contract with COTA to continue My Aged Care support for the community
 - Looking at sourcing volunteers for Goolwa and Yankalilla to extend this service
 - Community information session planned for Yankalilla
- New commissioned service with Active Ageing Australia in Victor Harbor.
 - Will deliver “Moving for Life” peer educator workshops – train the trainer
 - Will support and co-deliver workshops for the community
- Question Persuade & Refer Training – Free one-hour online training available to anyone
 - Flyer attached with code to access via CSAPHN website
- Focus One Health have been commissioned to roll out regional service directories across the state.
 - Summit Health are being sub-contracted to manage the Adelaide Hills, Fleurieu & KI directories.
 - Service Directory example: <https://www.limestone.servicesdirectory.org.au/>

13 ROUND ROBIN

Dr Mohammad (Khoka) Hamiduzzaman – Flinders University

Update on VERILY Project:

The VERILY Project is about supporting people who are caring for someone with dementia in a rural setting and helping rural communities to better understand and support people with dementia and their family and friends. This research trials and evaluates innovative technology and skills-building to increase the capacity of rural communities to provide support for and care of local people who have dementia, and their carers, family and friends. Your involvement is needed to help develop, co-design, and test these technologies.

Three strategies are being trialled during VERILY:

- A ‘technology learning hub’ in your community that is staffed by volunteers
- A website and mobile app (“Verily Connect”) that provides information about services for people with dementia and that also helps connect carers and service providers with each other
- Carer peer support groups that meet by video-conference.

Currently in recruitment stage: volunteers 7, staff 2, family caregivers 5. Expression of Interest forms and reply paid envelopes are available on resource table. Contact Khoka for further information: phone 0470 786 984 or email hami0185@flinders.edu.au

Beth Moore – Community Connect:

An invitation is extended to attend the launch of 'We Hear You 2' film on Sunday 28 October 2018, 2.00 – 4.00pm at the Community Hub, 1 Loveday Street Goolwa. This short film focuses on a specific group of established intergenerational relationships that is Grandparents caring for Grandchildren, highlighting the stressors and satisfaction grandparents may experience.

Sue Tucker – Carers SA:

NATIONAL CARERS WEEK – WHY DO YOU CARE?

National Carers' week, 14-20 October, recognises and celebrates the outstanding contribution Australia's 2.7 million unpaid carers make to our nation. Carers provide unpaid care and support to family members and friends who have a disability, mental illness, chronic condition, terminal illness, or who are frail aged. The carers may be elderly, middle aged with children of their own, or as young as six years old and Carers SA provides support to all these age groups. Unpaid Carers provide approx. \$1 Billion dollars of care each week and National Carers Week is an opportunity to celebrate our Carers contributions and to recognise this important work. This year the theme is "Why Do You Care?" Carers SA will be hosting a range of events and activities around the state and look out for a video on social media and regular radio spots. Head to our facebook page for all our news.

Betty Hurrell – ECH:

ECH Social Program runs Tuesday and Fridays – has vacancies for both days

Bus Trips will run twice weekly in near future. Bookings at the Social Program. Bus trips are very popular.

ECH Festival Event – High Tea with Jazz band was successful. Positive feedback, those who attended would come again. Great atmosphere. Will hold another event next Festival.

Dementia Friendly Community program continues in Victor Harbor.

Victa Cinema has commenced Dementia Friendly sessions run once a month on a Friday, except for school holidays. Positive feedback.

Looking for people who would like to join ECH DFC Alliance Committee to meet once a month while project is active. If anyone is interested please contact Betty Hurrell.

Talking to Café managers to discuss how a Dementia Friendly Café would benefit those who are living with dementia and their carers, especially those people whose dementia is of high levels.

14 NEW AND EMERGING ISSUES / OPPORTUNITIES

14.1 Regional Workforce Forum – ACSA hosted a Regional Workforce Forum on 26 September at Strathalbyn for aged care providers, employment services providers, local managers from Regional Development Australia, and State and Commonwealth disability providers to identify, discuss and address strategic workforce issues, regional priority areas and issues, regional recruitment, retention and skill development initiatives, regional Workforce Action Plans. Phil Allan, ACSA Workforce and Industry Development Officer, stated the issues raised have been discussed before – such as transport, attracting, recruiting and retaining right fit staff, training and professional development, skills and on the job experience, and strategic planning. The main focus was how ACSA could support practical and sustainable workforce initiative in the regions. There was a lot of positive feedback from participants about ACSA taking on a brokerage role, and they are currently exploring options for resourcing this.

Meeting was closed at 2.05pm

NEXT MEETING:

Tuesday 11 December 2018 at 11.45 am for 12 noon start, City of Victor Harbor Council Chambers.

Guest presenter: Josephine Littlehawk – 'Forgotten Australians' a lived experience story.