

Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce

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CADDY Resources – there has been some exciting developments in relation to the Caddy resources. Some available funding has been redirected and we are looking at developing a Caddy website to host the resources and information about this initiative in addition to relevant links to other useful resources, to share broadly with interested agencies and programs. We will be seeking people interested in being part of a 'Caddy Advisory Group' to support and guide the development of this website.

Workforce Development & Training

4. **Better Practice Project (BPP) Training Workshops:** For further training and professional development opportunities please visit: <https://www.acsa.asn.au/Education/Education-Programs.aspx?topic=Better%20Practice%20Project> Most training workshops accrue CPD, relevant CPD for each workshop is listed on website.
5. **BPP 'Being Curious' webinar series:** Information has been distributed to network members about the *Being Curious* series of webinars that Better Practice Project are hosting. Upcoming sessions include:
 - *Opening Doors* by Ageing 2.0 Adelaide on 11 June
 - *The Forgotten Australians Aged Care Project* by RASA & Helping Hand on 23 June
 - *Engaging the workforce in integrated spiritual care* by Meaningful Ageing Australia on 23 July
 - *Physical Activity: Foundation to active ageing* by Active Ageing Australia on 29 July

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.

Kangaroo Island

6. Commissioner for KI: A thank you email was received from the Commissioner for KI on 4 May, for our contributions. outlining the work undertaken b
Further updates to be provided at network meeting.

Ageing and Aged Care Communication from/to Department of Health

7. **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>

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- 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

8. 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](#).
- **COVID-19 guide for home care providers**
This guide is for providers of aged care and disability services who offer home care and support services to older people living at home and people with disability living in the community. It provides information and guidance on how to stay safe from coronavirus (COVID-19).
View the [COVID-19 Guide for Home Care Providers](#).
- **Stay COVID free, do the 3:** A new resource, [Stay COVID free do the 3](#) has been published on the department's website offering guidance on how to stay COVID-19 free. As we start to get back out there, this poster reminds all Australians to be COVID safe by washing your hands, keeping your distance and having the COVIDSafe app.
- **Supporting isolated senior Australians to stay connected:** The Government is supporting senior Australians through two new initiatives to prevent loneliness and social isolation under a \$6 million communications package. Almost \$5 million will be used to significantly expand Friend Line, a national telephone support service for older Australians, to answer 60,000 calls a year.
The Government has also awarded \$1 million in grants to 215 local community organisations to provide at-risk seniors with digital devices such as mobile phones and laptops. The grants will be delivered on the ground through local community organisations and managed by Good Things Foundation Australia as the Be Connected National Network Manager.



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Friend Line (1800 4 CHATS) will rapidly expand to be available outside normal business hours between 10am to 8pm, seven days a week.

Read the full announcement [here](#).

The latest investment comes on top of a new support line offering specific advice and counselling for senior Australians seeking assistance because of COVID-19. Established in conjunction with the Council on the Ageing Australia, National Seniors Australia, the Older Persons Advocacy Network and Dementia Australia, the COVID-19 support line will operate Monday to Friday, except public holidays, from 8.30am to 6pm on 1800 171 866.

- **Update - Conducting face-to-face aged care assessments:** From 25 May, Regional Assessment Services (RASs) and Aged Care Assessment Teams (ACATs) should offer face to face aged care assessments, where it is possible and safe to do so. However, it is important to note that while COVID-19 circumstances continue, face to face assessments are not mandatory where this would be unsuitable or inappropriate for a client, service provider or assessment organisation. RAS and ACATs will continue to consider their local circumstances and client choice when determining whether aged care assessments are conducted face to face or by telephone or telehealth.
- **Update - CHSP personal monitoring technology for senior Australians:** On 1 May 2020, the Department advised Commonwealth Home Support Programme (CHSP) providers that they may use unspent funds in 2019-20 to purchase personal monitoring technology for their vulnerable clients, up to the value of \$1,000 per client. Following a number of questions from providers, the Department wishes to clarify:
 - o CHSP providers should work with clients to determine whether they need and want to use personal monitoring technology. CHSP providers are accountable for determining a client's needs and are not to relinquish this responsibility to a personal monitoring system vendor.
 - o New clients may approach CHSP providers seeking personal monitoring technology due to COVID-19. In this situation, providers may help purchase personal monitoring technology. It does not need a RAS or ACAT aged care assessment.
 - o If a provider does not have 2019-20 unspent funds available to purchase personal monitoring technology, and their client has an identified need for personal monitoring technology, the provider should direct the client to contact My Aged Care on **1800 200 422**. The client can ask My Aged Care for a referral for a 'COVID-19 personal monitoring system'. My Aged Care can issue a blanket referral to all CHSP providers in the client's ACPR. This will allow a CHSP provider with available 2019-20 unspent funds to accept the referral. This ensures clients whose provider does not have available 2019-20 unspent funds are not disadvantaged.
 - o Providers should not provide a 'COVID-19 personal alarm monitoring system' to clients who already have a personal monitoring system.



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- Personal monitoring technology systems may include those that monitor clients for changes in behavioural patterns and send alerts, that is, they are not only for alerts due to emergencies such as a fall.
- Further information is available on the [department's website](#).
- **Wellbeing checks now offered to all Home Care and CHSP recipients:** In April, Minister Colbeck announced the Older Persons Advocacy Network (OPAN) will provide wellbeing checks over the phone to older Australians who have elected to defer their home support services during the COVID-19 pandemic. The wellbeing check service is expanding to now support **all** home care and CHSP recipients who may need some extra social and emotional support, not just those who have paused their services. This service is reliant on the referral of individuals. It is acknowledged that many home care and CHSP providers will follow-up on recipient's welfare. This independent OPAN service should be complementary and additional to any contact made to older Australians by their home care or CHSP provider, to ensure that no older Australian falls through the cracks. Referrals with consent can be made by service providers, loved ones, carers, and community members who are worried about an older Australian. Home care, CHSP providers and others who wish to refer an older Australian to the service, with their consent and knowledge, can do so online by visiting open.com.au/covidcallback and use the password: OPANcovid-19 or call OPAN on **1800 237 981** or email covid@open.com.au. Read [more information](#) about this service.
- **Advice around essential CHSP services and client charges:** The department understands there is some confusion around the provision of essential home support services. To clarify, with the exception of Social Support Group, no CHSP service types should be cancelled or reduced by providers on the grounds of being non-essential during the COVID-19 pandemic. While there may be a reduction in demand for some services by clients during this time, all CHSP providers are expected to continue offering and delivering services safely and in accordance with state and territory physical distancing and infection control requirements.
CHSP service providers may now re-open their Social Support Group and other in-person group activities where they can be delivered safely in a manner consistent with state and territory restrictions. Resources and specific information relevant to SA can be found at <https://www.covid-19.sa.gov.au/>
The department expects that all CHSP providers communicate and discuss any changes to care arrangements with their clients at the earliest opportunity. CHSP clients should not be charged for services they have not received. This includes services that have had to be cancelled or suspended due to COVID-19.
For more information, please contact your Community Grants Hub Funding Arrangement Manager (FAM).
- **Access to CHSP meals for Continuity of Support (CoS) clients:** CoS clients who need prepared meals due to the impact of COVID-19, can now access CHSP



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meals for the period of 1 May 2020 to 30 September 2020. CoS clients who need CHSP meal services can contact a meals provider themselves or call My Aged Care on **1800 200 422**. Following the screening process, My Aged Care will issue an urgent electronic referral to a CHSP meals provider. From this point on the referral process for the provider is the same as for other CHSP meals clients. If the CoS client contacts the CHSP meals provider, the provider follows the same process currently in place for provision of urgent services to CHSP clients. CoS clients can access CHSP meals for any period, from the date of referral, up to 30 September 2020. CoS clients are not entering the aged care system and are only receiving CHSP meals for a time limited period. They do not need a RAS assessment. For the purposes of meals provision the CHSP Client Contribution Framework will apply to CoS clients. Meals providers are to contact the CoS client two weeks before 30 September 2020 to remind the client they will not receive meal services after this date. If the CoS client needs to continue to receive CHSP meals after 30 September 2020, they must be referred to the Department at CommonwealthCos@health.gov.au to discuss their options for ongoing support.

- **Have your say — aged care worker regulation scheme:** The Department has engaged mpconsulting to assist in developing future options for a regulation scheme for aged care workers. This follows calls over the past several years for an aged care worker screening or registration scheme to be introduced by the Australian Government.

A Consultation Paper (available on the [consultation hub page](#)) has been developed to seek feedback on the:

- potential features of an aged care worker regulation scheme
- advantages and disadvantages of the various options and
- implications of any new scheme

Have your say by completing the [online survey](#). The feedback received will be used to develop detailed options for the department to consider.

The survey is open now until Monday, **29 June 2020**.

- **Service Compliance Rating for residential aged care:** From July 2020, the Government will publish a compliance rating for residential aged care services on My Aged Care. The rating system was developed by the Department of Health in partnership with the Aged Care Quality and Safety Commission and in consultation with stakeholders, including older Australians, their caregivers, aged care providers, and peak bodies.

The Service Compliance Rating will be visible in the '[Find a provider](#)' section of the My Aged Care website. The rating allows consumers to easily compare the quality of residential aged care services, supporting more informed decision-making.

The rating reflects a service's current compliance position – i.e. whether a service has a sanction or non-compliance notice and the outcome of the most recent performance assessment by the Commission against the Aged Care Quality Standards.

Read more at [Service Compliance Ratings: Information for residential aged care service providers](#).

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- **Testing of Residents and Workers:** Blanket testing of all residents or staff of a residential aged care service who do not have any symptoms, or who have no history of close contact or international travel, is not recommended. However, the Australian Health Protection Principal Committee has published advice that recommends testing where staff or residents exhibit symptoms. Given the high risk of aged care facilities, this extends to recommending testing even for those staff or residents who display non-standard or atypical symptoms. Importantly, where there has been a confirmed case of COVID-19 within a residential aged care facility, the [Coronavirus \(COVID-19\) in Australia – Pandemic Health Intelligence Plan](#) then recommends broader testing to assist in containing any outbreak. To assist residential aged care facilities in managing the risk of introducing COVID-19 into a facility, the Aged Care Quality and Safety Commission recently wrote to all residential aged care facilities providing [entry screening advice for residential aged care facilities](#) to assist in preventing transmission.
- **Fact Sheet on Industry Code for Visiting Residential Aged Care:** The Aged Care Quality and Safety Commission has released a new fact sheet on the Industry Code for Visiting Residential Aged Care Homes during COVID-19. The fact sheet provides further explanation of the new Code, including how it complements the existing regulatory framework. The Code sets out the aged care industry's expectations on how to support residents receiving visitors while also keeping them safe and protected during the COVID-19 pandemic. You can [download the fact sheet](#). Translated versions of the Industry Code for Visiting Residential Aged Care Homes during COVID-19 are being made available on [the department's website](#) - 18 language translations will be available.

OTHER

- **Recovery from COVID-19:** The SA Roadmap for Easing COVID-19 Restrictions can be located here <https://www.covid-19.sa.gov.au/recovery> Step 2 commenced on 1 June https://www.covid-19.sa.gov.au/_data/assets/pdf_file/0007/209482/FAQ-Step-2-FINAL-01062020-v.01.pdf
- **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>
 - o Alexandrina Council: <https://www.alexandrina.sa.gov.au/discover/latest-news/coronavirus-covid-19>



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- District Council of Yankalilla:
<https://www.yankalilla.sa.gov.au/contact/contact-and-announcements/staying-connected>
 - Kangaroo Island Council: <https://www.kangarooisland.sa.gov.au/notice-board/covid-19>
- **Update on Vision Support services in Fleurieu region:** Mireille Bucher from Guide Dogs SA/NT and Tracy Reed from Beyond Blindness will be presenting updates about Vision Support Services at our June network meeting.
- **Sexual Health and Diversity Project:** This project funded by Country SA PHN is being facilitated by Lud Allen from Sexual Health Counselling and Education. It provides an opportunity for people aged over 60 years to discuss sexuality and relationships. Group sessions were transitioned online via Zoom as of 25 May. For further information about this project please contact Lud on 0422 459 660.
- **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:
- Marilyn Henderson 0456 390 059
 - 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.**

PLEASE NOTE: our June Taskforce network meeting will be held on Tuesday 9 June, via ZOOM, commencing 12.00 noon. Link in details have been distributed via email.

Michelle Fuller | Project Officer Southern Fleurieu and Kangaroo Island Positive Ageing Taskforce
1 June, 2020