

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
14 February 2017 12-2pm

The meeting commenced at 12.05 pm

1 PRESENT

Beth Moore	Alexandrina Council
Carolyn Pratt	Southern Fleurieu Health Service
Chelsea Hastings	ECH - OT
Corrie Burnside	Home Instead Senior Care
Elizabeth Kennedy	Country SA Primary Health Network
Esther Fluri	Southern Cross Community Care
Gary Crook	Yankalilla Council – Transport Coordinator
Gwyn Elson	ACH Group
Helen Deguet	Caring Neighbourhood Program
Inara Beecher	Country SA - Primary Health Network (PHN)
Janice Moon	Barossa Hills Fleurieu Rural Region - CHSA
Jo Daniels (minutes)	Caring Neighbourhood Program
Joan Martin	Resthaven Community Care
Johanna Milbank (chair)	Regional Development Australia, Hills Fleurieu & KI
Kathryn Quintel	Alzheimer's Australia SA
Liz Cleland	Southern Fleurieu Health Service
Lynda McCarty	Royal Society for the Blind (RSB)
Mark Oliphant	City of Victor Harbor
Michele Pearce	RN Aged Care
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Pauline Kearns	Your Nursing Agency
Sara Manser	Country SA Primary Health Network
Sue Maxwell	Southern Fleurieu Health Service
Sue Tucker	Carers SA – SF & KI Team Leader
Linked in via teleconference from KI:	
Kathy Bald	Acting EO/DON KI Health Service

2 APOLOGIES

Amy Foote	Acting Optimal Ageing Program Manager – Barossa Hills Fleurieu Rural Region
Christine Morris	ECH
Colin Shackelford	Alexandrina Council
Elizabeth Veitch	Carers SA - KI
Jo Wilkin	TAFE SA
Karen Ahrens	Lutheran Community Care
Karen Allen	TAFE SA
Lisa Stalker	Workskil
Lois Wilson	Kangaroo Island Health Service
Lynn Field	AASA – Dementia Link Worker
Marjo Smith	Kangaroo Island Health Service
Michelle Dugmore	Calvary Community Care
Nicki Peaston	Carers Link
Pam Donnelly	Carers SA
Rajiv Chand	Alzheimers Australia SA
Sarah Coughlan	James Brown Memorial Trust
Sophie Green	Carers SA – CSW Southern Fleurieu
Terry Mangelsdorf	Carers SA - CRCC
Tim Hutchinson	TAFE SA
Valerie Sandlant	James Brown Memorial Trust

3 Acknowledgement of Country – Johanna Milbank

Johanna Milbank opened the meeting, welcomed everyone and thanked members for their attendance.

4 INTRODUCTIONS

Welcome to new members Pauline Kearns from Your Nursing Agency and Kathryn Quintel from Alzheimer's Australia SA.

5 MINUTES OF PREVIOUS MEETING – 13 December 2016

Michelle advised that the 2017 August meeting date recorded in the minutes distributed in December was incorrect, however it had been corrected prior to re-sending the December meeting minutes with the Agenda last week.

Corrie Burnside confirmed and Gwyn Elson seconded that the minutes of the last meeting were true and correct.

6 GUEST PRESENTATION - No guest presentation this meeting.

7 FLOURISHING ON THE FLEURIEU

7.1 Flourishing on the Fleurieu feature articles

Discussed options for next Flourishing on the Fleurieu feature article, suggested topic 'Dementia Friendly Communities' to link in with our priority project and the upcoming Dementia Friendly Communities Forum being hosted by Alzheimers Australia SA and supported by Member for Finnis Michael Pengilly MP. Johanna also suggested a future topic could be 'Aged Care Tourism'.

8 DEMENTIA FRIENDLY COMMUNITIES

8.1 Dementia Friendly Communities Project

Work on this project is being prioritised this year. The Dementia Action Group will be meeting on 28 February 9.30 – 11am to review progress and plan actions. Any members wishing to participate in this work group are most welcome to attend.

8.2 Dementia Friendly Communities Training

Corrie advised that Home Instead Senior Care will continue to offer free Dementia Training sessions for community, volunteers and businesses this year. Corrie will forward dates, times and venues for distribution via Taskforce once available. For further information, please contact Corrie on 8552 9840 or corrie.burnside@homeinstead.com.au

9 WORKFORCE TRAINING AND DEVELOPMENT

9.1 Better Practice Project workshop – 'A Taste of Resilience'

This is a free three hour workshop to explore how developing resilience strategies is vital to overall health and wellbeing, understand character strengths which aid energy and optimism, look at PERMA Plus and keys to enhancing wellbeing, includes interactive activities. The Better Practice Project is working with the Collaborative Project Officers to roll this out across the state this year. It was suggested to host this workshop in Goolwa, options for dates 21 March, 2 or 17 May.

Action: Michelle to explore venue options including Centenary Hall, Open Door, Bowling Club and try to book 2 or 17 May as a first option, or 21 March as a second option. Michelle will email network members with details once confirmed.

For details about other Better Practice Project Workshops visit

<http://www.agedcommunity.asn.au/providers/better-practice-project/eventsworkshops/>

9.2 COTA SA Information sessions

A range of free information sessions are available including sessions about travel options for older drivers, My Aged Care, and CHSP. Community groups, clubs and associations can book a free group session by calling COTA SA on 8232 0422 or 1800 182 324. Further information available at www.cotasa.org.au

9.3 Home Care Today – Portability in Home Care Packages Conference

To be held on 30-31 March 2017 in Melbourne. For further information contact Home Care Today, email homecaretoday@cota.org.au or phone 03 99097910.

9.4 Better Questions Workshop for Health and Wellbeing, Aged and Disability Care Professionals - Next SA workshop is on 3 March 2017 9am – 3pm at Education Development Centre, Hindmarsh. For more information email info@betterquestions.com.au

9.5 ARAS Abuse Prevention Training – Train the Trainer workshop and Responding to Elder Abuse workshop, both on 16 March 2017, at 16 Hutt St Adelaide. For further information and bookings please contact Rob Nankivell phone 8232 5377 or 1800 700 600 (country callers).

9.6 TAFE SA Short Courses

The Community Services, Health and Lifestyle team will be facilitating some new industry professional development short courses in 2017, for more information go to <http://tafesa.edu.au/courses/community-services/aged-care-disability> Certificate III Individual Support (Disability) will also be offered for existing workers who need to complete the current qualification.

10 KANGAROO ISLAND

Thank you to Kathy Bald (Acting CE/DON KI Health Service) for linking in to today's meeting via teleconference. Kathy reports no new updates for this meeting.

10.1 Follow-up re support for KI aged care students

Tim Hutchinson (Regional Manager – TAFE SA) is currently finalising discussions with other agencies in relation to travel subsidies for KI students to attend compulsory workshops on the mainland for Certificate III Individual Support (Ageing) course with TAFE SA. Jo Wilkin has also negotiated for KI students to undertake extra vocational placement time with KI Health Service to encompass practical skills assessments to reduce the amount of compulsory workshops the students will need to attend.

11 ISSUES FOR STRATEGY AND PLANNING

11.1 Sector Support and Development

11.1.1 Aged Care Quality and Complaints Workshops

Claire Witham from the Aged Care Complaints Commissioner's Office will present at the next Taskforce network meeting on 11 April. Michelle has also contacted the Aged Care Quality Agency (AACQA) to book a presentation time, awaiting a reply.

11.2 Ageing and Aged Care Communication from/to Department of Health

11.2.1 Information and updates

Remember information about Ageing and Aged Care is available on Department of Health website: <https://agedcare.health.gov.au/> Please refer to specific web links provided in February Project Officer's Report for direct access to topic areas.

11.2.2 Sector Support and Development Progress Report to Department

The 6-month Sector Support and Development Progress Report for the Taskforce for 1 July 2016 to 31 December 2016 was submitted to the Department on 30 January outlining the positive outcomes and achievements for our region. Notification has been received that funding for existing CHSP Sector Support and Development activities (including the Positive Ageing Taskforce) will be extended until 30 June 2018 to align with other CHSP funded services.

11.2.3 Home Care Packages changes – Feb 2017

From 27 February 2017, a new national system for prioritising access to home care will be established and managed through My Aged Care – this will be made up of the national package queue determining the order in which eligible consumers are assigned a home care package, and the national package inventory recording the status of all home care packages. The Department has produced some information sheets for providers to support discussions with clients outlining what is changing and what the changes mean for clients.

A webinar titled Operational Readiness for Increasing Choice in Home Care was streamed on 8 February. Another webinar about Data Exchange for CHSP will be streamed on 23 February. Webinars are recorded and are accessible for viewing after the streaming via <https://agedcare.health.gov.au/ageing-and-aged-care-news-and-updates/webinars>

Discussion about operational readiness and the potential impact of the Home Care Packages changes. Organisations have had enquiries from clients who are worried about the changes. Information from My Aged Care staff has been inconsistent. Service providers remain uncertain about how packages will be prioritised, for example length of time someone has been waiting, level of package, and urgency of need. They are also unclear about process of someone moving from a Transitional Care Package to a Home Care Package if required for continuity of care.

Action: Janice Moon offered to source further information from Amy Foote (Acting Program Manager Optimal Ageing) and feedback to network.

Discussed potential workforce and staffing challenges related to the portability of Home Care Packages. Esther Fluri shared that Southern Cross Community Care had created Memorandums of Understanding with contractors and were brokering some services to deal with changing needs.

12 STATE / COMMONWEALTH UPDATE

12.1 Country Health Update

Janice Moon provided an update on behalf of Southern Fleurieu Health Service. The Southern Fleurieu Health Service building will be officially opened on 24 February with both State and Federal MPs attending. There will be guided tours of key facility areas such as Operating Theatres, Dialysis Unit. Different groups will be presenting and Community Health staff will be there.

Alison King has taken a position with Child Protection and Amy Foote is Acting Program Manager for Optimal Ageing. Country Health SA will be re-branded with a new name and marketing campaign, it will be known as 'Country Health Connect'. Previously Southern Fleurieu Health Service has not held Home Care Packages (although Adelaide Hills has had Packages), with the changes to Home Care Packages including portability of packages clients will now have the option of choosing Southern Fleurieu Health Service to be their provider of choice if they wish.

12.2 Country SA Primary Health Network (PHN) update (Inara Beecher)

Inara has taken up a new position as Manager State Partnerships, working at a state level with peak bodies. Elizabeth Kennedy will take on the Regional Manager role.

- PHN working group to plan a core set of questions based on what the PHN has been asked to contribute to/comment on. These will be addressed to committees/groups at every meeting opportunity.
- March 1st Port Elliot Computing Centre volunteers are being shown how to use My Health Record and My Aged Care so that volunteers can assist in the community.
- South Australian Primary Health Care Conference April 1st and 2nd <http://saphnconference.com.au/program/> Primary Health Care Professionals are invited to be part of this unique opportunity to help drive innovation and collaboration in South Australia's Primary Health Care system.

Learn more about the latest services and referral pathways across health while developing your networks.

Showcasing developing pathways and education on:

- Mental Health, Alcohol and Other Drugs
- Aged Care and End of Life Care
- Aboriginal and Torres Strait Islander Health
- Population Health and My Health Record

- Frailty education workshop planned for March – June, dates TBC. Three sessions are to be run with one in Victor Harbor.

13 NEW AND EMERGING ISSUES / OPPORTUNITIES

13.1 Living Well Now research Uni SA & COTA SA

Reminder to promote the Living Well Now research project which is currently recruiting people aged 60 years and over living in SA to participate in interviews. This is timely research considering the increased emphasis on supporting older people to remain living in their own home for longer. For further information please contact Dr Claire Langsford phone 82320422 or email Claire.Langsford@unisa.edu.au

13.2 Other

2017 SA Collaborative Projects Symposium 'No-one should have no one' campaign against Loneliness and Social Isolation – Save the Date: Friday 7 July 9am – 4pm at Morphettville Racecourse. More details to follow.

14 ROUND ROBIN

Michelle Fuller (Positive Ageing Taskforce): Thank you to everyone for attending today, our network continues to expand with active members. As expressed previously, our region is envied for its commitment to collaboration. Looking forward to working with you all again this year as we navigate further changes and reforms. Reminder to those who would like their organisation update included in the meeting minutes to please provide a written update on the template provided and email to mfuller@victor.sa.gov.au by COB the day following the meeting.

Beth Moore (Alexandrina Council): Community Connect is supporting Flinders University with a Social Work student placement for three months commencing 28 February. The placement project will focus on developing and delivering a consumer survey, highlighting carers. Organisations in the region will be contacted to assist with information relating to the carer journey. Thank you for your support in anticipation. Community Connect programs have successfully transitioned to The Hub, Goolwa. Statistics have shown an increase in participation, with more people and a diversity of groups engaging.

Lynda McCarty (Royal Society for the Blind): The RSB office has a range of daily living aids, magnifiers and magnifying lamps on display, to assist vision impaired people within their homes. We provide home visits with clients through referrals. In addition to personal information from a client, RSB needs to receive an eye report from either an optometrist or ophthalmologist. Once assessed the client can receive services from an OT, Counsellor, Orientation and Mobility Instructor or Health and Wellness Officer. We also have a variety of social and recreation groups within the area, including a Talking Book Club, Coffee Catch Up, Social Stretch, Community Support Group and Men's Group. Volunteers meet once a week to read the Victor Harbor Times onto a digital audio format for clients to keep up with what is happening in the community.

Johanna Milbank (RDA Hills Fleurieu and KI): Mentoring and Skilled Volunteering project progressing with a survey out to gauge the current use of volunteers skills to try and get more use of the latent skills within the senior population. Will be presenting at the Southern Regional Volunteers Managers Network meeting on the 22nd February. Initial findings show that there is under-utilisation of volunteers' skills especially given we have a large proportion of retired managers and professional in the region.

Aged Care Tourism Project – Looked at assessment process of tourism operations for suitability for those with limited mobility or frail aged to support people as they age to keep traveling. Also have a survey opened to gauge the Region's Tourism operators' response to 'Inclusive Tourism' and the suitability of their facilities. Initial responses indicate that while most can support older or disabled travels, many do not promote this. They also indicate a large proportion of their customers in the higher age brackets.

Met with the SA Economic Development Board – They were very interested in the Flourishing on the Fleurieu Business & Community Awards and outcomes. Would like to see it continue.

NDIS workforce planning needed, RDA currently looking at the needs around this.

Pauline Kearns (Your Nursing Agency Pty Ltd – YNA): Your Nursing Agency Group (YNA) has been providing experienced nursing, midwifery, AINs and support service staff to government agencies, hospitals, private clients, community and in-home programs, health and aged care facilities for more than 40 years.

YNA currently provides services across the Fleurieu Peninsula including the following main services:

- Nursing agency staff to Southern Cross Care;
- Community care staff to Southern Cross Care, ECH and Karingal;
- NDIA services to private clients;
- Women's and Children's Health Network Services
- DCSI (Disability SA) services to self-funded and brokered clients;
- Nursing Agency services to Aldinga, Strathalbyn, Mount Barker and other sites for providers in the region.

An opportunity exists to establish a regional office with staffing presence in the Victor Harbor area - servicing an area within the Fleurieu Peninsula and generally from Aldinga South to Strathalbyn.

Corrie Burnside (Home Instead Senior Care): HISC has been approved for provider status, commencing 3 February 2017. Core business will remain as private but will be able to assist with package coordination. This is very exciting news for HISC and staff and the quality of service provided currently will remain the same going into the new business of provider. HISC will continue to work with the other providers to ensure the clients have the best outcomes. Business as usual moving forward in 2017. Dementia Friendly Training will continue, working out timetable over the next two weeks.

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Sue Tucker (Carers SA Southern Fleurieu and Kangaroo Island Region): Carers SA SFKI is currently providing services to Family Carers who are caring for someone over 65 yrs. Carers SA SFKI will soon be receiving some additional funding from DCSI which will mean we will be able to provide services to Carers who are caring for people under 65 years, or in the case of Aboriginal or Torres Strait Islander people, those under 50 years of age, with moderate, severe or profound functional disabilities and who are at risk of premature or inappropriate long term residential care. This will result in more carers being able to access the program which we are very pleased about. We anticipate this service will commence in April and service providers and local community will be formally advised once services are in place.

We will be talking to other agencies in the area over the next few months to assess what is currently happening in this service space and how we might be able to value add or fill any service gaps in relation to carer support.

Please note Carers SA SFKI Region currently do not receive any funding for Carers supporting people with a mental health condition.

Terry Mangelsdorf (Carers SA) – Carers SA, CRCC funding has been confirmed under most funding lines through until the end of the 16/17 financial year Funding is moving from CRCC to NDIS/NDIA from both Severe & Profound funding & Young Carer Funding and will continue to do so, the % per year is unknown. CRCC has not seen a reduction of the requests for respite from clients who are engaged with NDIS as respite for the carer is not included in the planning by NDIS, not identified as a request that NDIS can support. There are gaps, CRCC is required to advise clients to recontact NDIS for a review and to not sign plans until it does meet their need. Clients do need to be encouraged to be very proactive when ensuring their plan does support all of their needs.

The Community Home Support Program Flexible Respite (CHSPFR) In-home Day/Night & Cottage, funding is starting to be accessed more fully. MAC referrals are still sparse. Clients advise that the process through MAC is very confusing for older clients. The cottage funding is not moving as quickly as needed, therefore any referral for clients for cottage, day or night funding will be greatly appreciated.

Young Carer funding guidelines have been amended recently by DSS which has restricted the scope of support that can be funded under this program. The guidelines now require the respite support to be related to the YC's education. Tutoring and similar initiatives fit under this support funding, Social & domestic assistance etc. is no longer supported under this program.

Carers SA continues to be involved in responding with feedback to the Dept. about the proposed Integrated Carer Support model. CRCC has also been part of a response from the CRCC Consortium of SA, supporting the focus on the carer and the positives of the SA CRCC approach currently.

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

Meeting was closed at 2.00 pm

NEXT MEETING:

Tuesday 11 April 2017 at 12 noon, City of Victor Harbor Council Chambers.

Guest speaker: Claire Witham – Aged Care Complaints Commissioners Office.