

# SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE

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Minutes of the Southern Fleurieu Positive Ageing Taskforce meeting  
Held in the Council Chambers, City of Victor Harbor on  
**11 April 2017 12-2pm**

The meeting commenced at 12.05 pm

## 1 PRESENT

|                         |   |
|-------------------------|---|
| Beth Moore              | Alexandrina Council                                       |
| Brenda Allan            | Goolwa Medical Centre                                     |
| Chelsea Hastings        | ECH - OT  |
| Corrie Burnside         | Home Instead Senior Care                                  |
| Esther Fluri            | Southern Cross Community Care                             |
| Gary Crook              | Yankalilla Council – Transport Coordinator                |
| Helen Deguet            | Caring Neighbourhood Program                              |
| Janice Moon             | Barossa Hills Fleurieu Rural Region - CHSA                |
| Jo Daniels (minutes)    | CNP - Program Support                                     |
| Johanna Milbank (chair) | Regional Development Australia, Hills Fleurieu & KI       |
| Jan Atkinson            | Home Instead Senior Care                                  |
| Julianne Bridges        | Goolwa Medical Centre                                     |
| Kathryn Quintel         | Alzheimer's Australia SA                                  |
| Lynda McCarty           | Royal Society for the Blind (RSB)                         |
| Maryanne Woodman        | City of Victor Harbor - SCOTS                             |
| Melissa Gawne           | Regional Assessment Service – Aged Care Alternatives      |
| Michele Pearce          | YNA – RN / Community                                      |
| Michelle Fuller         | Project Officer, Positive Ageing Taskforce                |
| Michelle Dugmore        | Calvary Community Care                                    |
| Sara Manser             | Country SA Primary Health Network                         |
| Sue Weise               | St Louis Home Care  |
| Sue Tucker              | Carers SA – SF & KI Team Leader                           |
| Terry Mangelsdorf       | Carers SA - CRCC  |
| <b>Visiting:</b>        |   |
| Susan Shillabeer        | Southern Cross Care (SA & NT) Inc - Relationships Manager |
| <b>Guest Speaker:</b>   |   |
| Claire Witham           | Aged Care Complaints Commissioner's Office                |

## 2 APOLOGIES

|                   |   |
|-------------------|---|
| Amy Foote         | Acting Optimal Ageing Program Manager – Barossa Hills Fleurieu Rural Region |
| Brett Mayne       | Department of State Development   |
| Carolyn Pratt     | Southern Fleurieu Health Service  |
| Elizabeth Kennedy | Country SA Primary Health Network   |
| Elizabeth Veitch  | Carers SA - KI  |
| Gwyn Elson        | ACH Group   |
| Jo Wilkin         | TAFE SA   |
| Joan Martin       | Resthaven Community Care  |
| Kathy Bald        | Acting EO/DON KI Health Service   |
| Liz Cleland       | Southern Fleurieu Health Service  |
| Lois Wilson       | Kangaroo Island Health Service  |
| Lynn Field        | AASA – Dementia Link Worker   |
| Lynn Openshaw     | Resthaven   |
| Marjo Smith       | Kangaroo Island Health Service  |
| Mark Oliphant     | City of Victor Harbor   |
| Nicki Peaston     | Carers Link   |
| Pauline Kearns    | Your Nursing Agency   |
| Sandy Kesting     | Estia Health  |
| Sophie Green      | Carers SA – CSW Southern Fleurieu   |
| Sue Maxwell       | Southern Fleurieu Health Service  |
| 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 Brenda Allan and Julianne Bridges from Goolwa Medical Centre, and welcome back to Michelle Dugmore from Calvary Community Care.

Welcome to Claire Witham from Aged Care Complaints Commissioner's Office who will be presenting today. Also welcome to Susan Shillabeer, Relationships Manager Southern Cross Care (SA & NT) who is visiting today.

### 5 MINUTES OF PREVIOUS MEETING – 14 February 2017

Minutes of the previous meeting held on 14 February were confirmed as true and correct.

*Michele Pearce confirmed and Esther Fluri seconded that the minutes of the last meeting were true and correct.*

### 6 GUEST PRESENTATION – Claire Witham from the Aged Care Complaints Commissioner's Office presented and facilitated discussion about complaints in aged care. Please see attached presentation notes provided by Claire. A key message stressed by Claire was "communication is at the core of every complaint".

Resources, Brochures, Fact Sheets, and more are available by visiting the Aged Care Complaints Commissioner website via this link: <https://www.agedcarecomplaints.gov.au/>

Some new education resources were released in February – three animations about service provider complaint resolution process and the Complaints Commissioner's top 10 tips: <https://www.agedcarecomplaints.gov.au/release-launch-of-new-education-resources/>

### 7 FLOURISHING ON THE FLEURIEU

The Taskforce website/online hub has recently been updated, please check it out here: [www.victor.sa.gov.au/flourishing](http://www.victor.sa.gov.au/flourishing)

#### 7.1 Flourishing on the Fleurieu feature articles

A two-page feature article, about 'Dementia Friendly Communities', was published in The Times local newspaper on 30 March 2017. This feature included information about Creating Dementia Friendly Communities in general, community information and training workshops, promotion of the 'one-stop-shop' for information on local dementia services and support, and an invitation for community members to join a local Dementia Alliance.

### 8 DEMENTIA FRIENDLY COMMUNITIES

#### 8.1 Dementia Friendly Communities Project

The Dementia Action group has been very busy already this year. The electronic noticeboards for information about local dementia services and training/info workshops are now live and can be accessed by service providers and the community; visit [www.victor.sa.gov.au/flourishing](http://www.victor.sa.gov.au/flourishing) for access to the weblinks. If you have information/flyers about dementia-specific services or workshops that you wish to have added to the noticeboards, please forward to [mfuller@victor.sa.gov.au](mailto:mfuller@victor.sa.gov.au)

We have extended an invitation to interested members of the community to join a local Dementia Alliance group that will help advocate for the needs of people living with dementia in our community and help shape future dementia friendly community efforts by liaising with the Dementia Action Group. It is hoped that this group will include people living with dementia and their carers, local government, community organisations, businesses and schools.

Planning is well underway in relation to 'the CADDY initiative' with the hope of trialling a prototype July to December this year with research advice from Flinders University related to evaluation strategies.

### 8.2 Dementia Friendly Communities Forum

Member for Finnis Michael Pengilly MP supported a Dementia Friendly Communities Forum led by Alzheimers Australia SA at the City of Victor Harbor Council Chambers on 7 March 2017. 19 people attended the forum, mostly service providers, one new business owner, and two community members. The forum included a presentation about key elements of creating a dementia friendly community, reflections from Ian Gladstone who lives with semantic dementia and is an advocate, followed by question and answer time.

### 8.3 Dementia Friendly Communities Training

Corrie advised that Home Instead Senior Care will continue to offer free Dementia Training sessions for community, volunteers and businesses – looking to recommence in May on a monthly basis. Also exploring the option of running back-to-back sessions with Lynn Field (AASA Dementia Link Worker) facilitating a more in-depth session re: Dementia. 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](mailto:corrie.burnside@homeinstead.com.au)

## 9 WORKFORCE TRAINING AND DEVELOPMENT

### 9.1 Better Practice Project workshop – ‘A Taste of Resilience’

This workshop will be hosted locally on Tuesday 2 May 2017 1.00 – 4.00pm at ‘The Hub’ in Goolwa, corner of Loveday and Goolwa Terrace. Registrations are now open – places are limited, rsvp via email [mfuller@victor.sa.gov.au](mailto:mfuller@victor.sa.gov.au) 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.

### 9.2 Better Practice Project – other workshops

For details about other Better Practice Project Workshops visit <http://www.agedcommunity.asn.au/providers/better-practice-project/eventsworkshops/>

### 9.3 Other training

As per emails distributed to Taskforce members. Upcoming workshops are also listed in the Training section on the Taskforce website [www.victor.sa.gov.au/flourishing](http://www.victor.sa.gov.au/flourishing)

**Carers SA Resilience Program for Carers** – 7 week program commencing 9 May at Victor Harbor Yacht Club. For further information please contact Sue Tucker [sue.tucker@carers-sa.asn.au](mailto:sue.tucker@carers-sa.asn.au) or phone 8552 3173.

### 9.4 National Disability Insurance Scheme (NDIS) and My Aged Care (MAC)

Johanna Milbank from Regional Development Australia is interested in collecting feedback related to NDIS and MAC reform impact on workforce issues. Has received feedback that there is a lot of unanswered questions about NDIS. There was also discussion around the uncertainty in predicting staffing needs related to the recent changes in Home Care Packages and packages being allocated to clients and clients choosing which service provider to best suit their needs.

## 10 KANGAROO ISLAND

No update provided for this meeting.

## 11 ISSUES FOR STRATEGY AND PLANNING

### 11.1 Sector Support and Development

**11.1.1 SA Collaborative Projects Symposium 7 July 2017 ‘No-one should have no one’** focus topic - Loneliness and Social Isolation, 9am – 4pm at Morphettville Racecourse. All aged care services welcome, places are limited. Please save the date – Service providers offering social support programs will find this symposium particularly relevant. Booking details to follow.

### 11.1.2 Aged Care Quality Agency Presentation 2017

Michelle has contacted the Aged Care Quality Agency (AACQA) to schedule a presentation time, requested 13 June, awaiting confirmation.

### 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/>

#### 11.2.2 Feedback re: Home Care Packages changes – Feb 2017

From 27 February 2017, a new national system for prioritising access to home care was established and is managed through My Aged Care – this includes 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 resources and information sheets for providers to support discussions with clients outlining the changes.

Discussion about some challenges experienced by service providers in relation to the Home Care Package changes and clients being advised of a long wait list for level 4 packages. Janice Moon advised that Country Health SA have 'hospital avoidance funding' available for people waiting allocation of a package, also can access CHSP funding while they wait for a package – contact Southern Fleurieu Health Service via My Aged Care.

Discussed some workforce and staffing challenges related to the portability of Home Care Packages. Esther Fluri shared that Southern Cross Community Care have 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 – Country Health Connect

Janice Moon provided an update on behalf of Southern Fleurieu Health Service (SFHS). On 10 March 2017 Country Health Connect was launched – this is the new branding for Country Health services. Booklets, magnets, name badges, business cards, and radio and media promotion is occurring. Car logos also to be rolled out. Referrals to nursing service at Southern Fleurieu Health Service. Reminder that GPs can refer direct for support at the same time they fax to My Aged Care; interim services can be put in prior to SFHS receiving referral from My Aged Care. Country Health Connect already service clients under 65 years, and it is anticipated that many of these will be NDIS eligible so will bring funding with them.

### 12.2 Country SA Primary Health Network (PHN) update (Sara Manser)

- a. "Getting to grips with multi-morbidity, frailty and poly-pharmacy for older people" workshop was held on Tuesday 4th April at McCracken Country Club, Victor Harbor. There was a good mix of PHC professionals in attendance – GPs, OTs, Exercise Physiologists, Aged Care Nurses, Physiotherapists and Practice Nurses.
- b. CSAPHN is pleased to announce we have commissioned a new service Drug ARM to provide services on KI. Drug ARM is currently recruiting a case worker to be located on KI to deliver brief interventions for individuals and or families seeking support to address substance misuse. Further details of this service will be available soon.
- c. Held our first joint PHN conference at the Adelaide Convention centre over two days. Had over 250 primary health care professionals in attendance with excellent feedback received.
  - Looking to hold these every two years. Partnering with Active Ageing for new Falls SA Website to be launched very soon.
- d. CSAPHN is partnering with Decision Assist to provide regional workshops - one to be held at Victor Harbor in June 2017.
  - Decision Assist provides specialist palliative care and advance care planning advisory services to aged care providers and general practitioners caring for recipients of aged care services.
  - a one-stop palliative care resource website;
  - an Advisory Service phone line for health professionals working with recipients of aged care services, seeking advice on advance care planning (9am-5pm Monday to Friday AEST) or palliative care (24 hours/7 days); and
  - provides training on palliative care and advance care planning.

**13 NEW AND EMERGING ISSUES / OPPORTUNITIES**

**13.1.1 Flinders University– Diagnosis of Dementia Research** – Researchers from Flinders University School of Nursing and Midwifery are looking for General Practitioners and Practice Nurses to participate in a project that investigates early and timely diagnosis of dementia and post-dementia diagnosis support. For further information please contact Ms Jenny Verbeek on 8201 2201 or Dr Sandra Bradley at [sandra.bradley@flinders.edu.au](mailto:sandra.bradley@flinders.edu.au)

**14 ROUND ROBIN**

**Johanna Milbank (RDA Hills Fleurieu and KI):** Regional Development Australia will be hosting Flourishing on the Fleurieu Business and Community Forum on 24 May 2017 8.30am to 3.00pm at the McCracken Country Club. Morning Session will focus on Tourism and Hospitality and Afternoon Session will focus on Community and Health. Johanna will forward further information to be distributed via the Taskforce.

**Lynda McCarty (Royal Society for the Blind):** From the 10 May until the 7 July, Lynda will be on leave. The Victor Harbor RSB Office will be closed during this time. The office will reopen on the 10 July. If information on services, daily living aids for vision impairment is required or to place a referral for client services, please contact the Noarlunga Downs RSB Office on 8417 5660.

An OT, Orientation and Mobility Instructor and Counsellor will continue to meet the needs of the Southern Fleurieu Region through home visits as appropriate. The RSB Recreation and Leisure Groups will meet with the assistance of volunteers. The talking newspaper volunteers will send out the Victor Harbor Times to clients on a weekly basis as usual.

Up until 10 May, please contact the Victor Harbor office on 0408 200 326 or by email [lynda.mccarty@rsb.org.au](mailto:lynda.mccarty@rsb.org.au)

**Kathryn Quintel (Alzheimer's Australia SA):** Alzheimer's Australia SA have developed a multicultural application, Cultura, which is now live on the web and is also available to download from the app stores. Cultura is aimed to provide care workers with culturally appropriate support to help them better relate and communicate with individuals from different cultures.

Cultura contains a whole range of cultural resources, tips and information and can be downloaded for free from Google play or the App Store and can also be accessed on computers by the following website: <http://www.cultura.org.au/>

**Mark McBriarty (Home Instead Senior Care):** Home Instead Senior Care is now an approved provider of Home Care Packages and looks forward to assisting clients to maximize their independence – with a focus on wellness, reablement and community engagement – Home Instead will enter the market as a high quality, low overhead provider of holistic Home care \$48.00 per hour weekdays and \$52.00 per hour on weekends –a 20% Management fee will be charged for low care packages and 15% for higher care packages – Home Instead promises to be transparent, responsive and accountable.

**Sue Weise (St Louis Home Care):** St Louis Home Care now has funding from CHSP transport in the Fleurieu area. Please contact their office for details on 83321481.

**Terry Mangelsdorf (Carers SA):** Carers SA, CRCC funding has been confirmed under most funding lines through until the end of the 17/18 financial year Funding is moving from CRCC to NDIS/NDIA from both Severe & Profound funding, Mental Health 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. There are gaps, CRCC is required to advise clients to recontact to 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. Clients with Mental Health diagnosis are now also being assessed by NDIS, CRCC is involved with identifying & supporting clients to NDIS. Unfortunately however the advice is that NDIS will only have the capacity to support 15% of these clients, the unanswered question is what happens to the remainder, as Respite support is predominately the only available support and that is being decreased.

The Community Home Support Program Flexible Respite (CHSPFR) In-home Day/Night & Cottage, funding is available for respite support if the client has exhausted their HSP funding. Cottage funding is proving difficult to move, therefore any clients who are linked with CRCC who access Cottage day or night support, CRCC is very keen to hear from. Contact Has been made with Cottage coordinators with this advice, however limited referrals have been forthcoming, 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

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## **SOUTHERN FLEURIEU AND KANGAROO ISLAND POSITIVE AGEING TASKFORCE**

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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 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 2.15 pm**

**NEXT MEETING:**

Tuesday 13 June 2017 at 11.50 am for 12 noon start, City of Victor Harbor Council Chambers.

Guest speaker: TBA