

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
11 December 2018 12-2pm

The meeting commenced at 12.05 pm

1 PRESENT

Beth Moore	Alexandrina Council
Betty Hurrell	ECH
Carolyn Pratt	Country Health Connect
Corrie Burnside	My Care Solution
Gary Crook	Yankalilla Council – Transport Coordinator
Helen Deguet	Caring Neighbourhood Program
Jackie Horton	Southern Volunteering
Jo Daniels (minutes)	Caring Neighbourhood Program
Kerry Mart	ACH Group
Leanne Sanders	Kalyra Communities
Liz Cleland (Chair)	Country Health Connect – Railway Cottage
Marilyn Henderson (12 -1pm)	VH Councillor & COTA SA Peer Champion
Michelle Fuller	Project Officer, Positive Ageing Taskforce
Monica Cations	Flinders University
Pauline Kearns	YNA
Sophie Green	Carers SA – Carer Support Worker
Sue Tucker	Carers SA – Team Leader Southern Fleurieu & KI
Terry Mangelsdorf	Carers SA - CRCC
Vicki Willshire	My Care Solution
Wendy Oliver	Estia Health

2 APOLOGIES

Brittannie Millowick	Australian Hearing
Colin Soltani	APTO
Debbie Robinson	Junction Australia
Elizabeth Kennedy	Country SA Primary Health Network
Helen Morley	COTA SA
Jacqui Briers	Carer & Disability Link
Jacqui D'Sylva	APTO
Joan Martin	Resthaven
Joyanne Mirra	ACH Group
Lynda McCarty	RSB
Mark Oliphant	City of Victor Harbor
Melissa Gawne	RAS – Aged Care Alternatives
Michele Pearce	RN – Southern Cross
Michelle Dugmore	My Care Solution
Sara Manser	Country SA Primary Health Network
Sarah Harding	Junction Australia
Tanya Boakes	Resthaven

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 Marilyn Henderson (COTA SA My Aged Care Support Program – Peer Champion, CVH Councillor), Vicki Willshire (My Care Solution), and Jackie Horton (Southern Volunteering).

5 MINUTES OF PREVIOUS MEETING – 9 October 2018

Minutes of the previous meeting held on 9 October were confirmed as true and correct.

Moved by Kerry Mart, seconded by Helen Deguet.

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

6 FLOURISHING ON THE FLEURIEU

6.1 Festival 2018

We were thrilled with the outcomes of this year's Festival held during Active Ageing Week 23-29 September; the new format proved to be very successful in engaging people to try new community activities. 27 community groups and 15 organisations collectively hosted 102 diverse activities/events during the Festival week across Alexandrina, Victor Harbor, Yankalilla and KI council areas. Feedback has now been collected from participating groups and organisations (except the small library community groups); more than 1471 people attended the scheduled Festival activities/events, with 37% (541 people) new to the group/activity, 48% (260) of these new people indicated they would like to attend the group again. Most participating groups were very pleased to report on their successful activities/events and thought the new format was a good way to engage new people, some are planning to host another 'come and try' event as a means of promoting what they have to offer. 25 of the 27 (93%) community groups stated they would like to participate in future festivals. A PowerPoint presentation with collated evaluation and photographs will be shared with Festival stakeholders. An infographic summary of the Festival outcomes is available on the flourishing weblink www.victor.sa.gov.au/flourishing

Planning for the 2020 Festival will commence mid-2019, to allow a longer lead-in time to promote opportunity to community groups and for administration and promotion.

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

7 DEMENTIA FRIENDLY COMMUNITITES

7.1 CADDY Project

The trial CADDY Project, supported by funding from Office for the Ageing via the Age Friendly SA grants, is nearing completion with evaluation currently underway. This initiative seeks to empower people living with memory loss and/or early stage dementia to feel valued, maintain independence and stay connected with the community. Project partners, Caring Neighbourhood Program and Community Connect Program, have implemented the project during 2018 with some encouraging outcomes and key learnings arising. A follow-up workshop for volunteer caddies to review enabling strategies for wellness and reablement, was facilitated by Dana from the Better Practice Project on 13 November, 9 people participated in the workshop including caddies and other individual social support volunteers. Feedback from the workshop was extremely positive with all participants stating they gained many learnings/insights from the session and the interactive discussions. A second promotional article about the project is being published in the December edition of WeekendPlus digital magazine for seniors. Beth (from Community Connect) reported that the project was more complex than first thought and required a significant investment of time and effort. Helen (from Caring Neighbourhood Program) advised that finding the right match between volunteer caddy and person living with memory loss was key to achieving positive outcomes from this model. Referrals for the project did not occur via RAS as anticipated, so this delayed recruitment of potential clients to participate in the project. The final evaluation report is expected to be completed by end of February 2019.

8 WORKFORCE DEVELOPMENT & TRAINING

8.1 ACSA Workshop for senior and middle managers – implementation measure for wellness and reablement

This workshop is being held in various locations across the state facilitated by ACSA. The Southern Regional workshop was held on 21 November at City of Victor Harbor Council Chambers, with 13 people participating. A Wellness and Reablement Roadmap is being developed by ACSA and Helen Sanderson Associates, based on feedback and consultation within the aged care sector, as a guide to support organisations to embed their positive practices of wellness and reablement with older people.

Action: Michelle to distribute the Wellness and Reablement Roadmap resource once available.

8.2 WellnessCPR training

This training provides a useful framework for embedding wellness into client profiling and planning. It is anticipated that this training will be rolled out across the state next year.

Action: Michelle to distribute further details once available.

8.3 Wellness and Reablement resources from 2018 SA Collaborative Projects event

Documented table discussion notes from the event Role Plays and World Café outcomes, along with pitch presentations from the event are available via this link:

<https://www.ssrq.org.au/content/putting-practice-wellness-reablement>

Editing of the film, featuring the actor role plays, is currently underway and this training resource is expected to be released early in the new year.

Action: Michelle to advise Taskforce when resources are available.

9 KANGAROO ISLAND

9.1 Update (N/A)

10 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

10.1 Department of Health – updates:

Ministerial launch of OPAN's training videos and framework – 15 November: The Older Persons Advocacy Network (OPAN) has developed online training videos for aged care workers. The short videos aim to help aged care staff understand: consumers' rights, and the role of OPAN as the provider of the National Aged Care Advocacy Program. OPAN has also developed a National Elder Abuse Prevention and Advocacy Framework to guide the organisation's response to elder abuse. Minister Wyatt launched the training videos and framework with OPAN on Thursday 15 November in Perth.

Webinar: updates on My Aged Care operations and Aged Care Quality Standards – recording now available: This webinar provided an update on the operations of My Aged Care and the Aged Care Quality Standards. It focused on key areas of interest for service providers and the assessment workforce including an:

- update on October 2018 system changes
- overview of Aged Care Quality Standards guidance material
- overview of continuous improvement activities supporting My Aged Care operations
- update on the development of the new My Aged Care website and enhanced service finder functionality.

The link to the webinar can be accessed via the [department's webinars page](#).

New requirements for home care information for the service finder: The department has updated the guidance materials with new requirements for approved providers of home care when entering information into the My Aged Care website home care service finder. To comply with the new requirements, your organisation and outlet administrators may need to make changes to your outlets and associated services in the My Aged Care provider portal. More information is available in the [Managing your home care service information](#) factsheet.

Reminder: Mandatory publication of home care pricing information by 30 November 2018:

Home care providers must have published their existing pricing information on the My Aged Care Service Finder by 30 November 2018. This requirement was formalised in [legislation](#) in August 2018. From 30 November, providers will not be able to add, or edit existing service information on the My Aged Care provider portal unless pricing information has been added. Providers need to publish their home care pricing information by either:

- uploading a document such as a PDF, or
- including a direct website URL link to their current pricing schedule (not to a website home page).

Providers are able to apply this pricing information to either their home care outlet or an individual service item. A quick reference guide is available on the [department's website](#).

The department continues to monitor the publication of home care pricing information. Early next year, providers will need to publish their home care pricing information using a new standardised pricing schedule on the My Aged Care Service Finder. More information on this change will be provided in the near future.

Aged Care Workforce Strategy released: The industry-led Aged Care Workforce Strategy was released on 13 September 2018. It is estimated the demand for aged care staff will almost triple by 2050. The Strategy will help industry attract and retain a skilled workforce to meet this demand. The

Strategy flags the need to make caring a career of choice, with clear professional pathways, high community appreciation, and strong self-respect. The Strategy and supporting documents are available on the [department's website](#).

10.2 Department of Social Services - Integrated Carer Support Service Model, (ICSS): Terry Mangelsdorf advised that as of October 2019, the way carer support services are delivered will change. Please see Terry's update in Round Robin at Item 13 of these minutes.

Action: (ALL) Please follow up Terry's suggestions for updating information and supporting clients to access available supports.

New digital services for carers will commence rolling out through the Australian Government's [Carer Gateway](#) website. From September 2019, a new network of Regional Delivery Partners across Australia be established to deliver and/or coordinate local and targeted services. Regional Delivery Partners will also conduct outreach activities, and link to social, health, education, community and cultural groups, to better understand regional needs. For further information visit: <https://www.dss.gov.au/disability-and-carers/carers/integrated-carer-support-service-model>

11 STATE/COMMONWEALTH UPDATES

11.1 Country SA Primary Health Network update (no further updates for December)

- 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
- 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/>

Liz and Sara wish to convey their very best wishes to you for a safe and happy Christmas. They are very grateful for your support and assistance during 2018, and look forward to working with you and your community in 2019.

12 PRESENTATION – FORGOTTEN AUSTRALIANS

Unfortunately Josephine Littlehawk was not able to attend today, we will try to reschedule for February meeting.

In lieu of Josephine's presentation the following TEDx talk was shown:

The Forgotten Australians: Adele Chynoweth at TEDxCanberra <https://www.youtube.com/watch?v=QceqVOhQUc0>

The Department of Health has produced the following resource package that can be used for staff PD:

The *Caring for Forgotten Australians, Former Child Migrants and Stolen Generations Information Package* shows how early life experiences can affect older people receiving care and help care providers respond to their needs.

To access the resource package visit: <https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/care-leavers-resources>

The Package resources include:

- an [information booklet](#) covering issues and aged care requirements of Forgotten Australians, Former Child Migrants, and the Stolen Generations
- a [training facilitator guide](#) including case studies on care issues of Forgotten Australians, Former Child Migrants, and Stolen Generations. Carers are encouraged to use this guide to facilitate group discussions and information sessions to other carers.
- a [PowerPoint Presentation](#) for information and training sessions
- a [video](#) to be viewed on YouTube

13 ROUND ROBIN**Terry Mangelsdorf – Carers SA Commonwealth Respite & Carelink Centre**

Carers SA, CRCC funding confirmed under some funding lines through until the end of the 19/20 financial year. With the pending introduction of the Integrated Carer Support Services, (ICSS) planned to commence, with the successful applicant for the state being online by October 2019, the world as we know it will change. Carers SA is currently tendering for the ICSS, tenders close mid-February and the successful applicant will be announced by end of June. From that date the successful applicant will transition in and all other organisations will transition out, having three months to move clients to the new support service. Access will be via the Carer Gateway, so it is suggested that all service providers ensure their details are correct on the Gateway so clients can access appropriate service information. Funding for the state will be significantly less than it currently is and the government are tendering for two hubs only, one metro and one rural. There will be less funds available for emergency and or any short term occasional requests, therefore it is imperative that clients link with any available support that can be ongoing, i.e. My Aged Care, NDIS. Clients will need to look at their own personal supports, ensuring they have planned with family & friends to fill any support gaps that will not be funded as they may have been in the past.

CRCC has not experienced a reduction of the requests for respite from clients who are engaged with NDIS, CRCC strongly encourages new and existing clients to recontact NDIS or reevaluate with their planner as a matter of urgency, and to be firm in their negotiations to ensure their need is met. CRCC encourages any clients to make this contact at the nine month mark of any current contract as contracts are expiring and funding does not carry over until the new assessed contract begins. Clients with Mental Health diagnosis are also being assessed by NDIS, CRCC encourages any clients with these disabilities to progress their NDIS contact as soon as possible.

The Community Home Support Program Flexible Respite (CHSPFR) In-home Day/Night funding is available for respite support if the client has exhausted their HSP funding or have been assessed as eligible for HSP and waiting for this to be available, also to top up funding if waiting for a larger package to become available.

CRCC strongly encourages eligible clients to link through My Aged Care for appropriate services & supports and if already receiving support to review those supports for any available and eligible upgrade. As there will be less 'emergency & short term' funding available it will be important for clients to avail of any ongoing planned support.

CRCC continues to welcome 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 during the current funding round. CRCC staff can plan with both carer and 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.

Cares SA & the CRCC will be closed over the Christmas period, COB 21/12/2018 opening 2/1/2019. During this period emergency respite can be accessed via the after-hours service by phoning 1800 052222.

Helen Morley (COTA SA):

The COTA SA My Aged Care Support Program in the Fleurieu Peninsula

- We are recruiting additional volunteer Peer Champions in District Council of Yankalilla and Alexandrina Council. Advertised in Yankalilla New and Coastline Magazines, however responses are slow. If you know anyone suitable please feel free to pass them onto Helen Morley at COTA SA.
- A free *My Aged Care Community Information Session* is arranged for Thursday 28th February in Yankalilla Community Church, 10-12.30pm. If you are a Provider of Home Support Services for the area, you are welcome to host a trade table at the event. No Change. We have 4 Organisations booked already. A flyer for the event is forthcoming and will be circulated.
- Marilyn Henderson, the Victor Harbor Peer Champion, continues to provide a *drop-in service every Monday 10-12.30pm in the VH Library* as well as being available for 1:1 support in between.
- Investigating options to deliver an *after work, compressed My Aged Care session targeted at working families* who are supporting older relatives through the My Aged Care process. In discussion with the Port Elliot Computing Centre.

Joyanne Mirra – ACH Group:

ACH Group is starting fortnightly art groups for anyone wanting to try their hand at drawing and painting for the first time or revisit an old passion. The group is open to all skill levels and offers an opportunity to link in with others who enjoy art expression. Currently the group is facilitated by Kerry Mart (an experienced local artist) who will be demonstrating various painting and drawing techniques. The group

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is flexible and open to suggestions for art projects. In future photography and other art mediums will be offered. Please contact Joyanne to find out more and/or discuss respite needs or transport. The first session is a free come and try (see flyer distributed with these minutes).

Rob Crouch – Dementia Australia:

Rob Crouch has taken over from Jill Bond as Dementia Advisor throughout the Fleurieu, Southern Vales and southern metro area. A Family Carer Workshop is being facilitated in Yankalilla on 14 March 2019 10.00am – 1.00pm at The Centre, Yankalilla. Please promote this to family carers of a person with dementia. A Family Carer Program will be held in Victor Harbor next May – further details to follow once available. For more information please contact Rob at Rob.Crouch@dementia.org.au or phone 8372 2134 or 0437 989 081.

Betty Hurrell – ECH:

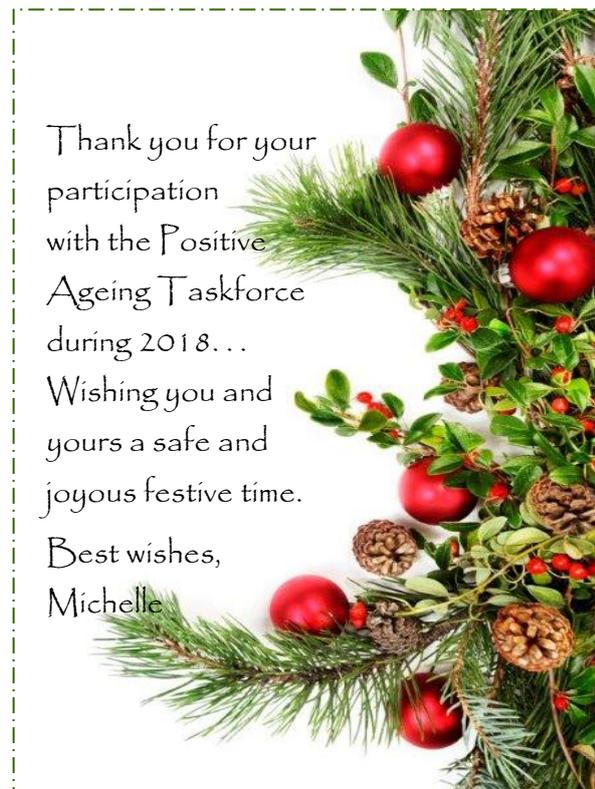
Dementia Friendly Community project continues to have positive feedback from businesses in Victor. The Local Dementia Alliance Meeting held the first meeting at Coomunga House, 4 December with nine members attending. Three were carers of people who are living with dementia. The next meeting will be held in February. Negotiations with the Library to research Dementia Friendly Libraries, has been positive. The Library has agreed to participate in being 'Dementia Friendly Communities' accredited by Dementia Australia.

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

14 NEW AND EMERGING ISSUES / OPPORTUNITIES (N/A)

On behalf of the Positive Ageing Taskforce, Michelle extends a big thank you to all members for your input and contribution to the Taskforce and commitment to working together to meet the needs of older people within our local communities. For those having a break over the festive season, keep safe and enjoy some well-deserved time off. Michelle will be on leave from 25 December, and returning 15 January 2019.

Meeting was closed at 2.05pm



NEXT MEETING:

Tuesday 12 February 2019 at 11.45 am for 12 noon start, City of Victor Harbor Council Chambers.
Guest presentation: 'Forgotten Australians' Kelly Francou (Relationships Australia) & Josephine Littlehawk (a lived experience story) TBC.