



Office for the Ageing

News Update – December 2010

A message from David

Welcome to the December edition of *Office for the Ageing – News Update*.

It's the end of another busy year and a good way to finish up, with a number of opportunities for seniors to get out and about.



International Day of Older Persons

I had the pleasure of attending an event at Adelaide Entertainment Centre on 1 October for International Day of Older Persons. It was a great opportunity to meet some of the state's seniors and acknowledge their achievements and contributions to our community.

Peter Goers again entertained as MC and our special guest was 2010 Senior Australian of the Year, Maggie Beer. This event is going from strength to strength; booked out well in advance this year, it's sure to be even bigger and better in 2011.

Improving with Age: Making it Happen

Four years on from the release of *Improving with Age – Our Ageing Plan for South Australia* there are a range of Government programs and initiatives that support our older people to stay healthy and live independently for longer. This booklet picks up from *Making a difference..* which was a summary of key achievements one year on. Copies are available online at www.sa.gov.au/seniorspublications or from OFTA.

HACC funding round 26

The HACC funding round 26 has been approved by Minister Rankine and is currently with the Commonwealth Department of Health and Ageing. There should be an announcement before the end of the year.

Community transport networks

Progress on the community transport networks is continuing, with plans to streamline funding which is currently provided to 94 agencies covering 11 CPNs. The contract management of CPNs is being transitioned from Department of Transport, Energy and Infrastructure to DFC. A complete review of existing community transport funding and guidelines will enable new policies and guidelines that will allow greater control and standardisation of CPN services across the state.

I wish you and your families all the best for a safe and happy festive season.

David Caudrey
Executive Director



Minister's message

Cooler than usual conditions over the last few months have given us all a little more time to get out and about without sweltering.

Despite the odd rainy day, pleasant weather provided a great backdrop to October's *Every Generation – it's on for young and old Festival*.

Through a range of events I had the opportunity to meet and speak to seniors from across the State.

These people came from all walks of life including many whose accomplishments and contributions left me in awe. The one thing they all had in common though was their passion for life – their desire to stay active and contribute to their community.



However, as the weather warms up, I know it can make it more difficult for South Australians – particularly older people – to get out.

Seniors are among our most vulnerable citizens during heatwaves but our State is more prepared than ever to help older people through such situations.

The Red Cross' Telecross REDi service has been a great support to South Australians during recent heatwaves and will again operate if needed this summer providing calls to vulnerable South Australians, including many elderly people, to check on their wellbeing.

Many older South Australians this year also will have received their *Keeping Safe in Emergencies*. The guide is a flip chart which can be kept on the fridge and sets out all the things you know, but can easily forget, in the event of a range of emergencies, including extreme heat, earthquakes, bushfire and influenza. Produced by the Department for Families and Communities, it is a very practical initiative particularly for older couples or people living alone.

Another valuable resource is the 2011 Seniors Card directory, *Your Lifestyle Guide*, now being delivered to households just in time for Christmas shopping. The directory is packed with offers and discounts on a huge range of goods and services and can also be accessed online at www.sa.gov.au/seniorscard.

Take care and enjoy all the festive season has to offer.

Hon Jennifer Rankine MP
Minister for Ageing





Ageing and Disability Service Improvement



Work is continuing on a state-wide community care system for frail older people and people with disability.

A recently released discussion paper provides more detail on the client pathway through the integrated system and how an older person, person with disability or their carer may experience the process.

The discussion paper also provides an overview of the roles, objectives and functions of the four functional areas that make up the combined ageing, disability and carer office within DFC. These were developed by working groups comprised of senior DFC staff expert in the relevant area.

The second round of consultation has commenced, to seek the views of key stakeholders. DFC staff, other government departments (Commonwealth, State and Local Government), peak bodies and key leaders such as representatives on the Ministerial committees for ageing and disability have been involved in the consultation sessions.

The Discussion Paper and the consultation presentation are on the website at www.dfc.sa.gov.au/adsj. For further information, please email adsj@dfc.sa.gov.au.

Improving With Age – Our Ageing Plan for South Australia

Improving with Age: Making it Happen booklet

Since the *Improving with Age: Our Ageing Plan for South Australia* was released in 2006, OFTA staff have worked across Government to ensure departments are responding to the needs of older South Australians.

Since its launch, more than \$7 million in funding has been provided for over 70 initiatives. The *Improving with Age: Making it Happen* booklet celebrates some of these initiatives and identifies opportunities to continue this work.



Stories showcased in this booklet include:

- Positive Ageing DVD: *It's more than just years*
- SA Health Service Framework for Older People 2009-2016
- Home and Community Care program
- 'Making domestic and personal care tasks easier and safer' fact sheets
- South Australia's Dementia Action Plan 2009-2012
- Circle of Friends
- Fishcare Volunteers
- Home Assist Scheme
- Access2HomeCare
- Seniors Wise SA initiative.

The booklet is available at www.sa.gov.au/seniorspublications or by ringing 8207 0522.

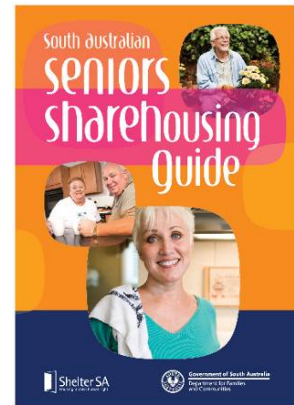




South Australian Seniors Sharehousing Guide

The *South Australian Seniors Sharehousing Guide* has been jointly developed by Shelter SA and OFTA to help older people seeking accommodation in the private rental market.

Funded through *Improving with Age – Our Ageing Plan for South Australia*, the guide provides information on the rights and obligations of private rental tenancies for older South Australians, helping make informed choices about living arrangements and better equip older people to be empowered to compete in the private rental market.



Topics include:

- why sharing accommodation is beneficial for older people
- factors to consider before seeking or setting up shared accommodation
- setting up and offering share house accommodation
- how to find a share house and advertise for housemates
- alternatives to sharing
- basic information about renting privately.

The guide was launched by Minister Rankine at the International Day of Older Persons event and is available on www.sa.gov.au/seniorspublications.

A framework for the protection of vulnerable adults

OFTA has committed funds to the Office of the Public Advocate to conduct research examining how South Australia can best enable adults to be safe from abuse or harm.

The aim of this research will be to strengthen and protect the rights, individual freedoms and dignity of older South Australians, increasing independence and promoting citizenship and inclusion in communities.

It will be based on the principle that person-centred systems are flexible and target individual's needs and will be a cornerstone of policy making and services, now and into the future. Critical to a person-centred system is an effective way of enabling people to make supported decisions within an appropriate safeguarding framework.

Savvy seniors – consumer rights guide



With funding from OFTA, the Office of Consumer and Business Affairs will develop a handbook guide for older South Australian consumers to provide information aimed at helping them understand consumer rights (and wrongs).

The guide will also assist older people make informed decisions about issues ranging from schemes which deceive consumers (scams), identity fraud and debt traps in relation to rental housing.





Home and Community Care (HACC)

2010-11 HACC funding package round 26

The funding package was approved by Minister Rankine on 26 November 2010 and was forwarded to the Department of Health and Ageing for processing. OFTA is hopeful that a joint announcement with Federal Minister Butler will be made before the end of the year.



If this is the case, service agreements/MOAA (for new projects) and variations to service agreements/MOAA (for expansion projects) will be negotiated in January 2011.

Funding for 2011-12 and extension of existing service agreements

Aged and community care officials met in Melbourne in October. Key points coming out of that meeting included:

- 2011-12 will be (as foreshadowed) a transition year for HACC. There will be a national partnership agreement (NPA) for the 12 months (multilateral across the six jurisdictions that have signed on to the HACC split, bilateral for Victoria and Western Australia who have not signed on).
- The Commonwealth will be writing soon to confirm these arrangements. When the NPA is signed off OFTA will begin the process of extending service agreements and MOAAs by variation until 30 June 2012.

This process will need to be completed before existing service agreements/MOAA expires at 30 June 2011, however:

- Projects receiving growth funding to expand existing projects in HACC funding round 26 will take precedence.
- Service agreements/MOAs negotiated before 1 July 2008 and therefore at the end of their three-year term will need to be renegotiated as per normal DFC grant funding arrangements.

CALD carer support workers forum

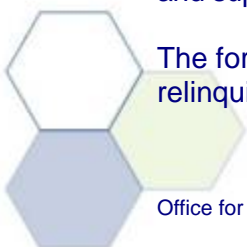


In late November 16 agency participants attended the inaugural forum organised for those CALD HACC-funded agencies that provide carer support services – including counselling/support, information and advocacy, respite care and carer retreats.

The forum included presentations from two carer support services on the benefits to consumers, program ideas, difficulties encountered and carer retreats. Participants also provided feedback on the Carer Retreat Program and the National Carers Strategy.

A CALD carer support workers forum was a recommendation from the OFTA-commissioned CALD Carer Support Project report, which identified the training, information and support needs for CALD carer services.

The forum will be held twice a year with future topics including informal carers, relinquishing carers and male carer needs.





CALD Meals Project

The HACC Multicultural Team together with consultants KPMG held a CALD Meals Project options paper workshop in early November.

In attendance were 35 CALD HACC-funded agencies and representatives from Meals on Wheels who all currently provide meals services. The workshop discussed in detail the proposed options paper developed by KPMG to work through the viability and feasibility of the CALD meals options proposed.

The workshop will facilitate the progress of appropriate models of future CALD meals services in South Australia.



'CALD' rolls!

Office for the Ageing hops over to Kangaroo Island



In early October, two OFTA staffers 'hopped' over to beautiful Kangaroo Island to visit local HACC workers and participate in a variety of HACC-related events and meetings.

The visitors were Inga Perkons-Grauze, Senior Project Officer from the Contract Management Team, and Helen Beavan, Principal Project Officer, Transport.

Inga spent the day on the island presenting the recently-developed contract managers information session at the Kingscote Health Service. The session, which provides information on effective HACC service agreement management, was attended by 20 HACC managers, workers, volunteers and carers across the two HACC programs on the island.

They participated in workshoped activities, practical exercises, discussions and question time. Feedback from attendees was very positive, with most commenting on the usefulness of the information and the enjoyment of networking with fellow HACC workers. Afterwards, Inga met the HACC managers for further discussions.

Meanwhile, Helen attended three meetings over the course of the day. At the Kangaroo Island Council, Helen met with Community Passenger Network coordinator and other staff. From January 2011 the Department for Families and Communities will take over the contract management currently undertaken by the Department for Transport, Energy and Infrastructure.

Helen also attended a meeting with the Director of Nursing, Kangaroo Island Health Service to discuss funding for an integrated transport package for use by HACC clients on the island. Following that she presented at the Kangaroo Island Community Services Forum on the community passenger networks in South Australia. At this event, Helen was also able to discuss the cross-sector benefits for agencies working together and sharing the limited existing transport resources.





HACC Service Principles

The South Australian HACC Service Principles were launched in October 2010 by Minister for Ageing, Jennifer Rankine.

The HACC Reform Reference Group Sub-Committee has worked in partnership with OFTA to develop six principles:

1. Promote each person's opportunity to maximise his or her capacity and quality of life.
2. Provide services tailored to the unique circumstances and cultural preferences of each person, their family and carers.
3. Ensure choice and control are optimised for each person, their carers and families.
4. Emphasise responsive service provision for an agreed time period to be reviewed as agreed.
5. Support community and civic participation that provide valued roles, a sense of purpose and personal confidence.
6. Provide appropriate workforce training and development.



A number of case studies are included to demonstrate how the principles can be put into practice.

HACC reform stakeholder workshops



More than 120 consumer and carer representatives, members of the HACC Reform Reference Group Sub-Committee, OFTA staff and 'change champions' from the HACC sector attended a series of workshops in early October.

Held at the Morphettville Junction Centre, the workshops aimed to inform, motivate and inspire the HACC sector and start the process of putting the newly developed HACC Service

Principles into practice.

The program included motivational speakers and practical workshop sessions, where the participants identified opportunities and options that will embed the practical application of the Service Principles.

This workshop is one part of the change management process, so for those who weren't able to attend there will be further opportunities. A report of the workshops is being prepared and will be available in the new year on the website www.sa.gov.au/ofta.

Contact Jan Gaskin on 8207 0256 or Ewa Zysk on 8207 0255 for more information.





Minimum data set submissions

The HACC Minimum Data Set (MDS) feedback for the third quarter of 2010 (July, August, September data) was posted to HACC agencies on 3 December, 2010.

Please contact the Data Management and Performance Reporting Unit if you have not yet received your summary, or the information is not correct. Contact Katrina Kong on 8207 0452, Jenny Till on 8207 0487 or email haccmds@dfc.sa.gov.au



If you have any difficulties or queries in relation to the HACC MDS submission process for the fourth quarter of 2010 (October, November, December data) – due for submission in January 2011 – please contact the Unit.

National Aboriginal Torres Strait Islander Aged Care Forum



NATIONAL ABORIGINAL & TORRES STRAIT ISLANDER
AGED CARE FORUM

Sharing • Learning • Communicating • Collaborating

The Department of Health and Ageing together with the National Aboriginal and Torres Strait Islander HACC Reference Group hosted the first National Aboriginal Torres Strait Islander Aged Care Forum on 4 and 5 August 2010.

The forum, held at the Stamford Grand at Glenelg, provided an environment where collaboration, strategic thinking, communication and linkages across the Indigenous aged care sector could occur.

Over 400 people attended the forum – a reflection of the high regard in which the Elders are held and acknowledgement of the important role that aged care plays in the Aboriginal and Torres Strait Islander communities.

The themes for the forum were:

- Workforce, training, recruitment and retention.
- Innovation in service delivery.
- How to improve services.
- Building partnerships.
- Models of service delivery.
- Developing a nationally consistent aged care system.
- Continuity of care.

Some of the key themes that came out of the forum included:

- A continuing need for continuity of care across different sectors.
- The importance of developing productive partnerships in order to deliver aged care services to meet the needs Aboriginal and Torres Strait Islander.
- A need to provide culturally appropriate residential aged care to elderly Aboriginal and Torres Strait Islander people.

DoHA is in the process of producing a report on the forum and a CD of all the presentations. Email indigenous.aged.care.forum@health.gov.au to register your interest in receiving a copy.





HACC network meeting at Kadina

A group of 18 attended the HACC network meeting held at the new Carers Link office in Kadina in mid-November.



Sue McKinnon, OFTA Senior Project Officer, presented on the new HACC service standards. These have a logical focus: maintaining a client's independence and control over their lives while providing meaningful choices to support their daily living. An interactive session provided an opportunity to reflect on how participants would like to be supported by services and programs when they become frail aged.

Joyleen Thomas and Lyn Zeidler presented a summary of the Better Practice Project sharing a number of resources to all present. The project supports service providers to review and implement the new standards by thinking outside the square in service delivery and developing improvements to reach the new standards.

Some practical expressions of better practice across the region were given by Heidi Jameison (Carers Respite), Darryl Venning (Burra Men's Shed) and Denise Freebairn (Snowtown LAG [Leisure Activity Group] Shed), who all shared their knowledge on improving the client's experience in a variety of service delivery settings.

As HACC services will go through some considerable changes in the near future, it was agreed that the opportunity to meet quarterly at Kadina would be beneficial. It is expected that all interested parties will be contacted in the new year.

Contact Julie Mason on 8853 3850 or julie.mason@yorke.sa.gov.au to be part of this network strategy.

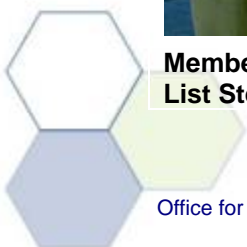
Rural Ecare Common Waiting List – Murray Mallee



'Rural Ecare Common Waiting List' is a pilot project to develop and evaluate an online common and jointly-managed database for community packages in the Murray Mallee.

In 2008 providers and the Murray Mallee ACAT teamed up with Carers SA to develop a common online waiting list for community packages. The project was funded by Carers SA with contributions from the stakeholders on the steering committee.

Members of the Rural Ecare Common Waiting List Steering Committee





The stakeholders consisted of the Murray Mallee Community Health Service Aged Care Assessment Team, Resthaven Community Programs, Murray Mallee Aged Care Group, ACH Group and Carers SA, with the project managed by the Murray Mallee Ageing Taskforce.

It was anticipated that a centralised system for the referral and management of community package waiting lists would:

- reduce administration
- improve transparency
- reduce the potential of clients getting lost on the waiting list
- reduce multiple handling of confidential information
- provide accurate data.

In October 2009 an interim evaluation found that an online common waiting list provided real time waiting lists for community packages that facilitated referral and waiting list management by ACAT and the community package providers.

The evaluation found that the online waiting list:

- improved transparency of the referral process
- improved client and carer outcomes
- reduced the potential of 'lost' clients
- facilitated access of priority clients
- facilitated access to other programs (HACC and carer services)
- provided accurate data on waiting lists, priorities and community package service provision

The database continues to be used in the Murray Mallee to manage community package referrals and waiting lists. Clients rated an urgent priority that remain on the waiting list for one month and all others that remain on the waiting list for more than three months are contacted by Carelink to facilitate referral to other services.

For more information, contact Gary Sawyer on 8539 1156.

Community Care Programs

Community Care Common Standards

With the implementation date for the common standards scheduled for 1 March 2011, information sessions are being held with service providers across the nation.

South Australia was one of the first jurisdictions to have sessions which were facilitated by Goddard Gevers Jones with representatives from the Commonwealth's Department of Health and Ageing and OFTA on hand to answer questions.



Leslie Gevers explaining the common standards



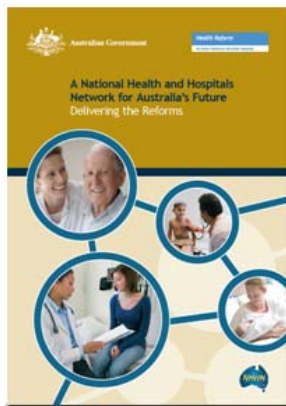


Comprehensive information guides explaining the three common standards, 18 expected outcomes and quality reporting process were distributed at the information sessions and can also be downloaded from www.comcarestandards.com.au.

On the website are resources, including frequently asked questions and the Powerpoint presentation. The change to the common standards will result in clarity and consistency across the HACC, National Respite for Carers and Commonwealth Community Care programs (CACP, EACH and EACH-D) with a more streamlined single quality reporting process.

More information on the implementation of the common standards can be obtained from the above website or by contacting Helen Ottaway on helen.ottaway@dfc.sa.gov.au.

National Health and Hospital Network aged care reforms consultations



The Commonwealth Department of Health and Ageing (DoHA) hosted two consultations on 30 November 2010 to support the implementation of the National Health and Hospital Network aged care reforms. Approximately 100 people attended each session to share their experience and ideas and contribute to the implementation of the aged care reforms.

In this first round of community forums, the Commonwealth sent invitations to local governments, peak bodies and service providers including DoHA stakeholders and service providers, HACC service providers and the Aged Care Assessment Teams (ACATs). The consultations focussed on redesigning the 'front end' of aged care.

There was a presentation by DoHA's Tracy Mackey (Assistant Secretary, Community Programs and Carers Branch) followed by a presentation by OFTA Executive Director David Caudrey on the state perspective on aged care reforms.

The key messages from the Commonwealth about the reforms were that it would be easier not harder, nationally consistent and that there would be a sensible transition. The key messages from the state perspective were that state reforms, in particular the Ageing and Disability Service Improvement Project and the roll-out of Access2HomeCare, would support Commonwealth directions.

Participants shared their views and contributed through small group discussions on strengths, challenges and opportunities of the existing system and the core elements that should feature as part a redesigned front end.

In early 2011 the Commonwealth will hold further forums focussing on more regional locations, plus convene focus groups to explore particular issues in more detail or gain insight from various stakeholder groups such as workforce, care recipients etc. There will also be an online survey plus a HACC conference in early April 2011 for further participation.





Brokering HACC services

A service provider recently asked “What is our responsibility in meeting the existing HACC National Service Standards when we broker some or all of our services?”

As the organisation who receives funding to deliver services, you are responsible for ensuring that those services meet the requirements of the current HACC National Service Standards (or from 1 March 2011, the Community Care Common Standards) even if you are not directly delivering services.



A range of mechanisms can be used to ensure that requirements are met by the organisation delivering services including:

- developing brokerage agreements
- conducting meetings and communication strategies
- instituting structured ongoing monitoring processes
- being notified of service user feedback and complaints
- third party reviews.

Third party reviews can involve the funded organisation going to the organisation that is responsible for service delivery and reviewing their operations and records to determine that services are being delivered as required.

If you broker services, the quality reviewers will be interested in understanding what practices and processes you have in place to ensure that the brokered services are meeting service user needs and the requirements of the current HACC National Service Standards or soon to be implemented Community Care Common Standards.

Access Points update



OFTA has welcomed Barbara Rudge as the Operational Change Manager for access points in the Community Care Reform team. Two new Access Officers, Bev Prior and Jessica Walker, have also joined the Angaston team recently.

The Commonwealth has approved the South Australian plan to progress Access2HomeCare to its next phase. OFTA will be developing a plan for the roll-out of the access point across the metro region in the first instance and there will be information sessions with the sector to discuss the next steps. Dates of these will be released soon.

The eReferral system trialled by seven agencies across the two sites has proved successful. Apart from a few teething problems, there has been nothing but praise in using this system of electronic transfer of referrals from Access2HomeCare to service providers. The eReferral system will be expanded to all the service providers in the two access point sites in the near future. Correspondence will be sent to all the relevant agencies soon.





Grants for Seniors and Positive Ageing Development Grants

2010 funding rounds

The annual funding round for Grants for Seniors (GFS) and Positive Ageing Development Grants (PADG) opened on Monday 22 November 2010 and closed on Friday 17 December 2010.

These one-off grants up to a maximum \$5,000 for GFS and \$25,000 for PADG are available to community based organisation for funding. For the first time, applications are being accepted via an online form as an alternative to the traditional paper-based forms.

Grant applicants will be advised of the outcome of their application in February 2011 and funding will be forwarded to successful organisations in April and May 2011.

Family Amble for Seniors

OFTA provided one-off Positive Ageing Development Grant funds to Active Ageing Australia (AAA) to conduct a 'Family Amble' – a walking event to promote positive and active ageing.



With the assistance of Life. Be In It, 220 participants of all ages attended the inaugural event held on 24 October commencing at the Torrens Parade Grounds in the city.

Participants then set off on one of three walking tracks along the picturesque River Torrens designed to suit all ages and abilities. Entertainment in the Botanic Gardens was provided by African drummers, a harpist and German duo.

A variety of food and activities was available, including a sausage sizzle by the Vietnam Veterans northern sub-branch, fresh fruit and refreshments, goodie bags, Colonial dancers and the City of Adelaide Concert Band.

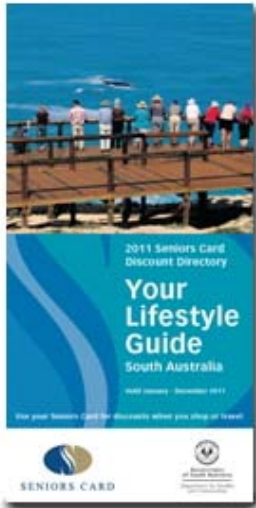
The event was attended by staff from OFTA, Active Ageing Australia and the Heart Foundation plus VIPs such as Pat Mickan and Dr Rosemary Crowley of the Ministerial Advisory Board.





Seniors Card update

New Seniors Card directory



The 2011 South Australian Seniors Card discount directory, *Your Lifestyle Guide* will be distributed throughout December to all households where a Seniors Card holder resides. The directory boasts more discounts and benefits and more businesses, especially in regional and outer metropolitan areas of the state.

In September, Seniors Card holders with an email address were given the opportunity to opt-out of receiving a directory by mail, with many choosing to view the directory online instead.

Through the distribution of the new directory, all card holders will have the opportunity to opt out of receiving future directories by mail via a reply paid form or by visiting the Seniors Card website www.sa.gov.au/seniorscard/optout.

The 2011 directory will be available online at www.sa.gov.au/seniorscard and will provide card holders with several new interactive features, including improved search functions and links to each advertiser, category and index. These functions will allow card holders to easily locate the businesses offering discounts.

Excursion for Seniors Card staff

In late November staff from the South Australian Seniors Card Unit visited Lane Print and Post, the company who are contracted to print, store and distribute the 2011 Seniors Card discount directory, *Your Lifestyle Guide*.

The Seniors Card Unit has been working on the 2011 edition for many months and staff were excited to see it being printed ready for distribution to Seniors Card holders throughout December.



Seniors Card staff Marc Jones, Evlynn Hayes, Desiree James and Caroline Foat with the new directory.

For additional directories, contact the Seniors Card Unit on 1800 819 961 (freecall) or email oftaseniorscard@dfc.sa.gov.au.





Retirement villages update

The annual Retirement Village Association national conference was held in Brisbane in early October this year.

Vanessa Clarke and Melissa Centofanti represented OFTA for three days of presentations, information about recent developments in the retirement village sector and discussions about where the sector is heading.

It was a great opportunity to talk with different operators from all over Australia and get a first hand view of a number of villages in Queensland.

Vanessa Clarke was a panellist on “Government Affairs and National Legislation Insights (OFT/Consumer Affairs Panel)”. This panel session was an interactive session with the audience, with discussion about what was happening in each state and question time from the audience. There was plenty of positive feedback regarding South Australia’s relationship with both resident and industry bodies.



(l) Melissa Centofanti and Vanessa Clarke (r) Vanessa Clarke during the panel discussion

The OFTA Retirement Villages Team is working on an update for the information booklets which have proved to be a great success and will have a reprint in the new year.

Also early in the new year we will be contacting all administering authorities to update the records currently contained within the register of retirement villages. There have been a number of new villages registered, bringing the total as at 1 December to 505 villages in South Australia.





“Looking thru the Kaleidoscope” - the vision for 2030



The RVA & ACS SA/NT tenth annual conference will be held on Friday 20 May 2011.

This year's theme is 'Looking thru the Kaleidoscope - how to travel thru interference, obstacles & hurdles!' and is designed to identify

what is needed to provide an optimal choice in housing and meet growing demands heading to 2030.

Three key streams are planned for the conference and abstracts on presentations are welcome.



Proposed topics include:

- health of the sector, encompassing finance
- government perspective
- development – land availability, acquisition and planning
- how to manoeuvre through the development approval process within local government
- how to grow the industry to meet the future demands of our ageing population – affordable through to high-end housing alternatives
- productivity Commission findings
- legislative viewpoint
- asset management of people and property
- key indicators of the past and how to improve
- sales and marketing component

For further information on the RVA & ACS Annual Conference please contact Sandra Carle on 8338 4500 or Anthony Cecere on 8338 8004.

Events

2011 ACS finance forum



Next year's ACS finance forum will look at 'What are the new waves to be expected for aged care providers?'

The forum will be held on Friday 25 February 2011, 9.00 am until 4.00 pm, at the Stables Ballroom, Morphetville Junction, Camden Park.

The focus of the forum is on understanding and managing ongoing change across the aged care sector – finance, systems and people. It is designed for both residential and community aged care providers in the non-profit sector. Topics will be of interest to CEOs, finance managers, accountants, directors of care, human resource and business development managers.

Visit www.agedcommunity.asn.au/ for more information.





Transforming respite – now to 2015 summit

Join Aged & Community Services SA & NT on Friday 6 May 2011 for a discussion about ways to shape respite in the future.

To be held at Allan Scott Park, Morphettville, from 8.30 – 4pm, the summit will include quality speakers and opportunities to identify solutions and constraints to aged care respite. Key recommendations will be presented to the Federal Minister for Mental Health and Ageing and the Minister for Families, Housing, Community Services and Indigenous Affairs as the initial step in an ongoing lobbying process.

The cost is \$198 (members) or \$275 (non-members). To register your interest and receive updates, email acs@agedcommunity.asn.au.

OFTA out and about

Every Generation – Band on the Beat

'Band on the Beat' was an Every Generation event showcasing the southern suburbs community services and activities available to seniors which aim to enhance positive ageing.

Held on 5 October at the Edge Church at Reynella, the event was hosted by the City of Onkaparinga Council.

With entertainment from the Police Band, Band on the Beat attracted a crowd of more than 400 seniors. OFTA staffers Tamara Rusby and Marc Jones were in attendance to answer questions and provide information on a range of OFTA services.



Other resources available at the event included information on the council's associated services and products and equipment available to the seniors community.

Free parking, free admission to the event and a venue that was well serviced by public transport made it easily accessible and well-attended.

General news

Every Generation – It's on for young and old festival

The annual *Every Generation – It's on for young and old* festival, which runs annually throughout October, has grown tremendously since its beginning back in 2003.

Funded by OFTA and facilitated by patron sponsor COTA Seniors Voice, the 2010 event involved 144 partners who hosted nearly 1,400 events right across the State.





Celebrating the valuable contribution made by older South Australians to the community, the festival aims to bring older people together, get them out and about, trying new things, engaged and connected with their communities and those around them.

2010 highlights involved three major events:

- State launch, which took place as part of the International Day of Older Persons celebration at the Adelaide Entertainment Centre.
- Country launch, held in Berri.
- Every Generation Positive Ageing Awards presentation dinner, for the five winning individuals or groups who have contributed to positive ageing.

As part of the 2010 Every Generation festival, the State Government offered Seniors Card, State Concession Card, Seniors Health Care Card and Pension Concession Card holders, free entry to various parks and attractions on Friday, 8 October.

For more information regarding the 2010 Every Generation events, visit www.seniorsvoice.org.au.

Personal alert systems for older South Australians

Rebates will be introduced from April 2011 to help older people living alone to purchase personal monitored alert systems.

Personal alert systems are a lightweight pendant worn on the wrist or around the neck that can be activated to alert someone (neighbours, relatives, friends or a monitoring centre) in an emergency. By pressing a button on the pendant, a signal or message is sent and a pre-agreed response put into action.



Example only

The Personal Alert Systems Rebate Scheme will provide a one-off amount of up to \$380 for purchase and installation and up to \$250 a year for ongoing monitoring services.

Priority, in the first instance, will be given to people over 85 years (65 years for Aboriginal people). To be eligible, people will need to:

- have a Centrelink Pensioner Concessions Card
- be living alone, or their carer is unable to provide assistance in an emergency
- be at high risk of falls, or suffer from a medical condition that requires an immediate and urgent response in an emergency
- have a referral from an appropriate health professional.

More than 500 people are expected to receive the rebate in the first year and 2400 over four years.

The Rebate Scheme complements a range of other initiatives to support older South Australians to live safely and confidently in their own home.

A comprehensive fall prevention program <http://www.fallssa.com.au/index.php> delivers preventative interventions including home safety assessments, health management and vision assistance.





International Day of Older Persons

The annual International Day of Older Persons event is a chance for the community to come together to celebrate and recognise the achievements of South Australia's older people.

More than 1,200 older South Australians registered to attend the 2010 event, organised by OFTA and held at the Adelaide Entertainment Centre.

Media personality Peter Goers was back by popular demand as MC of the event along with special guest, culinary icon and Senior Australian of the Year, Maggie Beer who provided a keynote address. The day also featured 'unusualist' Ray Crowe, who wowed the audience with a combination of visual comedy, ventriloquism, shadow puppetry and magic.



The annual COTA Senior's Voice Every Generation Festival, which runs throughout October, was also launched.

Host of the event, Minister for Ageing Jennifer Rankine, launched a new DVD, *Positive Ageing: It's More Than Just Years*, which highlights positive ageing and debunks some of the common myths about older people.

Twenty-two government and non-government organisations participated in

an exhibition as stall holders, providing information, 'give-aways' and promoting their programs.

Planning is well under way for the 2011 event, with interest expected to exceed the 2010 event. Watch this space!

Wall planner

The Aged Care Management Planner for 2011 is now available from OFTA.

The planners are a large size and ideal for listing staff leave, birthdays, events etc. They have information from a range of aged care related businesses and State Government service information.

A number of these calendars have been distributed to HACC service providers but if you require (additional) copies please contact the Office on 8207 0522.





A trip down memory 'parade' for Norwood's oldest residents

Some of Norwood's oldest residents transformed The Parade into a trip down memory lane as part of a major community arts program during September.

Images of school life during World War II, tram rides in the 1940s and dancing the night away at the Norwood Town Hall in the 1950s were just some of the scenes that adorned 30 street banners along Norwood Parade.

Food, sport and Norwood's cafe culture also featured prominently in "Banners on My Parade", a HACC-funded arts program developed by ACH Group and Norwood Payneham St Peters Council which formed part of the Every Generation festival.

ACH Group brought together 16 older first-time artists, including four over the age of 90 and all with a connection to Norwood, who worked with community artist Helen Crawford over 10 weeks to create their banner designs.

The group of artists was diverse, including people with memory loss and other frailties and people from seven different cultural backgrounds. Some were involved in family businesses on The Parade going back over 100 years; others lived in the area since childhood, while others migrated to the area after World War II to start a new life.



Individual banner designs were filled with colour using a range of materials including mosaics, sweets, sand, old tram tickets and coins, flower petals and coffee to create a 3D effect. The artwork was then photographed and printed onto two-metre by one-metre banners.

The project was an opportunity for artists to share personal stories about life in Norwood and reconnect with old friends. Their combined effort produced great art, great stories and demonstrated the contribution that older people make to our community.





Service Excellence presentation

Country North Community Services (CNCS) was presented with a Department for Families and Communities Service Excellence Certificate at a ceremony at the Art Gallery in September.

Chief Executive Officer, Steve Lowe, received the certificate on behalf of CNCS.

The presentation followed a comprehensive audit of Country North's policies, procedures and service provisions in relation to Departmental standards by an independent external auditor.

The auditor examined Country North's leadership and management, human resources and partnerships and service and consumer outcomes. Following the audit CNCS was asked to develop an action plan to address a number of outstanding items.

The plan was completed earlier this year, enabling CNCS to qualify for the certificate.

Service Excellence standards are rated at two levels — Certificate and Award. Country North will work towards achieving the Award level over the next two years.



CE Steve Lowe receiving the Service Excellence certificate from DFC CE Joslene Mazel

Translated aged care information sheets

Greek	Ελληνικά
Hungarian	Magyar
Italian	Italiano
Korean	한국어

Department of Health and Ageing have produced a series of information sheets on aged care translated into 18 languages to assist people with English as a second language.

The sheets are available on the DoHA website www.health.gov.au or by contacting the Aged Care Information Line on 1800 500 853.

Department of Health and Ageing annual report released

The DoHA annual report provides a detailed description of the Department's activities during 2009-10, reporting against planned outcomes and performance indicators identified in the 2009-10 Health and Ageing Portfolio Budget Statements and the 2009-10 Health and Ageing Portfolio Additional Estimates Statements.

The full report can be downloaded from the DoHA website www.health.gov.au.





Taking Care of Carers – Gateways Project

I struggled along by myself for ages until my doctor suggested I call the carer support service. They were wonderful and understood what I was going through. I wish I had known about carer support years ago, it would have made such a difference.

Carer, 65 years old.

Carers often take up their responsibilities unexpectedly and don't know about carer support assistance.

Research indicates that although caring for someone with a disability or age related frailty may provide a sense of satisfaction, it also carries a significant cost in terms of emotional, physical and economic consequences. Maintaining carer health and wellbeing is critical, particularly as carers have been found to experience significantly worse health than non-carers.

The Gateways Project identified service providers that regularly come into contact with carers during the normal course of business. The project aimed to both raise staff awareness and assist carers to self-identify so that they seek information from carer support services early, rather than when a crisis occurs.

Working with GPs and other health professionals was considered a high priority because of the negative health impacts associated with caring and the unique opportunity the medical sector has to monitor carer health.

The project focussed on the rural divisions of general practice with the metropolitan roll-out to occur in conjunction with the Access2HomeCare initiative in 2011. In addition the project also worked with other Government Departments and non-Government organisations, including pharmacies, to raise carer awareness.

A section for GPs and other health professionals was specifically developed for the SA Government website carers content, in addition to a new carer support services search map – these are available at www.sa.gov.au/carers.

For more information, contact Sue Lyons from Office for Carers on 8207 0269.

Consumer directed respite

Minister for Mental Health and Ageing Mark Butler handed over the first contract under the consumer directed respite care initiative in October, allowing carers to select respite services of their choice.

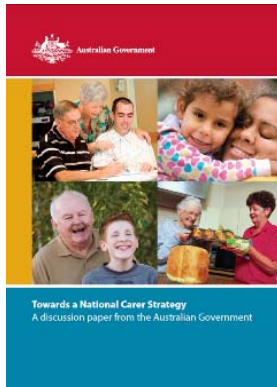
The program is the first of its type in Australia, which gives local carers a budget of \$4,200 to go towards their chosen respite services.

It is the first of 16 agreements with Commonwealth Respite and Carelink Centres across Australia, with \$1.24 million in funding to provide 200 consumer directed care packages to carers of older Australians.





National Carer Strategy



The Commonwealth Government is leading the development of a National Carer Recognition Framework to better recognise carers.

This is part of the response to the report *Who Cares ...? Report on the inquiry into better support for carers* by the House of Representatives Standing Committee on Family, Community, Housing and Youth.

National Carer Recognition legislation is the first element of the Framework and was passed by the Senate in October 2010. This legislation complements existing acts in States and Territories including the *South Australian Carers Recognition Act 2005*. It is an important step in giving national recognition to carers.

The second aspect of the Framework is the National Carers Strategy which is now being developed in consultation with state and territory governments with input from carers, carer support organisations and service providers.

The Strategy will ensure a more consistent approach to policies, programs and services for Australian carers. It will also bring together the different reform agendas that impact on carers across governments over the next 10 years. The Commonwealth Departments DoHA and FaHCSIA have been working in partnership to lead the development of the Strategy.

A discussion paper was made available and a series of Australia-wide consultation sessions were held in November and December 2010. Consultations were held in Adelaide and Murray Bridge on 23 and 24 November respectively. Public comment has been extended until 4 January 2011. The Strategy is to be completed in 2011.

Further detail can be found at <http://www.health.gov.au/nationalcarerstrategy>.

Staying healthy in the heat

Extreme Heat: Guide to coping and staying healthy in the heat aims to prepare people for extremely hot weather. It identifies groups of people who are at a higher risk of becoming ill – such as the elderly, people with dementia or Alzheimer's.

The guide provides:

- information on heat related conditions and what to do when showing symptoms
- practical tips on preparing for and coping during extreme heat
- emergency treatments for people affected by heat while waiting for an ambulance
- tips for recovering from heat when it is over.



It is published by SA Health Emergency Management Unit. To obtain a booklet, phone 8413 9072 or 8226 6000 or download a copy from the SA Health website www.health.sa.gov.au.





Carer Recognition Bill



Australia's carers have been formally recognised for their contribution to society with the passing of the Carer Recognition Bill through Parliament. The new legislation recognises the valuable social and economic contribution and the personal sacrifices made by carers across the country.

The legislation establishes a definition of a carer and includes a *Statement for Australia's Carers* that sets out key principles on how carers should be treated and considered by Australian Government agencies and the providers they fund.

Australian Government agencies are now required to consider the Statement when developing human resource policies that significantly affect their employees' caring roles.

Agencies with policies and programs directed to carers or the people they care for now also need to consult with carers and report annually on action undertaken.

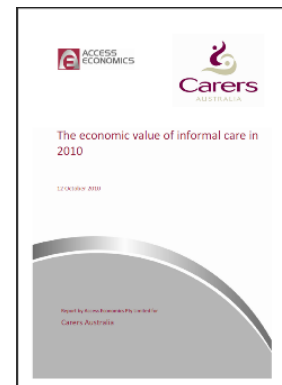
Organisations funded by the Australian Government to support carers, or the people they care for, need to adopt the Statement's principles in their interaction with carers.

More than one in eight Australians provide informal care

Carers Australia released *The Economic Value of Informal Care in 2010* in October to highlight the value of informal care being provided in Australia.

It is estimated that about 13.1% (or one in eight) Australians are providing informal care, with the number of carers in Australia increasing at the same rate as the population at around 2% per year.

Australia's 2.9 million informal carers provide 1.32 billion hours of care each year – equivalent to 455 hours each per year or almost 9 hours a week. If these hours were replaced with professional carers, the replacement value is estimated to be around \$40.9 billion.



Informal care remains one of the lowest subsidised forms of care, and family carers remain under-resourced in terms of education and information compared to paid care workers. As the reviewed literature suggests, greater investment in training for informal carers could generate savings that are many times the value of the investment.

The full report can be downloaded from the Carers Australia website www.carersaustralia.com.au





Over \$10 billion spent on aged care services in 2008-09

Spending on aged care services in 2008-09 was \$10.1 billion, according to a report released in early December by the Australian Institute of Health and Welfare.

The report, *Residential aged care in Australia 2008-09*, shows that an estimated \$6.6 billion (of the \$10.1 billion) was spent on residential aged care, with the Australian Government the dominant funder (estimated \$6.5 billion).



The majority of permanent aged care residential places are for those requiring a high level of care (3,765) compared to 1,983 low-care places.

At 30 June 2009, there were more than 178,000 operational residential places in Australia—over 3,000 more than at the same time in 2008.

The provision ratio at 30 June 2009 for residential aged care places was 87.0 places per 1,000 people aged 70 years or more; close to the Government's target of 88 places per 1,000 by June 2011.

Among the residents, women outnumbered men by more than 2 to 1, and most residents were in the older age categories, with over half (55%) of all residents in 2009 aged 85 or over.

Usage rates for Aboriginal and Torres Strait Islander people aged under 65 were considerably higher than for their counterparts in the non-Indigenous population.

A second report, *Aged care packages in the community: a statistical overview*, examines alternatives to residential aged care, whereby older Australians receive care in their own homes and communities.

Analysis of Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH), and Extended Aged Care at Home Dementia (EACH D), reveals that the supply of places has increased across all three packages.

More than one in every three clients receiving community aged care was born overseas and a higher proportion of people from a non-English-speaking background used community aged care services compared with those from an English-speaking background.

Aboriginal and Torres Strait Islander people also used more community aged care services than their non-Indigenous counterparts.





Indigenous Governance Toolkit

Reconciliation Australia has a new online governance toolkit available at <http://www.reconciliation.org.au/governance>.



The toolkit is an online resource developed to assist individuals, organisations, communities and enterprises in improving their governance.

From the basics of governance, such as rules and regulations, to examples of ideas that work from other organisations, the toolkit aims to provide useful guidance and information.

Prevalence of arthritis increases with age

More than 3.1 million Australians were estimated to be affected by arthritis in 2007–08, according to a report from the Australian Institute of Health and Welfare (AIHW).

The report, *A snapshot of arthritis in Australia 2010*, found that the prevalence of arthritis increased from 13.6% in 2001 to 15.2% in 2007–08, an increase largely attributed to Australia's ageing population.

Women make up a substantially higher proportion of older sufferers. Other factors, such as socioeconomic status, were also found to affect the prevalence of the disease, with arthritis occurring less frequently among those living in high socioeconomic areas.

Indigenous Australians were also found to have a higher prevalence of arthritis than other Australians.

Between 2000–01 and 2007–08, the number of knee replacements increased by 67%, while hip replacements increased by 40% over the same period.

Arthritis and other musculoskeletal conditions accounted for around \$4 billion in health expenditure in 2004–05. Arthritis is also the eighth most frequently managed problem by general practitioners in Australia.

The full report can be downloaded from the AIHW website, www.aihw.gov.au/publications.

Continence Aids Payment Scheme

The Continence Aids Assistance Scheme (CAAS) was replaced by a new scheme, the Continence Aids Payment Scheme (CAPS) on 1 July 2010.

CAAS application forms should no longer be submitted. Applicants wishing to apply for assistance with purchasing continence products should complete a CAPS application form and lodge it with Medicare Australia for assessment.





The CAPS payment amount for the 2010-2011 financial year is up to \$497.79 and is based on a pro-rata amount, depending on when you join. The payment will be indexed annually. It is a direct Medicare payment into an eligible client's nominated bank account.

For assistance in completing a CAPS application form, contact Medicare Australia on 132 011 and select option 1.

For more information about the CAPS or to obtain a CAPS application form call the National Continence Helpline on 1800 330 066 or go to www.bladderbowel.gov.au

Health professionals wishing to obtain bulk copies of the CAPS application form and guidelines can contact National Mailing and Marketing on (02) 6269 1000 or email your order to nmm@nationalmailing.com.au

Hospital Dementia Services Project



The Hospital Dementia Services Project is a three-year project funded by National Health and Medical Research Council that looks at outcomes for people with dementia who are admitted to hospital.

It examines the influence of health care system factors on care outcomes for hospital patients with dementia. Outcomes of interest include hospital admission rates, length of stay in hospital, care outcomes such as falls and complications, discharge rates to residential aged care, dependency levels on entry to residential aged care.

The project is carried out in collaboration with the Dementia Collaborative Research Centre.

For more information, visit the Australian Institute of Health and Welfare website <http://www.aihw.gov.au/agedcare/dementia/index.cfm>

Office for the Ageing staff changes

Since September 2010 we have welcomed six new staff to OFTA. They are:

- Penny Buddle, Sally Welsh and Sue Dunn working in Business Services
- Craig Arrighi working in Policy, Strategy and Research
- Barbara Rudge and Lisa Furness working in Community Care Reform

Staff who have moved temporarily within OFTA include:

- Jill Whitford, Annette Doonan and Dale Burton who have moved to HACC.
- Aurelia Strozik who has moved to Community Care Reform.

Graham Aitken will be absent from OFTA for the next 12 months having taken a position as Executive Director, Aboriginal Elders and Community Care Services.

We farewelled Beverley Brooker from the Community Care Reform stream.



Office for the Ageing directory

David Caudrey, Executive Director

Executive Support Officer.....	8207 0404
Business Services.....	8207 0347
Seniors Card	8207 0427
Home and Community Care.....	8207 0127
Policy, Strategy and Research.....	8207 0482
Planning and Performance Reporting	8207 0522
Community Care Reform.....	8207 0230
Volunteers Unit.....	8207 0230
Office for Carers	8207 0424

Office for the Ageing News Update is published quarterly and is an official publication of the Department for Families and Communities. All articles, ideas for stories and feedback are welcome and should be emailed to DFCOFTANewsletter@dfc.sa.gov.au

