



# Office for the Ageing

## News Update – March 2010

### A message from David

Welcome to the March edition of *Office for the Ageing – News Update*, the first issue of what no doubt will be a busy 2010.

Although it's been another hot summer, fortunately we didn't encounter the extreme heatwaves of last year. The Department for Families and Communities has an extreme heat plan which was activated to address any problems. Agencies are now well-prepared and we were able to send out reminders and advice about preparing and activating extreme weather plans.



The state election has meant that caretaker conventions operate until the election result is clear. The government avoids implementing major policy initiatives, making appointments of significance or entering into major contracts or undertakings during the caretaker period. There is no Minister's message in this edition of the newsletter because it has been prepared during the caretaker period.

I would like to wish you all a happy and safe Easter break.

### Home and Community Care round 26 2010/11

The HACC Stream is developing new directions for HACC for the next triennium, in consultation with the HACC Reforms Reference Group. The 2010/11 HACC funding round is likely to be advertised in May or June.

### Research partnerships

One of the key priorities in the Ageing Plan is to facilitate first class research to inform and guide the development of innovative policy and practice.

Some of the ways in which this is being carried out include the post-doctorate research fellowship position, held by Jennifer Buckley, and the Ageing Research Round Table, which brings together a number of community, university and government representatives to discuss research relevant to South Australia's ageing population.

You can read more about these in the newsletter.

### Community and Aged Care Officials

A series of meetings have been held to focus on the next stages of community care reform – access and assessment. The next step is to roll out the common community care standards, which have been agreed nationally, in conjunction with the Department of Health and Ageing.



### **OFTA Annual Report 2008-09**

The Office for the Ageing Annual Report 2008-09 for the year ending 30 June 2009 has been tabled in Parliament and is now available to view online at <http://www.sa.gov.au/subject/seniors/Corporate+and+business+information/Seniors+news+and+publications/A-Z+of+publications+and+resources>

### **Aged Care Management Planners**

OFTA has once again produced an Aged Care Management Planner for 2010 (large wall calendar). The calendar is useful for long term planning and has important dates and holidays clearly marked. Please contact the Office on 8207 0522 if you would like a copy.

**David Caudrey**  
**Executive Director**





## **Improving With Age – Our Ageing Plan for South Australia**

### **Ageing Research Round Table**



**Jennifer Buckley**

A key priority of *Improving with Age: Our Ageing Plan for South Australia* is 'staying in front through research, innovative practices and collaborations with others.'

In response to this, Office for the Ageing made a commitment to establishing stronger research partnerships between Government, university and community sectors; the result of which was the Ageing Research Round Table established by OFTA in 2008.

The Round Table provides a forum in which research priorities which will guide future public policy and service delivery relevant to South Australia's ageing population can be discussed. A post-doctoral research fellowship position was created for 12 months to coordinate the ageing research agenda across the universities, to act as a point of contact between OFTA, the universities and the community and to maintain links with relevant ageing research clusters.

The equal involvement of the three universities means that each will be fully engaged in the work and Jennifer Buckley, who has been appointed to the fellowship position, has access to a wide range of expertise.

The position is overseen by Professor Hugo (University of Adelaide) with input from Professors Luszcz (Flinders University) and McCutcheon (University of South Australia), who form a reference group together with an appointee from OFTA.

Jennifer has summarised the key findings from chapters of the *State of Ageing in South Australia* report under the categories housing, transport, social inclusion and workforce.

She is conducting community transport research on OFTA's behalf, as well as identifying key points of concern in the *Greater Adelaide Plan* with the Ministerial Advisory Board on Ageing.

For more information on the Ageing Research Round Table or the fellowship, please contact Jennifer Buckley on 8303 3315 or by email [Jennifer.buckley@adelaide.edu.au](mailto:Jennifer.buckley@adelaide.edu.au)

### **Medical Devices Partnership Program**

The Medical Devices Partnership Program (MDPP) is another example of how South Australia is 'staying in front' with innovative practices.

Affordable, assistive technology is essential to help seniors live safe and fulfilling lives.



Medical devices is a \$3 million per annum industry, with Australia currently importing 98% of products. Local efforts that are creative and practical will provide direct benefit to many South Australians.





MDPP is a collaboration between South Australian researchers, end-users and industry, to help develop innovative, assistive technology and cutting edge, new product ideas and bring them to the market through South Australian product development.

SA Government, through the Premier's Research and Innovation Fund and Office for the Ageing, are the major funders of the Medical Devices Partnering Program.

For more information, visit the MDPP website <http://www.flinders.edu.au/mdpp/>

### **Ministerial Advisory Board on Ageing**

The Ministerial Advisory Board on Ageing (MAB) is established under the Office for the Ageing Act, 1995. Membership may include people from public or private sector organisations but each member will be appointed having regard to his or her ability to contribute as an individual and not as a representative of the organisation.

The Act outlines the functions of the Board, namely to advise the Minister for Ageing on issues relating to ageing. During 2009/10, the Minister requested the Board advise her on:

- State of Ageing in SA report and the main points to come from it
- Housing issues for older people
- Transport issues for older people
- Retirement and Post Retirement contributions to the community.



**Dr Rosemary Crowley,  
Chair of the Board**

The Board's current members are:

Dr Rosemary Crowley (Chair)  
Brian Butler  
Patti Greethead  
Gerard McEwen  
Prof Graeme Hugo

Pat Mickan  
Ken Coventry OAM  
Janice Rigney  
Dana Vukovich  
Graham Strathearn

### **Home and Community Care (HACC)**

#### **HACC funding round 25**

A total of 90 expanded recurrent and new recurrent projects and 15 non-recurrent projects will be funded in 2009/10. In addition, 136 agencies will receive a total of \$400,000 dollars in Minor Capital and Workforce Development funding.



In consultation with the Department of Health and Ageing (DOHA) it was agreed that 16 projects would be funded from 1 July 2009 and the remainder from 1 January 2010. Service agreements were forwarded to the successful agencies in January and February 2010.





## **HACC funding round 26**

Planning is underway for the 2010/11 HACC funding round. The HACC stream is reviewing assessment processes to ensure continuous improvement in the way funding applications are handled. Funding priorities for the year are being developed, based on the broad directions of the current Triennial Plan.

Consultation sessions with the sector are planned for April as a part of this process, which will inform the development of the 2010/11 HACC funding priorities document.

## **HACC expiring agreements**

The HACC Contracting, CALD and Aboriginal teams have commenced their performance reviews of HACC service agreements and memorandum of administrative agreement (MOAA) due to expire on 30 June 2010.

HACC staff will shortly be contacting agencies to re-negotiate these service agreements/MOAA's with the aim of having everything signed off before 30 June 2010.

All new agreements will be for one year only (instead of the usual three years), so as to ensure that OFTA is not committed to funding beyond the end of the current Triennial Plan, pending the potential split at the federal level in funding arrangements for the HACC program.

## **Finalisation of the 2008-09 HACC business report**

The Minister for Ageing approved the 2008-09 HACC business report. The report was forwarded to DoHA prior to 31 December 2009 thus meeting the submission requirements of the report.

## **Future HACC directions**

The HACC stream, in consultation with the HACC Reforms Reference Group, has developed draft service principles which will underpin future HACC service delivery.

The principles are based around the concepts of person-centred practice, focus on maximising client independence, wellness, self-determination and control.

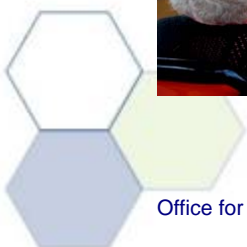
The draft principles were tabled at the February meeting of the HACC Reform Reference Group along with an outline of draft change management process to be implemented in conjunction with the sector in order to progress the new directions. A stakeholder workshop is planned for May 2010 to further discuss draft principles, directions, barriers and set the scene for change.

## **Transport**



OFTA is currently investigating the feasibility of developing a statewide community passenger network which will provide improved transport options for the transport-disadvantaged.

Discussions have been undertaken with the Department of Transport, Energy and Infrastructure and we hope to further progress this work over the coming months.





## HACC Multicultural Team

The HACC Multicultural Team has responsibility for the planning and funding of HACC services to meet the needs of older people from culturally and linguistically diverse (CALD) backgrounds.



Priorities for their work in 2010 will include:

- completion of the emerging needs scoping study – a research project on the aged care needs of a number of relatively recently arrived CALD population groups including those from SE Asian, SE European, Middle Eastern, Spanish speaking and African countries
- progression of the CALD meals scoping study that will identify viable options to improve efficiencies in producing and delivering culturally appropriate meals to CALD communities,
- development of an evidence based strategic funding plan to achieve greater equity and transparency in funding to CALD populations
- work to address the ageing and diminishing volunteer workforce in CALD HACC agencies,
- increasing carer support programs for CALD communities
- developing approaches to address population growth in SA's largest CALD communities.

## HACC logo sub-license

All HACC funded service providers are reminded of the obligation of using the HACC logo to acknowledge funding provided by the Australian Government and State/Territory Governments through the HACC program.

To use logo, HACC funded agencies must be the holder of a HACC logo sub-licence issued after 1 July 2007. If you are uncertain whether your agency holds a sub-license please contact your contract manager as a matter of urgency.

The HACC program management manual 2007 is explicit on when the HACC logo should be used including:

- service information packs
- newsletters
- service directories
- reports
- websites
- publicity material e.g. pamphlets, fridge magnets.

If you wish to use the HACC logo please contact Toni Woehlert on 8207 0605 or [toni.woehlert@dfc.sa.gov.au](mailto:toni.woehlert@dfc.sa.gov.au) to find out the requirements.





## Minimum data set submissions



The HACC agency summaries for 2009, quarter 4, are being distributed to HACC agencies during mid to late March 2010. Reporting for 2010, Quarter 1, will commence during April.

If you have not received a summary by the beginning of April 2010, or have any difficulties or queries in relation to the HACC MDS submission process, please email [haccmds@dfc.sa.gov.au](mailto:haccmds@dfc.sa.gov.au) or phone Aurelia Strozik 8207 0485 or Jenny Till 8207 0487.

## Community Care Programs

### Access Points

Assistant Secretary of DoHA's Community Programs and Carers Branch, Tracy Mackey, recently visited South Australia.

The jurisdictional visit was an opportunity to introduce herself and hold informal discussions as part of the bilateral consultations in advancing Access Points in each state and territory. Ms Mackey also met with Domiciliary Care SA and the not-for-profit sector.

It has been agreed that the Community and Aged Care Officials policy working group will have a strategic focus and will develop and establish a set of principles to define a national assessment framework.

The contents of the final report of the *National Evaluation of Access Points Demonstration Projects* is now 12 months old, but the Commonwealth recognises that the executive summary needs to be released for stakeholder interest and expectation.

The executive summary will be revised to include relevant information and the evaluation outcomes from the jurisdictions, prior to release. An accompanying fact sheet that outlines progress to date will also be distributed.

The Commonwealth is developing revised guidelines for HACC bonus pool due to a number of common arrangements projects placed on hold.

### Community Care Common Standards

The Community Care Common Standards (CCCS) will apply to agencies funded under the HACC Program, National Respite for Carers and Commonwealth-funded community care packages.

DoHA is currently seeking Ministerial endorsement from each state and territory for the implementation of the CCCS. Sector training is anticipated to occur throughout South Australia in June-August.

OFTA and the SA office of DoHA continue to work collaboratively to determine the operational process for implementing the CCCS in South Australia to best support the Community Care Sector.





## Aged Care Assessment Program (ACAP) update

The ACAP, incorporating Aged Care Assessment Teams (ACATs) across South Australia, is experiencing a number of reforms that may have an impact on referring agencies and care providers.

### Legislation changes for ACATs

Under legislation changes, approvals for certain levels of care no longer lapse after 12 months. From **1 July 2009 all current approvals** for the following care types do not lapse:

- All residential respite care (high and low level)
- High level residential care
- Extended Aged Care at Home (EACH)
- EACH Dementia (EACH D) package



This means all approvals made for these care types **on or after 1 July 2008** - and which were not time limited so that they expired before 1 July 2009 - **will not lapse**.

From **1 January 2009** approval for an EACH package allows provision of lower level packages, ie:

- EACH D package – the person is also eligible for an EACH package or a Community Aged Care Package (CACP) as an alternative to an EACH D Package
- EACH package – the person is also eligible for a CACP as an alternative to an EACH package

### Electronic Aged Care Client Record for ACATs

Work has commenced on an electronic Aged Care Client Record (eACCR) system to be able to complete and lodge ACAT assessment forms to Medicare Australia. The proposed system will link with existing ACAT databases in country and metro services and allow ACAT assessors to complete and lodge forms electronically. Once lodged electronically, registered providers will be able to view eACCRs by logging onto the online aged care claiming website of Medicare Australia. It is expected that ACATs will be submitting eACCR forms by mid 2010.

### New Commonwealth KPIs

In late April 2009, the Commonwealth presented a proposal for a new national partnership agreement (NPA) to jurisdictions which includes key performance indicators (KPIs) and 'incentives' for their achievement. The KPIs proposed by the Commonwealth address the issues of timeliness and data quality, and would be measured from 1 July 2010. An ACAP KPI project is underway to reform the systems and structures of South Australian ACATs that will help them meet the new measures.

For further information on the ACAP KPI Project, contact Todd Williams on 8132 6009.

Further details on the legislation changes and general information on ACATs is available at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-acat-secure.htm>





## Community and Aged Care Officials

Community and Aged Care Officials and its Policy Working Group have held a series of meetings to focus on the next stages of community care reform, with the focus continuing to be on access and assessment.

The new Common Community Care Standards have now been consulted broadly and agreed at the national level. The rollout will occur, including a communication strategy, in conjunction with DoHA. The development of a national eligibility framework will be included in the next stage.

## Seniors Card update

The new-look 2010 Seniors Card directory, *Your Lifestyle Guide*, which lists a range of benefits, discounts and services available to Seniors Card holders, was distributed to all cardholders throughout January and February.



The directory boasts a bigger-than-ever country section, with discounts and offers from nearly 70 businesses and services located in outer-metropolitan Adelaide and regional areas of South Australia who took advantage of a special 'free listing' opportunity.

For the first time, the directory is also available to view on the Seniors Card website - [www.sa.gov.au/seniorscard](http://www.sa.gov.au/seniorscard).

Work has already started on development of the 2011 Seniors Card directory. We aim to recruit more businesses that support seniors by offering genuine discounts to Seniors Card holders. If you know of a business that offers discounts to seniors but isn't listed in the directory, or if you would like to suggest a business you would like to see support the program, please advise the Seniors Card Unit.

There are currently more than 300,000 South Australian Seniors Card holders and that number is growing each week. With the increase in benefits attached to the Seniors Card, such as the introduction of free off-peak public transport, more and more eligible seniors are visiting the Seniors Card offices on North Terrace on their 60<sup>th</sup> birthday to apply for the card and take advantage of the benefits immediately!

Last month, the Government announced an increase in concessions from 1 July 2010. Eligible Seniors Card holders will benefit from this increase in concessions in areas such as the Emergency Services Levy. For more information about concessions, visit [www.sa.gov.au/concessions](http://www.sa.gov.au/concessions) or phone 1800 307 758.

For more information about the South Australian Seniors Card program, please visit [www.sa.gov.au/seniorscard](http://www.sa.gov.au/seniorscard), or contact the Seniors Card Unit by phoning 1800 819 961 or emailing [oftaseniorscard@dfc.sa.gov.au](mailto:oftaseniorscard@dfc.sa.gov.au).

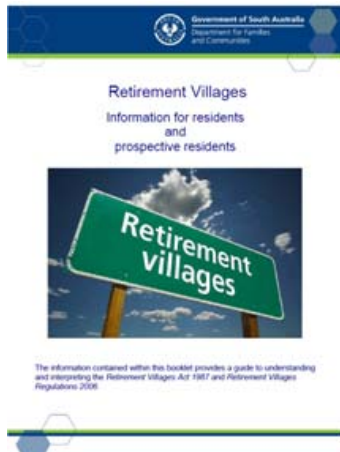




## Retirement villages update

Please note: Last edition we featured a story on retirement parks, please be aware that they differ considerably from retirement villages and have a different Act and different financial basis. OFTA is sorry for any confusion.

## Retirement villages booklets



OFTA has produced booklets for current and prospective residents and administering authorities.

The booklets amalgamate and update the fact sheets previously available as paper versions and online.

The resident booklet covers considerations before moving into a retirement home, your rights and responsibilities, living in a retirement home and leaving a home, plus organisations to contact for advice and a checklist for prospective residents.

The administering authorities booklet provides information on residence contracts and rules, financial reporting responsibilities, dispute resolution, residents' rights and remarketing, plus has a number of example templates for administering authorities.

To obtain a copy of either booklet, please contact the Retirement Villages team on 8207 0413 or 8207 0354.

## RVA & ACS retirement living conference

The ninth annual Retirement Villages Association and Aged and Community Services conference will be held on 21 May 2010.



'Managing today from tomorrow' will cover global influences, planning and design and intellectual property and includes a debate – 'Ageing in Place versus Turnover/Profit'.

For more information and registration, visit <http://www.agedcommunity.asn.au/documents/ACSCConfRego.pdf>

## Grants for Seniors and Positive Ageing Development Grants



Approximately \$400,000 funding has been provided to a number of community organisations for 101 projects under the Grants for Seniors and Positive Ageing Development Grants programs.

Funding is now being distributed to successful agencies and will be completed by 30 June 2010.

A full list of the successful applicants is available at [www.sa.gov.au/seniors](http://www.sa.gov.au/seniors).





## OFTA out and about

### Information sharing forum for Aboriginal HACC workers

More than 50 HACC workers from across the state met for an Aboriginal HACC workers forum, held on 16 and 17 February at the Riviera on North Terrace.

The regular forums, organised by OFTA, provide an opportunity for participants to be involved in training, networking, information sharing and general discussions about issues that affect HACC service delivery in the Aboriginal community.

Guests from various agencies spoke about the services they deliver and OFTA executives provided a range of information, including updates on state and national directions of the HACC program and the aged care sector.



**Clockwise from right: Meredith Graham (APY Lands - DFC ATSI Services), Cheryl McKenzie, Taryn Wilton and Glenn Wanganeen Jnr (all from Pika Wiya Health Service Inc), Yvonne Thomas (Colebrook Community Centre) & Michelle Walker (Karpandi Baptist Community Services)**

A highlight of the forum was a visit to Kura Yerlo, a community organisation that hosts a range of programs for Aboriginal people, including a western region elders forum.

The forums have been held for about nine years and continue to be well received, with people travelling from across the state – including the APY Lands, Coober Pedy, Ceduna, the Riverland, Port Lincoln and Mount Gambier – to attend.

OFTA considers the forums an important event for the South Australian Aboriginal HACC sector contributing to better service delivery and outcomes for older Aboriginal people.

### Disability and Ageing Expo – Mount Gambier



**OFTA's Sue McKinnon at the Disability and Ageing expo stall**

Mount Gambier's Activ8 sports centre was a one-stop shop on 12 March for all things disability and ageing-related.

The Disability Information and Resource Centre's Disability and Ageing Expo attracted a crowd of more than 300 people. Staff from Office for the Ageing were in attendance to answer questions and provide information on a range of OFTA services.

Free parking and free admission made the expo venue easily accessible and local musicians, singers and dancers provided entertainment throughout the day. Other resources available at the expo included information about advocacy, arts, further education, products, equipment and recreation.

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## General news

### Dementia Action Plan

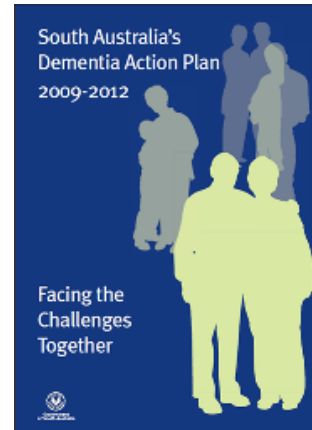
Implementation of *South Australia's Dementia Action Plan* (launched in February 2009) is progressing

The first round of consultations/workshops has commenced in the metro state government regions with consultation occurring throughout March.

In the second six months of the implementation, consultation with the remaining eight country state government regions will take place and the country regional plans will be developed, one for each of the HACC funding regions.

Regions should be working towards implementing and developing actions against the regional priorities.

For more information, contact Sylvia Brideoake on 8207 0492 or email [sylvia.brideoake@dfc.sa.gov.au](mailto:sylvia.brideoake@dfc.sa.gov.au)



### Better Practice Project training



**Sheree Lewis from the Better Practice Project**

The Better Practice Project, funded by Home and Community Care, works with a large range of agencies throughout South Australia across the sectors of aged care, disability, mental health, vulnerable adults and ethnic community services.

The Project provides support, information, training, resource development, mentoring and consultation around the review and development of service models, in partnership with these agencies.

A volunteer training package, titled "Good Lives for Older People", has been prepared supported by a "train the trainer" workshop to equip coordinators who work with volunteers to present the training package.

The package is currently under trial with one organisation. Interest will result in a schedule of dates and locations being provided from April 2010.

For more information contact Joyleen Thomas on 0417 873105 or [bpproject@agedcommunity.asn.au](mailto:bpproject@agedcommunity.asn.au)





## Seniors surfing!



Surfing South Australia is offering free surf lessons for seniors, through funding provided by Office for the Ageing.

Surfing has a range of benefits, including:

- having fun, staying active and meeting people
- cardiovascular and heart health
- increased energy and core strength

Lessons will be conducted at Glenelg, Southport (Noarlunga) and Victor Harbor. All equipment, including soft boards, wetsuits and sunscreen, is provided.

For more information or to book a lesson, please ring Hamish on 0457 390 596.

## Free training for community aged care workforce

Funding is available under the Community Aged Care Workforce Development Program – Specialised Training to provide 1,000 training places for workers from a culturally and linguistically diverse background and 1,000 training places for workers from an Aboriginal and Torres Strait Islander background.

The funding available is to provide training in the nationally-recognised qualifications Certificate III and Certificate IV in Home and Community Care and may cover backfilling salary costs for staff attending training.

The target group for training is community care workers who are from Aboriginal and Torres Strait Islander or culturally and linguistically diverse backgrounds, who deliver care to community aged care, EACH and EACH D package recipients.

For more information, go to the DoHA website

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-mailfax-2010-1702.htm>

## Active Moves for Active Living

Active Ageing Australia is conducting training sessions to help carers and those they care for stay well and keep active.

The practical and interactive training course will show participants how to use the booklet of flexibility, strength and balance exercises and to plan and tailor a program to meet their needs. Each participant will receive the *Get Active for Living* DVD as an ongoing demonstration tool in their home.



Training dates will be from February to May 2010 –dates and venues to be announced. For more information on *Active Moves for Active Living* or to register your interest, please contact Active Ageing Australia on ph: 8232 9077 or email [projectofficer@activeageingaustralia.com.au](mailto:projectofficer@activeageingaustralia.com.au)





## The 2010 intergenerational report – *Australia 2050: Future Challenges*

The Australian Government's 2010 intergenerational report highlights the ways in which the country's ageing population will challenge economic growth, living standards and government finances.



An ageing population means there will be fewer workers to support retirees and, the same time, fiscal pressures from increased demand for government services and rising health costs.

The number of Australians aged between 65 and 84 is expected to double over the next 40 years and half of government spending in 2050 expected to go towards health care, aged pensions and aged care.

The full report, *Australia 2050: Future Challenges*, is available on the Treasury website <http://www.treasury.gov.au/igr/igr2010/>

### Elevators and the elderly



Researchers from Indiana University School of Medicine in the United States have completed the first major study of elevator-related injuries among older adults.

They analysed data collected by the US Consumer Product Safety Commission, involving almost 45,000 cases of injuries in adults 65 and older from 1990 to 2006.

They found that the older a person is, the greater their chance of being involved in a lift injury – with the rate being seven times higher among those 85 and older than those aged 65 to 69. The average age of someone who sustained an injury was 80 and three quarters of those injured were women.

More than half of all injuries followed a slip, trip, or fall and about one third were caused by the lift door closing on the user. Not only are older people more likely to be using lifts than younger people, they are more frail and more likely to have vision or balance disturbances that contribute to an accident.

Being aware of this risk is important, but other safety measures include:

- Waiting for another lift rather than rushing to catch one that's there to avoid the risk of tripping
- Not putting arms, legs or walkers in the path of closing lift doors.

The report is available at

[http://journals.lww.com/jtrauma/Abstract/2010/01000/Elevator\\_Related\\_Injuries\\_to\\_Older\\_Adults\\_in\\_the.32.aspx](http://journals.lww.com/jtrauma/Abstract/2010/01000/Elevator_Related_Injuries_to_Older_Adults_in_the.32.aspx)





## Collaboration addressing social isolation within smaller CALD communities



Ethnic Link Services (ELS) was created 24 years ago and has grown to provide services to clients from 50 diverse cultural groups in metro Adelaide, Whyalla and the Riverland.

ELS receives HACC funding from OFTA to assist older frail people of culturally and linguistically diverse (CALD) background to live in the community. ELS bilingual/bicultural workers speak over 30 languages while assisting clients with limited English fluency to obtain services.

With social isolation identified as an issue for smaller CALD communities, ELS has established Spanish speaking groups in the metro north and west and a Bosnian group in the metro north. Each group is assisted by an ELS bilingual/bicultural worker. The two northern groups were developed in collaboration Salisbury Council and supported by Helping Hand Aged Care and volunteers.

ELS also holds an African Women's group at the Enfield Community Centre in collaboration with Lutheran Community Care and the African Women's Federation. Participants speak three different African languages.

Activities at the groups include games, dance, exercise, sessions about health and wellbeing, poetry, music and kite-making, with the Bosnian group organising an art exhibition at the Salisbury Council gallery.

The northern Spanish group, *Latinoamerica Despierta Grupo de la Tercera Edad* ("Latin-American awakening senior citizens group") celebrated its first anniversary with a program of dance and songs, especially written for the group, performed on the guitar by the composer.

Participants in all groups have stated that being involved in group activities has enhanced their lives. Comments included:

*The difference it has made to my life coming to the group ... Even though I have a disability - I am blind - I feel comfortable and happy coming to the group and being able to speak in my own language...*

*Thank you very much to Ethnic Link Services and the other agencies. I am isolated at home and being in the group is about the only time I can speak freely in my own language.*

## Riverland community and services expo

An expo showcasing community services and activities to enhance positive ageing was a big success in the Riverland, with more than 300 people attending on the day.

The expo, held in Berri in October, was organised by Ethnic Link Services, UnitingCare Wesley Port Adelaide.





ELS has been providing HACC services in the Riverland for 20 years, working primarily with older people from CALD backgrounds including Greek, Italian, Croatian, Turkish and Indian.



**Stalls at the expo (left) and enjoying the dancing demonstrations (right)**

Social isolation has been identified as a significant problem for these groups due to language and culture barriers, remoteness and other factors. ELS received a Positive Ageing Grant from OFTA to organise the expo to enhance positive ageing to the Riverland community broadly and to specifically involve people from CALD backgrounds.

Held at the Berri Senior Citizens Club, the expo featured information booths from 21 services providers, including health and community services, pharmacies and solicitors, community groups showcasing their crafts and woodworking activities and exercise programs and wellbeing activities that encouraged participation.

The Croatian community provided a dance group and the Renmark High School students performed Greek dancing. Morning tea and cultural lunches were also provided. Transport was organised with the support of the Berri-Barmera Council bus. The event was an excellent example of cooperation between services and the communities.

Feedback from attendees and service providers was positive, with suggestions to make it an annual event, and will be used by ELS for further service development.

### **Office for the Ageing newsletter survey**



Thank you to those who took the time to respond to the survey conducted to evaluate reader satisfaction with this newsletter and OFTA communications in general.

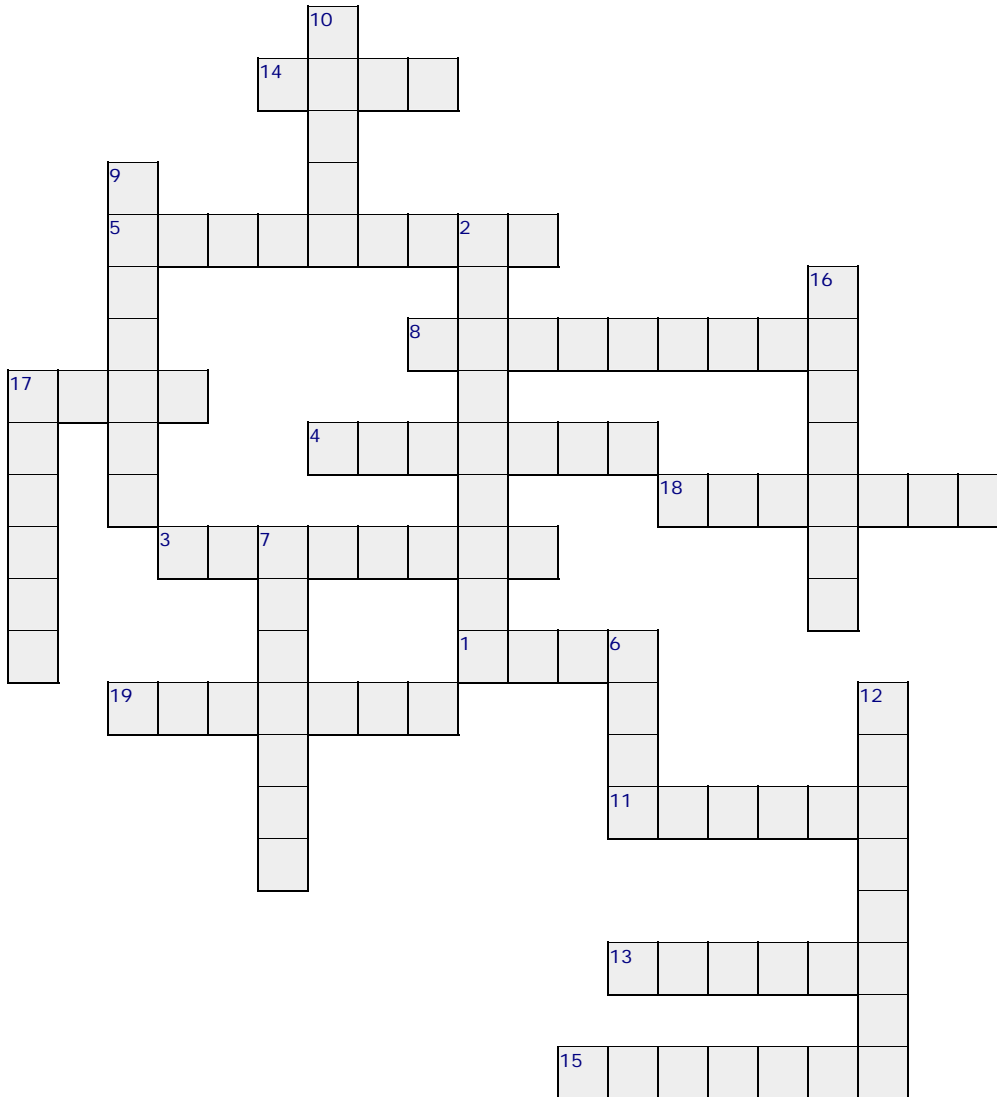
The survey was distributed during November 2009 electronically to about 400 HACC funded agencies and retirement villages managers. In addition, 100 paper copies were distributed via mail to a random selection of HACC funded agencies and community groups who received Grants for Seniors or Positive Ageing Development Grant funding.

Overall, 99 people responded to the survey, including 32 paper copy respondents. The information provided will greatly help OFTA in our efforts to provide timely and effective information to all stakeholders and the public.





## Seniors puzzler

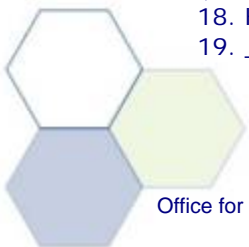


### Across:

1. Ethnic \_\_\_\_\_ Services, part of UnitingCare Wesley Pt Adelaide
3. \_\_\_\_\_ Action Plan workshops are being held
4. One of the seniors surfing locations
5. Retirement village booklets for current and prospective \_\_\_\_\_
8. Seniors Card directory, Your \_\_\_\_\_ Guide
11. \_\_\_\_ Points Demonstration Project
13. \_\_\_\_\_ Practice Project
14. Aged \_\_\_\_\_ Assessment Program
15. One of the language groups run by ELS
17. Culturally and linguistically diverse (abbrv)
18. HACC \_\_\_\_\_ Reference Group
19. \_\_\_\_\_ Data Set

### Down:

2. Determines HACC priorities, \_\_\_\_\_ Plan
6. \_\_\_\_\_ Yerlo has a range of programs for Aboriginal people
7. \_\_\_\_\_ Devices Partnership Program
9. MAB Chair, Dr Rosemary \_\_\_\_\_
10. Executive Director of OFTA, Dr \_\_\_\_\_ Caudrey
12. Ageing \_\_\_\_\_ Round Table
16. Community group grants, Grants for \_\_\_\_\_
17. Community Care \_\_\_\_\_ Standards





## Poetry corner

### Grandma's on the Internet

Grandma's on the internet  
You won't believe the nuts she's met  
But what she'd really like to know  
Is- where are those who quilt and sew  
And do the things she likes to do?  
She'd give them hints, and learn some too.

She used to be "scared" of a wee little mouse  
Would scream if one ever got in the house.  
Now she hugs one night and day  
She'd rather cuddle it than stay

On the couch and watch TV.  
Her first love now is her PC  
She'd like to see it all unfurled  
So much to learn in this new world.  
She could explore it from her chair  
But mostly, she plays solitaire  
But that's o.k. she doesn't care  
About the weather in Zaire.

Windows were glass she'd wash and look through  
Now they are programs to help us all view  
The earth and the sea and the beautiful sky  
A virus was something from which you could die  
Now it's a nuisance that could spoil your day,  
But it can be fixed and sent on its way.

She served her time with nappies and dishes.  
Now she can do whatever she wishes  
And if that means staying up half the night  
To point arrows at icons-that's really alright.

A bit was something you had little of.  
Now it takes eight bytes to make the above  
It's all so confusing, it makes her head ache.  
A byte was something you take from a cake.  
She's learning more about it now  
Her four year old grandchild showed her how.

by Dorothy Costello Copyright 1996





## Office for the Ageing staff changes

Since December 2009 we have welcomed eight new staff to OFTA. They are:

- Jill Whitford and Hannah Ward working in the Business Services stream
- Christina Phung working in Community Care Reform stream
- Ewa Zysk working in the Home and Community Care stream
- Arne Breuer and Anjie Camens working in the Office for Carers
- Jenny Till working in the Planning and Performance Reporting stream
- Melanie Lyon working in the Policy, Strategy and Research stream.

A number of staff have moved within OFTA, including:

- Tina Eadsforth has temporarily moved to the Home and Community Care stream
- Helen Ottaway has temporarily moved to Community Care Reform stream
- David Singh has returned to the Planning and Performance Reporting stream
- Rosie Mangan has returned to the Policy Strategy and Research stream
- Cheryl Sellar has temporarily moved to the Volunteers Unit
- Vivianne Frahn has moved to the Volunteers Unit.

A special farewell to Kathy Cole, Dain Sanye and Nicole Mobius.

## Seniors puzzler answers

### Across:

1. Ethnic \_\_\_\_\_ Services, part of UnitingCare Wesley Pt Adelaide (LINK)
3. \_\_\_\_\_ Action Plan workshops are being held (DEMENTIA)
4. One of the seniors surfing locations (GLENELG)
5. Retirement village booklets for current and prospective \_\_\_\_\_ (RESIDENTS)
8. Seniors Card directory, Your \_\_\_\_\_ Guide (LIFESTYLE)
11. \_\_\_\_\_ Points Demonstration Project (ACCESS)
13. \_\_\_\_\_ Practice Project (BETTER)
14. Aged \_\_\_\_\_ Assessment Program (CARE)
15. One of the language groups run by ELS (SPANISH)
17. Culturally and linguistically diverse (abbrv) (CALD)
18. HACC \_\_\_\_\_ Reference Group (REFORMS)
19. \_\_\_\_\_ Data Set (MINIMUM)

### Down:

2. Determines HACC priorities, \_\_\_\_\_ Plan (TRIENNIAL)
6. \_\_\_\_\_ Yerlo has a range of programs for Aboriginal people (KURA)
7. \_\_\_\_\_ Devices Partnership Program (MEDICAL)
9. MAB Chair, Dr Rosemary \_\_\_\_\_ (CROWLEY)
10. Executive Director of OFTA, Dr \_\_\_\_\_ Caudrey (DAVID)
12. Ageing \_\_\_\_\_ Round Table (RESEARCH)
16. Community group grants, Grants for \_\_\_\_\_ (SENIORS)
17. Community Care \_\_\_\_\_ Standards (COMMON)

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](mailto:DFCOFTANewsletter@dfc.sa.gov.au)





## 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

