



Office for the Ageing

News Update – September 2009

A message from David

Welcome to the September 2009 edition of Office for the Ageing – News Update.

There have been a number of opportunities over the last few months for me to get out and meet staff from funded agencies and get many good ideas about how we can improve our services to clients.



Office for the Ageing staff have also been busy, with the launch of several reports and attending some big expos and events which is a welcome opportunity to get out of the office and promote our achievements and initiatives.

This coming month is a big one, beginning with International Day of the Older Person on 1 October. Minister Rankine is hosting an event at the Adelaide showgrounds to acknowledge our older South Australians.

COTA Seniors Voice 'Every Generation' festival is being held throughout October. There are plenty of opportunities for young and young at heart to get together and celebrate the achievements of older South Australians. See page 8 for a list of what's on offer.

State of Ageing report

The State of Ageing in South Australia is a massive piece of work initiated by Office for the Ageing in conjunction with the state's three universities, under the guise of the South Australian Ageing Research Round Table. The report was launched on Thursday 17 September by Minister Rankine at the Hyatt Hotel.

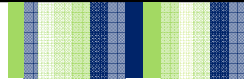
Culturally and linguistically diverse forum

One of the highlights of the last three months has been the opportunity to attend the culturally and linguistically diverse (CALD) forum on HACC services which was held earlier this month at Sunnybrae Farm.

I was able to launch a new report, 'Cultural and Linguistic Diversity amongst Older People in SA: A Demographic Overview' which I expect will prove extremely valuable to both Government and non-Government sectors in identifying the distribution of certain cultural groups within particular service areas.

Home and Community Care

Planning is underway for a major HACC forum for May next year, exploring ways in which the HACC program can implement and strengthen approaches which support independence, person-centred service delivery and socially inclusive communities



Seniors Card

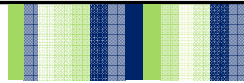
South Australian Seniors Cards are now held by more than 290,000 people. The introduction of free metropolitan public transport between 9.01am and 3.00pm on weekdays and all day weekends and public holidays has proved very popular, with applications increasing dramatically.

The new look 2010 Seniors Card directory "Your Lifestyle Guide", will be distributed to all Seniors Card holders soon. The directory offers cardholders discounts on products and services at hundreds of places around South Australia. Regional businesses have a strong presence in the new directory, with 70 new businesses and service providers outside the metropolitan area promoting their discounts in the directory.

If you (or your clients) are 60 years of age or more, a permanent resident of South Australia and not working more than 20 hours a week in paid employment, I'd strongly encourage you to apply for the Seniors Card and take advantage of its many benefits.

You can apply online by visiting www.sa.gov.au/seniorcard, or complete an application form available from Australia Post outlets or by phoning 1800 819 961.

David Caudrey
Executive Director



Minister's message

Spring is here and it is filled with celebratory events for seniors.

Firstly, we have the **United Nations International Day of the Older Person** coming up on 1 October 2009. The State Government is keen to take this opportunity to recognise and celebrate the contributions that older South Australians make to their families and our State as a whole. We are expecting to see over 1000 people join us at the Goyder Pavilion at the Wayville Showgrounds on Thursday as we kick off a month of celebration.



During October is the COTA Seniors Voice '**Every Generation - It's on for young and old**' **Festival**. It is a month long celebration of older South Australians, their lives, achievements and contributions to our state and local communities. There is a myriad of Every Generation events being held to reflect the wonderful diversity of our South Australian community.

There is truly something for everyone, with activities including library events, fetes, expos, teas and luncheons, walks and talks, art classes, cultural events, live performances and movies, day trips, intergenerational storytelling and craft sessions. In fact there will be over **500 events and activities held across the state during October 2009** for South Australians of all ages to come together and enjoy.

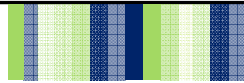
In other news, South Australia continues to lead the charge in ageing research, with our Government recently releasing the **State of the Ageing Report**, which reveals that our State is well positioned to become a world leader in positive ageing.

I'm pleased to inform you that while the ageing of South Australia's population poses some challenges, the report also indicates older people are one of our greatest assets. We have the chance to **internationally showcase the best practice for engaging older South Australians**, ensuring their skills, knowledge and energy are valued and utilised.

I encourage you all to make the most of this vibrant time and take the opportunity to engage in the many community events happening around you.

Hon Jennifer Rankine MP

Minister for Ageing



HOME AND COMMUNITY CARE (HACC)



HACC Forum 2010

A major forum on HACC services in South Australia is planned for May 2010.

As indicated in the triennial plan, OFTA is developing service principles around the following themes to guide the future direction of HACC services in South Australia:

- Promoting independence
- Person centred approaches
- Socially inclusive communities

The aim of the forum is to identify and outline consumer issues and help implement change within the HACC program in South Australia in line with these principles.

It is anticipated that the forum will involve speakers from a range of backgrounds including both academic and service provision and that the audience will comprise service providers, consumers, carers, policy makers and funders.

A sub committee of the HACC Reform Reference Group has been convened to organise the forum and has met twice to initiate planning. Dates for the forum will be announced once a venue is confirmed.

Culturally and Linguistically Diverse (CALD) emerging needs scoping study

Office for the Ageing's future service planning will be greatly enhanced through the CALD emerging needs scoping study currently being undertaken.

Over 18 months the project will research the needs of older people from a number of emerging communities in SA which have no or minimal HACC services.

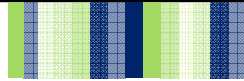
Community groups to be consulted include:

- South East European (Serbian, Bosnian, Croatian, Serbian-Montenegrin)
- Middle Eastern (Lebanese, Egyptian, Syrian)
- Spanish-speaking (all Spanish-speaking groups in SA)
- Southeast Asian (Malaysian, Filipino, Vietnamese, Cambodian, Indonesian)
- African (all African-speaking groups in SA)



The HokJok consultancy firm has been engaged to undertake four of the studies which began in June this year and a partnership of the African Communities Council, African Women's Federation and African Communities of SA will be undertaking the African study commencing in November.

OFTA will release reports as each grouping's study is produced.



HACC CALD forum

A culturally and linguistically diverse (CALD) forum was held in early September at Sunnybrae Convention Centre.

The forum provided a great opportunity for OFTA to share information with the sector and to showcase some of the exciting projects in the pipeline in the CALD area.

These include:

- The emerging needs scoping study which is researching the aged care needs of CALD communities that are relatively recently arrived in SA (mentioned above)
- The CALD meals scoping study which will be looking at new approaches to the provision of culturally appropriate home-delivered meals services for ethnic groups.



The forum was also an opportunity for Executive Director David Caudrey to launch *Cultural and Linguistic Diversity amongst Older People in SA: A Demographic Overview* (see separate article for more information)

HACC minimum data set update



All revisions and late data submissions for the financial year 2008-2009 have been completed and no more data for 2008-2009 can be accepted.

The datasets have been finalised by the Commonwealth and disseminated to jurisdictions and the MDS team is in the process of validating the data received.

Summaries for 2008-2009 will be posted to agencies by mid October. These will include the annual figures as well as the quarterly figures as submitted by the agency.

The final dataset incorporates any changes made to the data and therefore the summaries to be posted may vary from the advice originally provided.

Reporting towards the 2009-2010 financial year will commence in October 2009.



COMMUNITY CARE PROGRAM

Access point demonstration project Access2HomeCare

Office for the Ageing's community care access point demonstration, known as Access2HomeCare (A2HC), is proving successful.



Up to 30 June 2009, more than 2,400 calls were made to the A2HC 1300 number and more than 1,800 people have been helped to access the services they require through SA's two demonstration project sites.

Future national directions for Access Points are being discussed with Department of Health and Ageing in relation to future coverage of target groups, including carers, and funding programs.

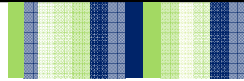
The key findings of the *National Evaluation of Access Point Demonstration Projects* will inform the Commonwealth Government on future development of access points nationally, as will *Who Carers...?* (the inquiry into better support for carers) and National Health and Hospitals Reform Commission Report "*A Healthier Future for all Australians*". Both of these include numerous recommendations to be considered but certainly reinforce COAG's 2006 direction towards streamlined entry for community care.

The access needs identification (ANI) screening tool and access point client pathway record database have been completed with A2HC clients now in this database rather than the systems of their auspicing organisation. This reflects the different practice and process being conducted through A2HC than those of Domiciliary Care and Country Health SA.

The ANI ensures the consistency of assessment practice between the two sites, while also becoming more closely aligned with the Australian Community Care Needs Assessment – Revised (ACCNA-R) which is being developed nationally. Elements such as client risk and social isolation are incorporated.

The *A2HC Protocol for the Allocation of Referrals to HACC funded Service Providers* has been finalised after consultation with service providers. This clarifies roles for all of us on the basis of our experience. The [A2HC website](http://www.sa.gov.au/seniors) (on www.sa.gov.au/seniors) has information for service providers including third party referral forms and frequently asked questions.

A clause has also been inserted into new HACC Service Agreements to reflect these arrangements. This document will be updated and revised as the program develops and A2HC is rolled out.



National common standards for all community care programs

The pilot of the Common Community Care Standards has been completed and recommendations are being discussed and progressed in consultation with the states and territories.

It is still likely that a more detailed communication strategy for service providers will occur across South Australia from March 2010, with implementation of the new common standards from 1 July 2010.

Office for the Ageing will continue to conduct appraisals with Quality Management Services against the existing HACC National Service Standards until April 2010. Agencies due for their round 3 appraisal between January and April 2010 will be contacted in the coming months regarding their upcoming appraisal.

For further information on quality in community care, contact Alice Dyson on 8415 4247 or email HACC_NSS@dfc.sa.gov.au

Aged Care Assessment Program

The Aged Care Assessment Program (ACAP) is another program that has been impacted by the Council of Australian Governments (COAG) decision to reform payments to the states and territories. It is expected that a national partnership agreement will exist between the Commonwealth and OFTA, including specific key performance indicators to improve the timeliness, consistency and quality of assessments.

The current agreement has been extended for six months as negotiations continue between the Commonwealth and the states and territories regarding the future direction of the ACAP.

As part of the reforms, Department for Families and Communities is collaborating with Country Health SA to effect electronic (eACCR) transfer of data to Medicare allowing for greater timeliness in payments for services.

Updates regarding all the national initiatives is available through the regular ACAP newsletter *ACAT Chat*, on the website at <http://www.health.gov.au> or by contacting Alice Dyson at dfcacap@dfc.sa.gov.au or 8415 4247.

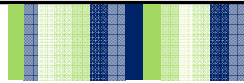
GRANTS FOR SENIORS AND POSITIVE AGEING DEVELOPMENT GRANTS

Grants update

All Grants For Seniors and Positive Ageing Development Grants funding was disbursed to successful agencies by 30 June 2009.

The next round of grants is likely to be advertised in local media in November 2009.





SENIORS CARD UPDATE

South Australia's Seniors Card program recognises the contribution that seniors continue to make to their community.



Benefits for card holders include:

- Discounts on a wide range of products and services offered by metropolitan and regional businesses, for example, hospitality, retail, sport, accommodation, travel, commercial services, insurance, entertainment, health and fitness.
- Public transport concessions, including:
 - free travel on Adelaide metro public transport on weekends and public holidays
 - free travel on Adelaide metro public transport between 9.01am - 3.00pm, Mon-Fri
 - 50% discount when travelling on Adelaide metro public transport at all other times
- Rebates on Council rates and the Emergency Services Levy (some conditions apply).

There are currently more than 290,000 South Australian Seniors Card holders. Interest in the Seniors Card was boosted and applications increased significantly in July/August after the introduction of free metro travel. This initiative has provided a great incentive for Seniors Card holders to get out and about and participate in the community.

The Seniors Card directory "Your Lifestyle Guide" contains information on the discounts provided by retailers and service providers who support the program. The updated 2010 directory will be distributed to all cardholders in November/December.

As a result of a feedback project undertaken in 2008, nearly 70 new businesses located outside the Adelaide metro area took advantage of a special 'free listing' initiative and advertised their discounts for the first time, increasing benefits to regional cardholders.

You can contact the Seniors Card Unit by phoning 1800 819 961 (freecall) or emailing oftaseniorscard@dfc.sa.gov.au.

OFTA OUT AND ABOUT

NAIDOC Week

The HACC Aboriginal Services Team attended a range of NAIDOC Week events including the Lord Mayor's event at the Adelaide Town Hall and Alzheimer's SA celebrations and the inaugural DFC NAIDOC awards at the Convention Centre.





This year's theme for NAIDOC Week was 'honouring our elders, nurturing our youth' and highlighted the importance of elders and the role they play in the community.

One of the highlights of the week was the NAIDOC 2009 Family Fun Day at Pennington Gardens which a number of Office for Ageing staff attended as part of the DFC stall, providing an opportunity to meet a range of people and provide them with information on OFTA services.

OFTA was also thrilled to share afternoon tea with Sharon Meagher, a Adnyamathanha woman whose family comes from the Northern Flinders Ranges community of Nepabunna. Sharon shared what NAIDOC means to Aboriginal and Torres Strait Islander people and the great significance it has for her. She challenged staff to help close the gap on health and life expectation equality between Indigenous and non-Indigenous Australians.

Disability and ageing expo



The annual disability expo was this year expanded to include ageing. It's estimated that more than 2000 people attended the event, held in the Adelaide showgrounds on August 14.

The expo was a great opportunity for Office for the Ageing staff to raise awareness about the programs and services available through the Office. Being part of the broader DFC stall provided further opportunity to link into the broader range of departmental services.

doubt next year will be even bigger and better!

With the success of this year's expo – no

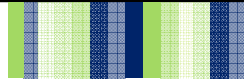
Playford Health and Wellbeing expo

OFTA and Office for Carers staff headed out to Elizabeth for the City of Playford Health and Wellbeing expo held in early September.

The stall was one of several Government and non-Government stalls representing ageing and carer service providers and was visited by a steady stream of customers throughout the day.

Office for Carers and Seniors Card merchandise was particularly popular, with stocks of promotional items running out shortly before the end of the day.





South Australian gerontology conference

The 10th annual SA gerontology conference 'Regenerating the ageing debate' was held at the Stamford Grand at Glenelg in late August.



Australian Association of Gerontology
...expanding knowledge of ageing

Presented by the SA/NT Division of the Australian Association of Gerontology and supported by Domiciliary Care SA, ECH Inc, Helping Hand Aged Care and Geriaction, the conference brought together a wide range of people with an interest in ageing and offered a great opportunity to share innovative work and recent knowledge in this field.

In addition to several keynote speakers, Office for the Ageing's Cath McGee gave a presentation on OFTA's access points demonstration project, Access2HomeCare.

EVENTS, EXPOS AND CONFERENCES

International day of the older person

Older South Australians are a significant asset to our state. They have a lifetime of wisdom, knowledge, skills and experience to share with other generations.



International Day of the Older Person, celebrated every year on 1 October, is an opportunity to recognise the valuable contribution older South Australians make to their communities and to celebrate their achievements.

In South Australia, the highlight of the day will be an event "It's Showtime – a Celebration of Ageing' to be held at the Royal Adelaide Showgrounds.

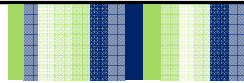


The event will be hosted by ABC radio and Sunday Mail personality Peter Goers with Minister for the Ageing, Jennifer Rankine, in attendance.

Special guest Robyn Moore will present a motivational address. Robyn will be recognisable to many as the star of radio and television advertisements and programs from 1972 – 2008. She promises to be a highly entertaining and inspiring speaker.

Interactive displays, information stalls and entertainment will also enliven the event.

'It's Showtime' will be held from 8.30am until 12.30pm at the Goyder Pavilion, Adelaide Event and Exhibition Centre at the showgrounds. Tickets are free but numbers are strictly limited - phone Candice on 8125 2200 or email Candice@aomevents.com



Every Generation festival

The COTA Seniors Voice 'Every Generation - It's on for young and old' festival is a month-long celebration of older South Australians and an opportunity for people of all ages to come together to share older people's experiences and achievements.

Over 500 events and activities across the state will be held throughout October for South Australians of all ages. These include arts and crafts, fetes and expos, walks and talks, cultural events, live performances and movies, day trips, storytelling and activities at libraries.



All South Australians aged 60 years or older will have free access to a number of State Government facilities on October 1 to coincide with International Day of the Older Person. Seniors Card, State Concession Card, Seniors Health Care Card or Pension Concession Card must be shown to gain free entry. Venues include:

- Belair, Innes, Flinders Chase, Lincoln, Coffin Bay and Mt Remarkable National Parks, Cleland Wildlife Park and Para Wirra Recreation Park
- Adelaide Botanic Gardens Bicentennial Conservatory
- History Trust of SA
- National Motor Museum, Birdwood
- SA Maritime Museum, Port Adelaide
- Migration Museum, Kintore Ave (free Director-guided tour at 11am, contact 8207 7580)
- Adelaide Festival Centre (Free tour at 11am. Bookings essential via BASS 131 246 or the BASS Box Office at the Centre)
- Carrick Hill, 46 Carrick Hill Drive, Springfield, guided tours at 11.30am or 2.30pm

For information about the Every Generation festival, visit the Council on the Ageing's Senior's Voice website www.seniorsvoice.org.au/.

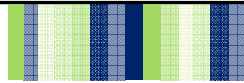
Ageing Safely forum



The Australian Domestic & Family Violence Clearinghouse will present a forum in partnership with the Hawke Prime Ministerial Centre, the University of South Australia and the Older Women's Network NSW.

The forum, to be held on October 22 and 23, will bring together policy makers and services from across a range of sectors to develop effective inter-agency protocols to protect older people from abuse.

The forum will be held at Bob Hawke Prime Ministerial Centre, University of South Australia, 50 North Tce Adelaide. Contact the forum organisers, Happenings Australia on 03 9329 6400, fax 03 9329 6466, email: s.sweetman@happenings.com.au or visit the website at <https://www.secureregistrations.com/AgeingSafely09/>



COTA Seniors Voice information expo



Council on the Ageing Senior's Voice are conducting an IT expo to help connect older people with the latest technology.

The expo will be held on Friday, 16 October from 10am – 3pm at 45 Flinders St, Adelaide.

The Expo will bring together technology companies, mobile phone providers, computer recycling organizations, computer clubs, software providers, researchers and members. All levels of

technology literacy will be catered for, from the non-user to those who are looking to upgrade their skills or information.

Fantastic door prizes will be drawn throughout the day and morning and afternoon tea will be provided. To attend, ring Council on the Ageing on 8232 0422.

GENERAL NEWS

State of Ageing in South Australia

A statistical snapshot released earlier this month will provide valuable information about what an ageing population means for our state.

State of Ageing in South Australia was released by the Minister for Ageing, the Hon Jennifer Rankine MP (right), on September 17, at a special event attended by more than 300 people.

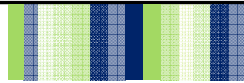
The report is the first project of the South Australian Ageing Research Round Table, an initiative of the Office for the Ageing that brings together Flinders University, the University of Adelaide and University of South Australia. The group aims to closely monitor the implications of an ageing population and link policy into practice.

State of Ageing in South Australia provides an in-depth look at the impact an ageing population will have on a number of aspects of life in South Australia.

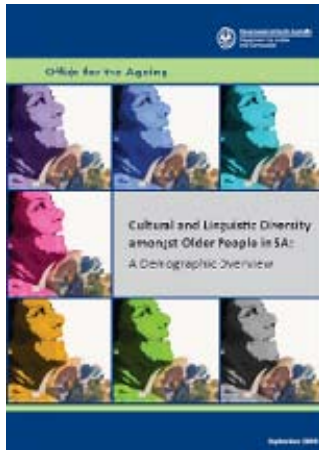
It provides detailed information on the issues and facts to equip both Government and non-government with the framework needed to take advantage of the opportunities an ageing population will bring.

The report covers a number of themes including health, the labour market, living environments and carers. The report is available on the Government website www.sa.gov.au/seniors





Cultural and Linguistic Diversity amongst Older People in SA



A new report, 'Cultural and Linguistic Diversity amongst Older People in SA: A Demographic Overview' was officially launched at the CALD HACC forum in September.

The report was developed by the Planning and Information team in Office for the Ageing to provide a foundation to move towards a more strategic, evidence-based approach to the funding of services to support people from CALD backgrounds.

It includes data on older South Australians who were born overseas in mainly non-English speaking countries, who speak a main language at home other than English, their proficiency in spoken English and their religious affiliation.

Data indicates that in 2006 approximately:

- One in five older people (aged 65 years and over) were born overseas in a mainly non-English speaking country (43,000 people)
- One in six older people do not speak English as a main language at home (36,000 people)
- India and Vietnam are now the 9th and 11th largest birthplace groups amongst older people
- 86% of older people born in Vietnam do not speak English well or at all.

The report will generate discussion and lead to greater awareness of the diversity amongst older South Australians. Feedback has been excellent, with comments that the resource is easy to read and the thematic maps particularly useful to help organisations determine the distribution of CALD groups within service zones.

The report is available from the Office for the Ageing on 8207 0522 or on the website at www.sa.gov.au/seniors under the Office for the Ageing publications page.

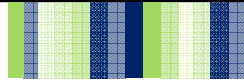
Common Internet Site for Government www.sa.gov.au

The common internet site for Government, www.sa.gov.au, is now live, with Office for the Ageing and Office for Carers information migrated from the Department for Families and Communities site to the new site.



DFC's internet site has been integrated with the new site by redirecting specific pages to the relevant new ones. This will ensure any pages 'bookmarked' by users will go to the correct page on the new site.

A full launch including a marketing campaign is planned for November 2009.



Retirement villages update



Within South Australia there are currently 466 retirement villages providing 15,347 residences. Over the last financial year, the OFTA retirement villages team has experienced an increase in enquiries of almost 50% in comparison with last year. Enquiries were received from both prospective and current residents and administering authorities. Generally the queries related to rights and responsibilities under the Retirement Villages Act.

OFTA also produces information sheets about retirement villages for prospective residents, current residents and administering authorities. The information sheets – which include information on topics such as moving into and leaving a retirement village – are available on the Government website www.sa.gov.au/seniors under the OFTA publications page.

The retirement village officers can be contacted on 8207 413 or 8207 354.

Ministerial conference on ageing

Executive Director Dr David Caudrey represented South Australia at the Ministerial conference on Ageing held in Canberra on 11 September.

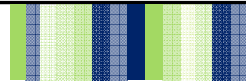
One issue for discussion was transitional care places for older Australians to retain their independence after a hospital stay. Of the additional 2,000 transition care places created by the Commonwealth Government, 698 have been allocated and of these, 470 are now operational in all states and territories.

The meeting received an outline of the National Health and Hospital Reform Commission (NHHRC) recommendations in relation to aged care and an update on the program of health and hospital reform consultations.

Other matters discussed included:

- The increase in pension payments
- A comprehensive approach to risk management for emergency events in residential aged care and the incorporation of the six national principles for disaster recovery
- Discussion on residential care and people with psychogeriatric disorders
- An update on the rollout of the \$46 million Indigenous aged care plan
- A national guide for practical measures for community care service providers on how to respond when a client does not respond to a scheduled visit.

Australians now have the world's second longest life expectancy. Currently, there are some 2.8 million Australians – about 13 per cent of the population – aged 65 and over. This number is expected to triple in 40 years.



Office for Carers update

Carers Week this year is being held from 18 – 24 October. Carers Week is a national awareness week held annually to recognise the significant contribution that carers make to our communities. It's a great opportunity for carers to come together, offer support to one another and share information.

Department for Families and Communities events during Carers Week include:

Carers Tribute Mosaic

Office for Carers is delighted to be able to display the carers' tribute mosaic in the plaza level of the Riverside building, North Terrace in the month leading up to and including Carers Week. Mosaic artist Sheridan Stuart guided 34 carers aged 9 – 87 years in 300 hours of cooperative labor to create the mosaic for Carers Week 2008.



The mosaic represents the shared journey of caring as well as the unique experiences of individual carers. The mosaic speaks of both the positive aspects of caring as well as recognising the many challenges and sacrifices carers face.

Carers Day 'Because We Care' morning tea

Office for Carers is encouraging all workplace teams to host a 'Because We Care...' morning tea on Carers Day, Tuesday 20 October. This will allow teams to demonstrate support for their colleagues who balance both their employment and caring responsibilities.

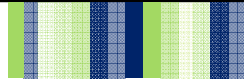
Plan for South Australian Carers

The *Plan for South Australian Carers* sets the vision and key priorities for the Department for Families and Communities to support and respond to carers in South Australia. It will be launched by the Hon Jennifer Rankine MP on Wednesday 21 October.

"Carers in the workforce – a new age?":

A free public forum on Wednesday 21 October will focus on the issues for carers in maintaining a connection with the paid workforce while undertaking their carer role. It will examine recent legislative changes and Australia-wide policy issues affecting carers who are in paid employment. It is designed to inform employers, policy makers, managers in the caring and health sector, university researchers and carers.

Speakers include Professor Bettina Cass AO, Cathy Thomson (Research Fellow, Social Policy Research Centre, University of NSW), Linda Matthews (SA Equal Opportunity Commissioner) and Ms Ruth Blenkiron (Director, Human Resources, UniSA)



Management strategies designed to address multimorbidity in older people

Many people, particularly as they grow older, have more than one chronic illness. With possible conflicting treatments, patients are often expected to follow complex medicine regimens which increase the occurrence of adverse drug reactions and hospitalisation.

Research at the University of South Australia involving a range of partners aims to quantify:

- The extent of problems around multimorbidity
- The consequences for patients when following guidelines for individual conditions
- The guidance available when other medical conditions are present
- How patient preference is included in care planning
- Possible strategies to better support health practitioners and patients in planning



Initially, the project examined common combinations of chronic conditions and mapped some current management practices and associated outcomes. Little is known however about how decisions on those management practices are made in consultations between doctor and patient.

Researchers are now working with health practitioners and consumer reference groups to look at interactions between patients and health practitioners, how management decisions are made for complex patients, what evidence is needed to better support management decisions and what strategies and resources may assist in care planning.

Following advice from the reference groups broader consultation with key informants identified by the reference groups is being conducted. A workshop is planned for late 2010 to consolidate the ideas and reach consensus on a way forward.

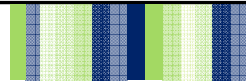
This project is supported by funding from the National Health and Medical Research Council and the Australian Research Council, part of the Federal Government's Ageing Well, Ageing Productively health priority area. For further information contact Chief Investigator, Professor Andrew Gilbert at andrew.gilbert@unisa.edu.au.

JusticeNet

JusticeNet is a new service providing legal assistance to financially disadvantaged people. JusticeNet refers eligible clients to lawyers willing to act on a pro bono (without fee) basis.

The service aims to assist both individuals who cannot afford private representation and not-for-profit organisations with charitable objectives.

JusticeNet will primarily provide assistance in the civil law area, including elder abuse, tenancy matters and migration matters. Visit www.justicenet.org.au, phone 8303 5005 or email info@justicenet.com.au for more information.



The 'next step' to active ageing



A program targeting 45-55 year olds who are inactive, unhealthy and overweight and/or at risk of a chronic disease is being conducted by Active Ageing Australia.

Funded through the Commonwealth Department of Health and Ageing, 'Nextstep' is a 14-week online program which helps people make sustainable changes to their physical activity and/or healthy eating choices.

Nextstep is a simple program designed to fit into any lifestyle. Qualified staff meet with participants at the beginning and end of the program, with fortnightly phone support and emails ensuring easy of communication, motivation and support.

The program has proven to be effective in improving eating and physical activity habits and minimising symptoms in current chronic disease sufferers. Participants have reported increased energy, better sleep and improved self-confidence.

Visit <http://www.activeageingsa.net.au/nextstep.html> contact Chelsea Barlow on 8232 9077 or email chelsea@activeageingsa.net.au for more information or to register.

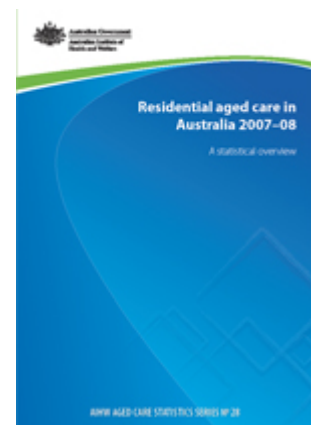
Residential aged care – a statistical overview

The Australian Institute of Health and Welfare has released *Residential aged care in Australia 2007-08: a statistical overview*.

The report provides comprehensive statistical information on the 2,080 residential aged care homes and their 160,250 residents as at 30 June 2008.

It contains information on the capacity of residential aged care homes, their residents and resident characteristics, levels of dependency among residents and admissions and separations.

The report is available on the AIHW website www.aihw.gov.au or in hard copy from CanPrint for \$30 (phone 1300 889 873 to order).

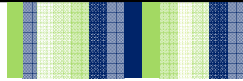


IBF Healthcare College

IBF Healthcare College (IBFHC) is a training facility dedicated to training in the community and aged care industry.

The college has a strong focus on skills and knowledge through real life work experience and is at the forefront of contemporary learning, with more than 35 years of experience.

IBFHC works with allied professionals and industry stakeholders to provide an effective learning environment while providing an opportunity to forge a career in the healthcare industry. Visit www.ibfcollege.com.au for more information.



Be an OFTA star!



Do you have photographs of older people, carers or volunteers that would be suitable for reproduction in Office for the Ageing publications?

If you have good quality, large size (2-3 MB) digital photographs and your subject is willing, please forward them to DFCOFTAnewsletter@dfc.sa.gov.au.

A signed photo release form is required for publication; these can also be obtained through the above email address.

POETRY CORNER

If

If you stutter when you talk,
and you hobble when you walk;
if your 'use-by' date
passed by the other day.

If with yourself you're bickering,
and your pilot light is flickering
like the light, in the railway tunnel,
of a train on your track coming the other way.

If all this is true, and I stress it,
you're old my friend! Come on, confess it.

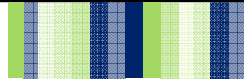
Shenton – 89 years.
(<http://allpoetry.com/Shenton>)

Written in a Carefree Mood

Old man pushing seventy,
In truth he acts like a little boy,
Whooping with delight when he spies some mountain fruits,
Laughing with joy, tagging after village mummers*;
With the others standing having fun stacking tiles to make a pagoda,
Standing alone staring at his image in the jardinière pool,
Tucked under his arm, a battered book to read,
Just like the time he first set out to school.

12th century Chinese poet, Lu Yu

* *Village mummers are troupes of actors who perform in folk plays.*



Office for the Ageing staff changes

Since June 2009 we have welcomed five new staff to the Office for the Ageing. They are:

- Adrienne Lee working in Planning and Performance Reporting stream
- Evlynn Hayes, Dale Burton and Helen Beavan working in the Business Services stream
- Rita Calabrese and David Flett working in Policy, Strategy and Research stream.

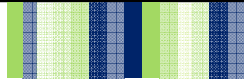
There are a number of staff who have moved within the Office for the Ageing, these include:

- Cheryl Sellar has temporarily moved to the Community Care stream
- Cathy Pedler who is Acting Project Officer, Retirement Villages, Business Services until mid December 2009 while Tina Eadsforth is on leave.
- Myrana Wahlqvist who is acting Chief Policy Officer, Policy Strategy and Research during the time Rosie Mangan is working in Concessions and Anti-Poverty Services

We welcomed back Annette Doonan and Swati Jagadale from maternity leave.

A special farewell to Pat Coidan, Mary Covernton, Gail Stallard, Ruth Russell, Rosemary Martin, Chris Obi, Kate Lienert and Peter Clark.

Office for the Ageing News Update is published quarterly and is an official publication of the Department for Families and Communities. We would love to include information from our associated agencies and service providers! All articles (of about 200 words), ideas for stories and feedback should be emailed to DFCOFTANewsletter@dfc.sa.gov.au



OFFICE FOR THE AGEING DIRECTORY

David Caudrey, Executive Director

Executive Support Officer8207 0404

Business Services8207 0347

Seniors Card.....8207 0427

Home and Community Care8207 0127

Policy, Strategy and Research8207 0482

Planning and Performance Reporting.....8207 0522

Community Care Reform8207 0230

Volunteers Unit8207 0230

Office for Carers8207 0424

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