

# Office for the Ageing

## News Update – September 2008

### A message from David

Welcome to the Spring Edition of the Office for the Ageing Newsletter. I have been in the Office for three months and have taken every opportunity to meet service providers and hear of their concerns on behalf of older South Australians.



### Home and Community Care

Our single biggest issue has been the ongoing discussions around the future arrangements for the Home and Community Care (HACC) program. The Australian Government has proposed a split of HACC funding responsibilities so that all people over 65 needing home support would be helped by agencies funded by the Commonwealth.

There are many practical problems to address before States and the Commonwealth can agree to a way forward. The main issue in all discussions is that people get the help at home they need. Our new program Access2Home Care is being piloted in the Western metropolitan area and in the north west country region. The purpose of these initiatives is to make it easier for people to get services. There is further information of these pilot programs later in this newsletter on page 10.

We are starting to plan the next HACC funding round (2009/10) and we are researching where there is most demand for HACC services throughout the State, using our extensive planning information plus service need data from Domiciliary Care SA, Disability SA and Country Health SA.

On 1 October, the Office for the Ageing and the Ministerial Advisory Board on Ageing hosted a free event, "Portraits of Ageing Symposium," to celebrate International Day of the Older Person. The theme, Portraits of Ageing, focused on challenging the misconceptions of ageing by portraying positive aspects of ageing and valuing the contribution older people make to our community. Over 300 people attended the event which was opened by the Hon Jennifer Rankine, Minister for Ageing. The event included presentations from special guests, Noeline Brown, Ambassador for Ageing, Dr Rob Morrison, Senior South Australian of the Year 2008, and Anne Wills, local personality and television presenter. The symposium also included a lively and fun debate entitled 'Growing old (Dis)Gracefully – Should we grow old disgracefully?'.

### David Caudrey, Executive Director



## Minister's message

We all want to live in a caring society.

As South Australians, we are blessed with a beautiful city, a vibrant cultural life and a burgeoning economic future. And, it's for exactly these reasons that it's important to care for those in our community who have created these fortunate circumstances.

The world over, a strong respect for the older people within the community is a vital pillar of a successful society.

This respect is not only principle of gratitude or a signal of appreciation, but also a commitment to ensuring that people are never forgotten.

One of the most important challenges facing us as policy makers is the growing problem of social isolation.

It is too often in our modern, frantic worlds that we hear tragic stories of wonderful people in our community becoming increasingly lonely.

I believe that we can do better and this Government will continue to work with community groups to deliver change.

We all know that South Australia, like our nation, has an ageing population and we face important challenges on policy initiatives involving health, recreation and sport, housing and supported care.

I will work very closely with my Federal counterpart, the Hon Justine Elliot MP in all areas of policy to ensure that, as Government, we do the best job we can.

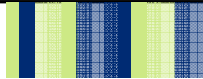
I also believe that grandparents are amongst one of the most important groups of people in our lives. I must confess, receiving three beautiful grandchildren during the past four years has made my interest even greater.

There are many complex and difficult issues to be tackled in this area and I look forward to the inaugural Grandparents for Grandchildren forum in Adelaide on 3<sup>rd</sup> November.

I also look forward to attending the next national Ministerial Council on Ageing later this year in Melbourne.



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Among other things, I will be supporting the Global Conference of the International Federation of Ageing to be held in Melbourne in 2010 where more than 2,000 delegates from 120 countries are expected to attend.

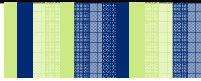
The South Australian Government has already made a strong commitment to supporting our elderly in leading healthy, active lives in our community and remaining independent for as long as possible.

Importantly, this commitment is not just limited to the majority who are still fit and healthy but also encompasses those who are frail and living with disabilities and their carers.



Hon Jennifer Rankine MP

**Minister for Ageing**



## AGEING DISGRACEFULLY

They may have celebrated their 21sts long ago, but the nearly 300 people who attended Portraits of Ageing: Making the Most of It! on Wednesday, certainly still know how to celebrate!

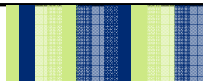


*Celebrating Senior Citizens (L-R) Mr Ian Yates, Executive Director, COTA Seniors Voice, Lizette Claridge, Manager, Policy, Strategy & Research, OFTA, Noeline Brown, Ambassador for Ageing, Rosemary Crowley, Chair, Ministerial Advisory Board on Ageing, the Hon. Minister Jennifer Rankine, Anne Gale, Deputy Chief Executive DFC*

There was plenty of frivolity as the crowd celebrated International Day of the Older Person, with an event organised by Office for the Ageing (OFTA) at the Adelaide Festival Centre.

Many laughs were had as the debate team battled it out, arguing for and against the question 'Should we grow old disgracefully?' It was a tough contest, with the negative team claiming the win.

Guest speakers also kept the audience amused, with Anne Wills – entertainer and TV personality, MC-ing the event in a lovely sequin number. Other special guests included Dr Rob Morrison – Australian Senior South Australian of the Year, Noeline Brown – Ambassador for Ageing, Dr Rosemary Crowley – Chair of the Ministerial Advisory Board on Ageing and Marj Tripp – Council of Aboriginal Elders. Ian Yates, Executive Director, Council on the Ageing Seniors Voice and Pauline Brooks, Chair of the Physical Activity Council of SA were also special guests.



The audience also had access to a range of information provided by OFTA, the Aged Rights Advocacy Service, Council on the Ageing Seniors Voice and the Seniors Information Service.

Congratulations to everyone from OFTA who helped to make the event a success. The only improvement for next year would be to get a bigger venue!



*On Song - Choir, 'Adelaide Sound Connection', sings a tune for the 300-strong crowd*



*Sharing a laugh - David Caudrey, Executive Director, OFTA and MC and media personality, Anne Wills*

## HOME AND COMMUNITY CARE (HACC)

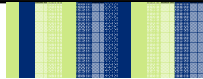
### Responding to Carers from Diverse Cultural Backgrounds

Research into carers from culturally and linguistically diverse (CALD) backgrounds was launched by David Caudrey on 14 July 2008 at Goodwood Community Centre.

The Report *Responding to Culturally and Linguistically Diverse Carers* was funded by OFTA and auspiced by Multicultural Communities Council. The research was conducted by HOKJOK Consultants (Helena Kyriazopoulos and Kristin Johansson). The aim of the project was to give carers of CALD communities a voice, to identify their carer support needs and to review current service responses.



*David Caudrey launching the report*



The project consulted more than 300 people from communities that included Cambodian, Chinese, Croatian, Dutch, German, Greek, Hungarian, Italian, Jewish, Latvian, Polish, Ukrainian and Vietnamese.

The research found:

- Almost sixty per cent of carers care for their family members 24 hours a day, 7 days a week. Seventy-one per cent were sole carers, with 35% of these people caring for people with dementia. Three-quarters of carers spend 20 hours or more a week caring and 64% did not access any respite service.
- A significant number of carers spoke of feeling isolated, tired and stressed. Some carers experienced aggressive behaviours and verbal abuse from the carers. This behaviour was mainly related to dementia, post-traumatic stress disorder, brain damage, mental illness or extreme frustration because of limitations due to their conditions.
- Seventy per cent of carers speak little or no English.
- The top five health issues for carers were mobility problems, arthritis, memory problems, heart problems and depression.

The report also highlighted benefits from the consultation process. It provided an opportunity for carers' voices to be heard in a safe environment and a chance to gain knowledge on the eligibility to claim for Carer Allowance from Centrelink.



*(L – R) Kristin Johansson, David Caudrey, Helena Kyriazopoulos, Natasha Rees and Tony Cocchiaro*

Around 50 carers and service providers attended the launch and took the opportunity to network.

The Executive Summary is available in 15 different languages. If you wish to receive a copy of the full report or a translated summary please contact Inga Perkons-Grauze on Ph 8207 0205.

## **RESPONDING TO THE CHALLENGE! - MAINSTREAM SERVICES AND CARERS FROM DIVERSE CULTURAL BACKGROUNDS**

The Report, Carers Voices; Responding to Culturally and Linguistically Diverse (CALD) Carers, details the stress for carers within culturally diverse communities stress as they try to cope alone, or with no or limited support.



The Report provides us with the opportunity to:

- develop or strengthen relationships with CALD communities; and
- respond to the critical need of carers within diverse communities.

Recommendation 2 will be of particular interest to mainstream (generic) service providers. It seeks an:

- *Increase in basic HACC services such as cleaning, home maintenance, one off spring cleans, to be provided for all CALD carers in a flexible manner with priority being given to those carers who are at risk.*

Carers Voices will assist mainstream services develop stronger relationships with their regional CALD communities. Almost all HACC funding is based on the potential client population within the HACC target group, embracing both CALD and Aboriginal carers.

Local Government, as key deliverers of HACC in home/home support services, is in a prime position to respond to the Report's challenge. Both Playford and Salisbury Councils provide examples of success in delivering Home Assist services to CALD and Aboriginal communities.

Copies of Carers Voices are available from the Office for the Ageing CALD team. Contact Inga Perkons-Grauze on 8207 0205 or [inga-perkons@dfc.sa.gov.au](mailto:inga-perkons@dfc.sa.gov.au)

The CALD team will also be working to progress the Report's recommendations. We will continue to keep the community aged care sector updated about progress in this important area.

## **UPDATE FROM SENIORS CARD**

During April – June 2008 more than 500 seniors participated in focus groups held in metropolitan and regional areas to provide feedback on the South Australian Seniors Card. A survey was also mailed to 5,000 seniors who were happy to provide feedback on ways to improve the Seniors Card program. We were overwhelmed with the fabulous response, with 41% of the surveys being completed and returned by the due date. The following is an overall summary of what participants told us, grouped under broad headings.

### **Value**

- Two-thirds of participants said the Seniors Card made them feel valued and recognised by the Government of South Australia for the contribution they have made to the community.



The group of seniors who get the most value from their Seniors Card are those who live in the metropolitan area. Seniors in regional areas expressed that for them the Seniors Card did not show recognition and appreciation in the same way that it does to seniors in the city due to the limited number of discounts available in regional areas.

### **Government concessions**

- Self-funded retirees and those not eligible for Centrelink concessions value the Seniors Card Program primarily because of the Government concessions attached, whereas those who already have a Pension Card or other Centrelink benefit value the retail discounts more. The majority of participants told us they would like to see an increase in the number and value of Government concessions similar to those that apply to the Commonwealth Seniors Health Card such as including utilities, vehicle registration and licence fees.

### **Retail discounts**

- Participants told us that they value discounts on basic living costs, with petrol and food standing out as the retail discounts they would find most valuable and would like the number of businesses that offer discounts to be greatly increased. Seniors also said that they would prefer to be asked if they are eligible for a discount when making a purchase. Many are reluctant or embarrassed to ask themselves or simply forget to ask.

### **Communicating with seniors**

- Throughout the research the need for information to be translated into other languages was raised by a number of participants as was the use of plain English. Seniors also suggested that they would like to be able to access a website with links to other sites about 'everything to do with ageing,' concessions and a one stop shop for all seniors information.

### **Transport Reciprocity**

- The cost of travel and transportation is a concern and major expense for seniors. Discounts on rural routes and interstate travel would also be highly valued. At the time of going to print the Commonwealth and State/Territory governments are working towards the implementation of a national transport reciprocity entitlement for all holders of a Seniors Card, with an implementation date scheduled for 1 January 2009.

### **State differences**

- Being able to use the SA Seniors Card varies in different States and its acceptance was often found to be unpredictable with the card sometimes being accepted and sometimes not. Participants told us that they would like to see an Australia-wide Seniors card with the same benefits applied for all seniors.



### Profile:

- Almost all seniors in the meetings and focus groups knew about the Seniors Card program primarily through word of mouth. There was unanimous support for the name “Seniors Card” with the term ‘Senior’ being described as complimentary. There was criticism of many terms such as ‘the aged’, ‘the elderly’ and ‘pensioners’.

### Directory:

- Participants told us that they often forget to use the Directory and 87% indicated that they would still use their Seniors Card even if a Directory was not produced. Despite only 4% of survey respondents saying they use the Directory often, most people (80%) suggested that the Directory would be a good way to provide seniors with other government information eg: **savings, housing, Government services, staying active and involved, health, retirement planning and preparation, updates and changes to legislation, and current social and political information.**

### Acknowledgements:

The Office for the Ageing, Seniors Card Unit very much appreciates and acknowledges the time and honesty seniors have given in providing feedback and suggestions. We will take all of these on board and undertake further research to develop ways in which we can make improvements to the Seniors Card Program in South Australia.

We would like to thank everyone who participated in the feedback project and wish to acknowledge the following organisations that willingly assisted us by providing the opportunity to meet with their members:

Adelaide Assoc of Independent Retirees	Mylor Senior Citizen's Club
Berri Senior Citizen's Club	Neporendi Elders Group - Reynella
Brighton Over 50's Club	Noarlunga District Senior Citizen's Club
Council of Aboriginal Elders – North Adelaide	Nunyara Elders Group - Whyalla
Country Women's Association- Pt Pirie	Pt Pirie & District Probus Club
Filipino Australian Heritage Society - Goodwood	SA Lebanese Women's Assoc - Keswick
Jack Young Centre for Seniors - Salisbury	The Friendship Club – Nairne
Klemzig Australian Retired Persons Assoc	Warrawee Lodge Retirement Village – Waikerie
Legacy Widows Club of Waikerie and Districts	Whyalla & Districts Assoc of Independent Retirees
Lower Murray Assoc of Independent Retirees	Whyalla Probus Club
Men and Women's Probus Club - Berri	Whyalla Senior Citizen's Club
Men's Lunch Bunch – Mt Gambier	Women's Meeting Place – Mitcham
Mt Gambier & Districts Senior Citizens	



## **SA COMMUNITY CARE ACCESS POINT DEMONSTRATION: Access2HomeCare**

In 2008, up to 13 Access Point Demonstration Projects are being set up across Australia with at least one in each state and territory.

South Australia began its planning for Access Point Demonstration Projects in 2006 with extensive consultations with community care providers. The aim was to design a model that would work for SA while also achieving the national aims and objectives of Access Points

The SA Community Care Access Point: **Access2HomeCare** has two sites in South Australia. One is in the Western Metropolitan Region of Adelaide managed by Metropolitan Domiciliary Care Services' Metropolitan Access Team (MAT). The other in a sub-region of the North West Country Region made up of the Gawler, Lower North, Barossa and Yorke Peninsular areas. The rural project is being operated by the Gawler Domiciliary Care Service's Healthlink service.

Both demonstration **Access2HomeCare** projects commenced on 5 May 2008 with "road testing", public promotion commenced on 1 August 2008 using consistent practices and processes and act as two outlets of a single Access Point.

**Access2HomeCare** is handling telephone enquiries and/or referrals from clients, carers providers, GPs, hospitals and/or the general public who call the **1300 130 551** number and more than 300 clients have been processed through the two sites to date. People finding telephone contact difficult or culturally unacceptable will continue to access community care services through established service providers who are linked to **Access2HomeCare**.

Communication continues with the sector through an ongoing series of information sessions and a website that allows service providers and others access information. This includes Community Care Reform Newsletters and Frequently Asked Questions as well as the **Access2HomeCare** referral forms. **Access2HomeCare** website can be accessed through the OFTA website on [www.ageing.sa.gov.au](http://www.ageing.sa.gov.au) Access2HomeCare also has its own email address [access2homecare@dfc.sa.gov.au](mailto:access2homecare@dfc.sa.gov.au) for any questions.

On 3 September 2008 a CEO Briefing was held with more than 80 senior managers from the Community Care sector, Department of Health and Ageing, Department of Health and Department for Families and Communities was held. The session explored the strategic planning, policy and program issues in SA that need to be



considered in the Access Point and Community Care reforms for the SA Access Point Project to be effective for SA communities.

The first stage of the Evaluation for the SA Community Access Point Project (Access2HomeCare) is taking place. The National Evaluation is being conducted by KPMG.

For further information regarding **Access2HomeCare** please contact Sylvia Brideoake, Senior Project Officer on Ph 8207 0245 or [sylvia.brideoake@dfc.sa.gov.au](mailto:sylvia.brideoake@dfc.sa.gov.au)

## **NATIONAL COMMON STANDARDS FOR ALL COMMUNITY CARE PROGRAMS**

Seven Common Standards have now been endorsed by the Community Aged Care Officials and will encompass standards for HACC, Community Aged Care Packages, Extended Aged Care at Home and National Respite for Carers.

The new Seven Common Standards are very similar to the current HACC National Service Standards. The advantages of the new arrangements are that:

- there has been refinement of the tools and documentation
- the standards will be common to a range of community care programs
- there will be one quality reporting framework across these Community Care programs.

The Standards will be piloted in October-November 2008. Modification of the draft documents will occur in response to feedback obtained through the trials.

Training in the Common Standards for all service providers will occur across South Australia towards the end of the 2008-2009 financial year with implementation from 1 July 2009.

OFTA, in conjunction with QMS, is developing a website to assist service providers in the Standards. This website will be available for all service providers to access, providing explanations around each Standard including good practice examples which address a particular Standard and useful links to resource materials. It is anticipated to launch the website alongside the service provider training for the Common Standards towards the end of the 2008-2009 financial year.

For further information on quality in community care, please contact Alice Dyson, Chief Project Officer, HACC National Service Standards, Ph: 8415 4247 or email [HACC\\_NSS@dfc.sa.gov.au](mailto:HACC_NSS@dfc.sa.gov.au).



## **NATIONAL AGED CARE ASSESSMENT PROGRAM (ACAP)**

South Australia has been busy working on the 2008/09 COAG ACAP Plan and the electronic ACCR (eACCR).

OFTA is currently negotiating the finalisation of the COAG ACAP 2008/09 Plan with DoHA. Proposals for 2008/09 will ensure:

- training in nationally developed packages for new and existing assessors;
- consistency in assessment practice through the implementation of Best Practice Protocols in SA;
- improved access for ACAT assessment in the metropolitan, country and APY Lands; and
- enhanced business processes for the metropolitan ACAT.

The eACCR will replace the paper-based Aged Care Client Record (ACCR) and will allow electronic transfer of delegated approval data from the Aged Care Assessment Teams (ACATs) to Medicare Australia and aged care providers. A contractor has been employed through the DFC Chief Information Officer's Office, to investigate suitable software options for SA to move to the e-ACCR. This work has been undertaken in close liaison with Department of Health and Ageing (DoHA), Medicare Australia, CME administrators, Country Health SA (CHSA), the SA Department of Health and Domiciliary Care SA. Discussions have also been held between OFTA, CHSA & Domiciliary Care SA to begin to determine the changes in business practices needed to implement the eACCR. SA is aiming to begin the first demonstration sites for the eACCR in early July 2009 and commence full implementation by October 2009

For further information regarding the ACAP please contact Vicki Hyde, 8207 0604 or [vicki.hyde@dfc.sa.gov.au](mailto:vicki.hyde@dfc.sa.gov.au)



## **AMBASSADOR FOR AGEING NOELINE BROWN ATTENDS PORTRAITS OF AGEING- MAKING THE MOST OF IT!**



**Australia's first Ambassador for Ageing Noeline Brown came to South Australia to help us celebrate International Day of the Older Person 2008.**

Noeline Brown joined the list of special guests taking part in the *Portraits of Ageing- Making the most of it!* symposium, and will adjudicate the debate *Growing old (Dis) Gracefully*.

Office for the Ageing and the Ministerial Advisory Board on Ageing hosted this free event to celebrate *International Day of the Older Person*. This is an annual event supported by the World Health Organisation.

*Portraits of Ageing: Making the Most of It!* was a light-hearted and fun event which aimed to acknowledge and celebrate the contributions of older people. It included:-

- Presentations from special guests Professor Rob Morrison (Senior South Australian of the Year 2008) and Ms Anne Wills (Entertainer and TV Personality).
- A lively debate titled *Growing old (Dis) Gracefully*.
- Information displays from COTA, Seniors Information Service and Aged Rights Advocacy Service.

The symposium was held at the **Adelaide Festival Centre Banquet Room, Adelaide** on **Wednesday 1 October 2008, from 9.00am – 12.30 pm**. Three hundred people from government, service agencies and the community registered to attend this exciting event. Due to high demand the event was booked out.

### **Medical Device Partnering Program Launched**

Flinders University is embarking on an exciting initiative with Office for the Ageing and a consortium of partners which include South Australian researchers, end-users and industry, to develop cutting-edge medical devices. The Medical Device Partnering Program (MDPP) was officially launched in July 2008 by the Hon John Hill MP, Minister for Health and the Southern Suburbs. The Flinders University Chancellor Sir Eric Neal, Vice-Chancellor Professor Michael Barber and Assoc Professor Karen Reynolds, who leads the MDPP Team, spoke at the event.



It was acknowledged by Minister Hill that medical devices is an emerging industry in Australia, and South Australia is well placed to become the national leader in the medical devices sector, particularly in regard to ageing-in-place and assistive technologies. As part of the MDPP, forums will be held with researchers, industry and end-users to identify needs, brainstorm solutions and determine strategies for producing and marketing the devices. The MDPP is supported by State Government funding through the Premier's Science and Research Fund. Office for the Ageing is also a major partner, contributing \$424,000 over three years as well as in-kind support. For further information visit <http://fmdat.flinders.edu.au/mdpp>



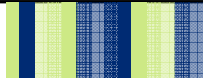
**Photo:** "Bob" demonstrating an assistive device in the knee and leg.

### **World Alzheimer's Day Charter Provides Plan to Address Dementia.**

Alzheimer's Disease International (ADI), has marked World Alzheimer's Day (21<sup>st</sup> September) by releasing The dementia Manifesto from its 77 member organisations calling for immediate action to address dementia or face a global public health and social care emergency. Glenn Rees, National Executive Director of Alzheimer's Australia, said the charter presents an 11 point action plan, that if adopted by national governments, could significantly reduce the impact of dementia worldwide.

Meanwhile, nearly half of Australia's adult population (48%) are not aware that it's possible to reduce the risk of getting dementia, a new report by Alzheimer's Australia shows. The results have promoted Alzheimer's Australia to call for national and state governments to include dementia on the health prevention agenda including allocating funding for community education to raise the awareness about dementia and risk reduction.

Glenn Rees, National Executive Director, Alzheimer's Australia, said the results should concern all Australians as dementia is projected to cost the Australian community \$8.2 billion by 2022-23. If the healthcare system is to survive in the future, risk reduction will no longer be a choice but a necessity. If we can delay the average onset of dementia by just five years, we will halve the number of people who



develop the condition. Australians need to know that they can take steps to reduce their risk of developing dementia by changing their lifestyles. The resulting shift in public awareness could slow the growth of dementia and significantly reduce the burden on the health care system and the wider community,” said Rees.

### **Brain fitness program: Alzheimer’s Australia**

Western Australians will be the first in the country to have access to a brain fitness program which promises to improve memory function and cognitive ability by 10 years. The computer software program was launched by Alzheimer’s Australia, which says the programs are designed for older people with little or no experience using computers and will enable users to think faster, focus better and remember more. Alzheimer’s Australia says that if the programs are used five days a week for eight weeks, a 130% improvement in listening skills is expected, along with a 300% improvement in a person’s ability to process visual information.

### **National Dementia Awareness Week, 15 – 21 September.**

The theme for the 2008 National Dementia Awareness Week was ‘*Mind your Mind* and reduce the risk of Dementia’. During National Dementia Week, all Australians who have noticed changes in their memory, thinking or behaviour – or those of a loved one – were encouraged to talk to their GP or to Alzheimer’s Australia SA. Whilst dementia is often associated with a fear of losing independence and control over one’s life, it is a condition that affects people in different ways. With adequate support, dementia can be managed effectively. Our vision for South Australia is to provide a better quality of life for people living with dementia, their carers and families.

The Office for the Ageing and SA Health have been working together to develop South Australia’s Dementia Action Plan: *Facing the Challenges Together*. In preparing the Action Plan, service providers, people with dementia, their families and carers were consulted. The Dementia Action Plan provides clear direction for future planning and will be released later this year. 2008 has also seen further collaboration by several HACC agencies in the Southern and Western regions, with the recent addition of a Dementia Linkworker in the regions. In the southern area, GPs through their Medical Directory software can now refer people with dementia and their carers, direct to the Dementia Linkworker at Alzheimer’s Australia SA, who will ensure that referrals for whatever services are required are promptly assessed. Also the *Translating Dementia Principles into Practice* project which is looking at better ways to support people with dementia in the acute care system is progressing under the direction of SA Health.



### **\$3.6 million for hearing loss prevention research**

The Federal Minister for Ageing, Justine Elliot, has announced the Australian Government will fund \$3.6 million to five separate groups for research into ways to prevent hearing loss. One in six Australians are affected by hearing loss. With an ageing population, hearing loss is projected to increase to one in every four Australians by 2050 and can have a profoundly negative affect on one's quality of life. Mrs Elliot said the funding is made available through the Australian Government's Hearing Loss Prevention Program and will provide for vital research and related prevention strategies. The Hearing Loss Prevention Program tackles the burden of preventable hearing loss in the Australian community and targets young people, Aboriginal and Torres Strait Islander people and people in the workplace.

### **REVIEW OF HACC FUNDED TRANSPORT**

The lack of accessible, affordable and flexible transport is recognised as an issue across the community and particularly for frail older people and people with disabilities. Although transport is a broader concern than for just the Home and Community Care (HACC) client group, the funding provided through HACC for transport requires review in SA. Particularly in light of the unmet demand reported at HACC Triennial Plan consultations in 2007.

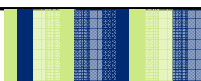
A HACC funded project commenced in June 2008 to review the current funding model for HACC transport. This includes mapping current HACC transport services, identifying gaps and barriers and trialling alternative models of funding aimed at improving delivery and co-ordination of HACC transport delivery.

At the end of the project some of the expected outcomes are to:

- ❖ Establish how nationally the various HACC programs allocate HACC funding for transport and the differing State Government policy directions in relation to community transport
- ❖ Seek alternative models for the delivery of community transport nationally and overseas that may be considered for SA
- ❖ Identify and trial co-ordinated transport options with key providers of HACC funded transport in SA
- ❖ Identify regional gaps in availability of transport for HACC clients in SA
- ❖ Produce a report to OFTA outlining findings with key recommendations

The outcomes achieved to date are:

- ❖ A presentation and transport survey was provided at the HACC CALD Agencies Network meeting to foster consideration of different ways of providing transport to CALD communities to meet growing demand.



- ❖ Various meetings have been held with relevant Government departments that have a role in transport to discuss issues and directions including Department for Transport, Energy and Infrastructure (DTEI), Office for Disability and Client Services (ODACS) and Community Benefits SA (CBSA) to further explore common directions and use of transport resources.
- ❖ Communication with other States and territories to develop a network and picture of the national context regarding community transport policy, funding and legislation.
- ❖ Conducted a range of research into national and overseas models of transport.
- ❖ Multicultural Communities Council have been central in working with OFTA in exploring alternative ways of providing co-ordinated transport to the communities they work with.
- ❖ Working with Local Government, DTEI, Community Passenger Networks and a range of key transport stakeholders regarding the establishment of a community transport organisation for South Australia.
- ❖ Working with Councils in both the outer Southern and outer Northern metropolitan areas in conjunction with other HACC funded transport providers to explore co-ordinated transport options within regions.

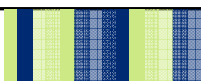
Consultation with key government and non-government agencies is a key aspect of the project particularly regarding proposed directions and ideas. Due to the difficulty of reaching all agencies a Transport Survey is currently being developed to be emailed and/or posted out to the HACC sector. If your agency has an interest in transport it is encouraged that you provide your thoughts. Please look out for the survey's imminent arrival over the next few weeks.

If you have any questions or would like to provide any feedback please contact Sue Gould on 8207 0492 or via email [sue.gould@dfc.sa.gov.au](mailto:sue.gould@dfc.sa.gov.au)

## **OUTCOMES FOR CALD TRANSPORT SURVEY**

At the HACC Culturally and Linguistically Diverse (CALD) agencies network meeting in June 2008, agencies were asked to complete a survey form regarding transport. Thank you to all agencies that provided information and participated in the discussions. Here is a summary of the outcomes:

- |  |   |
|--|---|
| <b>Responses</b>                           | <ul style="list-style-type: none"><li>• Out of 32 specific CALD agencies attending, 19 responded to the survey</li></ul>  |
| <b>Transport is required most often by</b> | <ul style="list-style-type: none"><li>• Social Support – recorded by 14 agencies</li><li>• Shopping - recorded by 7 agencies</li><li>• Religious events– recorded by 6 agencies</li></ul> |



- clients for:**
- Day Activity Centre - recorded by 5 agencies
  - Medical appointments - recorded by 4 agencies
- Transport Issues**
- All 19 agencies reported issues regarding transport - 10 out of the total *referred to lack of volunteers and high cost of petrol and vol reimbursement as major issues*
- Vehicles and Resources**
- 11 agencies recorded that they receive HACC dollars for transport
  - 8 mini buses and 1 car are owned/utilised by agencies
  - 7 agencies use volunteers in their own cars
  - 3 agencies report utilising MCC vehicles
  - 3 agencies referred to hiring taxis or a council bus
- Solutions**
- 7 agencies agreed with looking at a range of solutions including sharing resources
  - 5 agencies stated more money for transport is needed to be made available for transport and purchasing of vehicles
  - 3 agencies suggested specifically more support/funds for volunteer reimbursement
  - 9 individuals offered to be involved in any further consultations

## **COMMUNITY TRANSPORT ASSOCIATION FOR SA**

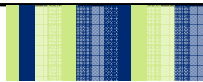
*This article has been provided on behalf of the Community Transport Organisation Steering Committee by Lui DiVenuto, Project Officer, Eastern Regional Collaboration Project*

The proposed South Australian Community Transport Organisation (CTO) met recently with interstate counterparts from NSW, Victoria and Queensland to identify ways of working collaboratively to improve existing transport services in South Australia.

The group consists of representatives from both rural and metropolitan organisations. The CTO is seeking to focus its collaborative efforts on achievable goals that will improve client services and also link strongly to the National CTO.

As part of this process the CTO is attempting to make contact with as many community transport providers as possible with the view to providing members with some tangible outcomes including many useful tools.

If you provide any form of transport please email [Lui.DiVenuto@dfc.sa.gov.au](mailto:Lui.DiVenuto@dfc.sa.gov.au) with



your contact details and if you know of anyone who does provide a transport service please forward them this newsletter.

Kathryn Fuller and her team at FULLER, a marketing communications company have been contracted to undertake a research and development project, with the goal to launch SA CTO, as a peak body, sometime next year. The Steering Committee look forward to working with FULLER and also to providing all transport organisations and transport providers with updated information as the project unfolds.

If you are not on our database, and wish to be, please email your details to [Lui.DiVenuto@dfc.sa.gov.au](mailto:Lui.DiVenuto@dfc.sa.gov.au)

## **COUNCIL OF AUSTRALIAN GOVERNMENTS**

The Council of Australian Governments (COAG) is working on reforms to Special Purpose Payment (SPP) arrangements with the States and Territories, with the intention of reducing red tape and the number of SPPs from over 90 to less than 10. In particular, COAG identified 'fixing the intersection between aged care and disability' as one of its top eleven national priorities for reform in its July Communique. As this has involved a significant amount of inter-government work, Cath McGee is working offline to support Anne Gale. Janette Gay is acting as Manager, Community Care Reform while this process is in train.

## **GENERAL NEWS**

### **Congratulations Barossa Village Inc.**

#### **Winner of the Office for the Ageing 2008 AAG Conference Competition**

At the 2007 Australian Association of Gerontology Conference, Office for the Ageing (OFTA) won a free ticket to attend the 2008 Conference in Fremantle, WA. OFTA organised a competition for small not-for-profit HACC agencies (funded less than \$100,000 pa) to win the ticket, air fares and two nights accommodation to attend the (AAG) National Conference 2008.

OFTA wrote to small HACC agencies inviting them to take part in the competition by responding to the following statement in 100 words or less:

*"The benefits of our organisation attending the AAG Conference 2008 in Fremantle, WA from 19 to 21 November 2008".*

OFTA received four entries which were judged against a set of pre-determined criteria. OFTA would like to thank agencies for taking the time to participate in the competition and offers its congratulations to the winning entry, Barossa Village Inc.



## OFFICE FOR THE AGEING STAFF CHANGES

Since July we have welcomed a number of new staff to the Office for the Ageing. They are:

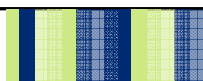
- Annette Doonan, Chris Obi, Mandy Zavaglia, Rosemary Martin and Michael Darvill - all working within the Program Funding and Management stream.
- Pat Coidan who is working in the Office for Carers.
- Rosemary Clancy and Vanessa Clarke, working in the Service and Program Development stream assisting with Retirement Villages; and
- Sonia Hilton, Executive Officer, Indirect Services Executive.

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

- Marie Farley who is Acting Manager, Office for Carers.
- Cath McGee, Manager, Community Care Reform is currently working in the Deputy CE's Office, while Janette Gay is Acting Manager, Community Care Reform.
- Melissa Centofanti, Manager, Quality and Business is currently working with the Deputy CE and Agnes Falconer is Acting Manager, Quality and Business.
- Alison Galloway who was the Administrative Officer with Quality and Business has moved to the Administrative role within the Service and Program Development stream and Jill Horn, Administrative Officer with the Service Program and Development stream has moved to Quality and Business.

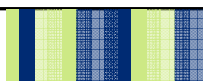
A special farewell to Jillian Paull, Manager, Office for Carers who is currently working with a non-government organisation and Louise O'Brien-Otterbach who was working within the Policy Strategy and Research stream.

Office for the Ageing News is usually published quarterly and is an official publication of the Department for Families and Communities. Articles, ideas for stories and feedback should be sent to Agnes Falconer, A/Manager, Quality and Business, Office for the Ageing, PO Box 70 Rundle Mall, Adelaide SA 5000. Tel: 8207 0341 or email: [agnes.falconer@dfc.sa.gov.au](mailto:agnes.falconer@dfc.sa.gov.au)



## OFFICE FOR THE AGEING CONTACT LIST

David Caudrey, Executive Director, Office for the Ageing .....	8207 0404
Jacqueline Connelly, Manager, Program Funding & Management.....	8207 0270
Lisette Claridge, Manager Policy, Strategy & Research .....	8207 0508
Marie Farley, A/Manager, Office for Carers .....	841 54307
Agnes Falconer, A/Manager, Quality & Business .....	8207 0341
Janette Gay, A/Manager, Community Care Reform .....	8207 0269
Natasha Rees, Manager, Service & Program Development.....	8207 0609
Alice Dyson, A/Chief Project Officer, HACC National Service Standards .....	8415 4247
Allison Galloway, A/Administration Officer, Service & Program Development....	8207 0127
Amanda Haag, A/Administration Officer, Community Care Reform.....	8207 0230
Annette Doonan, A/Senior Project Officer, HACC Planning & Reporting .....	8207 0628
Aurelia Strozik, Snr Project Officer, HACC Data Analysis, MDS Unit .....	8207 0485
Beth Rich, A/Project Officer, Information Systems, MDS Unit .....	8207 0272
Caroline Fogden, A/Senior Project Officer, Policy Strategy & Research .....	8207 0259
Cheryl Saunders, A/Senior Project Officer, Program Development.....	8207 0653
Cheryl Sellar, A/Senior Project Officer, Performance Management .....	8207 0345
Cheryll Williams, Senior Project Officer, Far North, & Eyre & Western.....	8207 0258
Christian Obi, A/Snr Project Officer, Data Analysis and Evaluation, MDS Unit ...	8207 0588
Cristy Barnes, Project Officer, Funding Information Systems .....	8207 0454
David Brown, A/Snr Project Officer, North Metro, Barossa, Murray & Mallee.....	8415 4244
David Singh, Chief Project Officer, HACC Planning & Reporting .....	8415 4206
Daniel Clapp, A/Senior Project Officer, Community Care Reform .....	8207 0188
Desiree James, A/Business Support Officer, Policy Strategy & Research .....	8207 0370
Dora Martino, A/Administration Officer, Program Funding & Management .....	8207 0384
Gail Stallard, Snr Project Officer for East Metro, Yorke/Mid Nth, Limestone .....	8207 0219
Graham Aitken, Aboriginal Team Leader .....	8207 0465
Gurdev Bahl, Team Leader Performance Management & Prog Development....	8207 0488
Helen Ottaway, Senior Project Officer, Policy Strategy & Research.....	8207 0285
Inga Perkons-Grauze, A/Chief Project Officer, Multicultural .....	8207 0205
Jill Horn, A/Administration Officer, Quality and Business .....	8207 0351
Karen Trevena, Senior Project Officer, Seniors Card, Quality and Business .....	8207 0427
Kathy Cole, Executive Support Officer .....	8207 0474
Kathy Mancini, Assistant Project Officer, Quality and Business .....	8207 0467



Katrina Kong, Team Leader, MDS Unit .....	8207 0452
Lea Rebane, A/Senior Project Officer, Performance Management .....	8207 0234
Lien Nguyen-Navas, Senior Project Officer, Multicultural .....	8415 4248
Lois Kelly, Senior Project Officer, Multicultural .....	8415 4330
Lyle Rimon, Chief Project Officer, Contracting & Funding .....	8207 0396
Mandy Zavaglia, Senior Project Officer, Contracting & Funding.....	8207 0620
Marisa La Falce, A/Team Leader, Sector Development .....	8207 0408
Mary Covernton, Senior Project Officer, Mid-North Wakefield.....	8207 0255
Maxine Turner, Senior Project Officer, Aboriginal Team .....	8207 0432
Michael Darvill, A/Project Officer, Information Systems, MDS Unit .....	8207 0624
Michael Turner, Senior Project Officer, Aboriginal Team.....	8207 0410
Myrana Wahlqvist, Senior Project Officer West, Program Development .....	8207 0225
Pat Coidan, A/Chief Project Officer, Office for Carers.....	841 54245
Rosie Mangan, Chief Policy Officer, Policy Strategy & Research.....	8207 0583
Rosemary Clancy, Senior Project Officer, Retirement Villages .....	8415 4243
Rosemary Martin, A/Program Manager, SA HACC Program Manual.....	8207 0428
Ruth Russell, Snr Project Officer, West Metro, Adelaide Hills, Fleurieu & KI.....	8207 0256
Sonia Hilton, Executive Officer, Indirect Services Executive .....	8207 0162
Sue Gould, Senior Project Officer, HACC Transport .....	8207 0492
Sue McKinnon, Senior Project Officer, Program Development.....	8415 4284
Susan Maiorana, A/Senior Project Officer, Multicultural .....	8207 0210
Suzie Taylor, A/Administration Officer, Office for Carers .....	8207 0424
Swati Jagadale, Assistant Project Officer, Contracting & Funding.....	8207 0490
Sylvia Brideoake, A/Senior Project Officer, Community Care Reform .....	8207 0245
Tina Eadsforth, Information, Advice & Mediation Officer, Retirement Villages	8207 0413
Tom Bolton, A/Snr Project Officer, HACC Planning & Reporting.....	8207 0638
Toni Woehlert, Assistant Project Officer, Contracting & Funding.....	8207 0605
Tyrone Hodges, A/Senior Project Officer, Performance Management .....	8207 0219
Val Wilson, Seniors Card Officer, Quality and Business.....	8207 0457
Vanessa Clarke, A/Information, Advice & Mediation Officer, Retire. Villages.....	8207 0354
Vicki Hyde, A/Project Manager, Aged Care Assessment Program.....	8207 0604
Vivianne Smith, Administration Officer, Quality and Business.....	8207 0588