

**New Directions for Dementia Care – Western
Linkages Annual Forum 2010
Western Adelaide Dementia Planning Group**

Western Linkages Annual Forum - New Directions for Dementia Care was held on Tues 30 March 2010. Many thanks are extended thanks to Western Adelaide Dementia Planning Group (WADPG) for the organisation the Forum. The event was very successful with much positive feedback received for being "well organised, well structured and a great way to showcase inter-related organisations, projects and services in the West". Presenters were described as "inspirational and informative". An afternoon workshop to inform the development of the Regional Dementia Action Plan for the Western Region was conducted by OFTA. The workshop was well attended with information and ideas gathered from a broad range of service providers.

The Forum was booked to capacity. 81 people attended from 26 organisations with 96% of respondents working in the Western Region. There was a good mixture of service providers who are new to the sector and those who have worked in the Western region for between 5 to 15+ years. The presentations were rated very highly with 94% of respondents saying that the speakers were either excellent or very good. People were impressed with the range of topics which reinforced the processes used by WADPG to gain information from service providers in planning the event tailored to the expressed needs. The majority of the presentations are now available on the WLP Website www.westernlinkages.org.au. Please contact Sue email susan.sharp@dfc.sa.gov.au or ph: 8440 6737 if you require copies presentations not listed on the web. These were not able to be uploaded for technical reasons however the presenters are happy for copies to be circulated. Many suggestions were received regarding topics for future forums. We will be exploring these ideas in planning the next WLP Annual Forum. A copy of the full evaluation report is available on the Western Linkages Website.



June 2010

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Group**

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Information items:

HACC Travelling Roadshow

Squalor Update

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In Home Services

Taxi Transport Project

A number of issues have been raised in the West regarding the experiences of older people using Taxi transport. These include issues of concern such as older people reporting difficulties accessing Taxi's for short trips, lack of assistance with walking aids and communication difficulties. In some instances this has resulted in reluctance to use Taxi's which impacts on the ability of the person to reach their required destinations, including medical appointments.

The In Home Services Workgroup has been working with Suburban Taxi's to develop "Elder Awareness" topics for potential inclusion in Taxi Driver Induction Training. The suggestions include raising driver skills and awareness in the areas of;

- ◆ Communication
- ◆ General Context of Ageing & Disability
- ◆ Short Trips
- ◆ Arrival and Departure Issues
- ◆ Medical Appointments
- ◆ Mobility & Manual Handling
- ◆ Issues for Culturally and Linguistically Diverse Passengers
- ◆ Knowledge of Routes

Suburban Taxi's has tabled these suggestions with Taxi Council of SA and we are awaiting an update on implementation. Suburban Taxi's have also approached the Metro Equipment Service to discuss the procurement of disused mobility aids for training purposes with the drivers. The possibility of introducing role plays has also been discussed. Discussions are also underway with TQEH to develop a map of the hospital for distribution to drivers showing the locations of the most convenient entrances for arrivals and departures to the various outpatient departments.

A Taxi Transport Information Flyer (copy below) has also been produced for service

providers and passengers. The flyer provides both general information regarding Taxi services and provides suggestions on information to provide when booking to enable the Taxi company to optimise the service. Please see the flyer attached. The flyer also appears in the Information Section of this edition of the WLP Newsletter. IHS is currently exploring opportunities to source funding to produce the flyer in community languages. Service Providers are encouraged to circulate the flyer to their clients and networks.



Taxi Transport Info
Flyer updated April 10

Social Isolation

In May the workgroup received a presentation on the April data from Mind the Gap. It summarised data on ninety clients who were turned away from a social support program across the North and West metropolitan regions. Some of the key findings on service gaps include:

- ◆ Older people with behavioural issues
- ◆ People with disabilities requiring a paid staff member to support them to socialise
- ◆ Program models not suitable – eg not appropriate to place the client with a volunteer because their needs are too high.
- ◆ Unresolvable occupational health and safety issues for both paid workers and volunteers, including smoking and a range of health/safety issues.
- ◆ And as always transport, transport, transport! The data identified that older people in this survey tend to require more local transport while younger people wanted to travel outside beyond the local government boundaries covered by community transport.

To find out more, come along to the next Social Isolation Workgroup 1-2.30pm 23rd June at Domiciliary Care Woodville. Contact Jen Fischer for more details, 8440 6741. Full copies of the report will be available on the day. The focus

Social Isolation Workgroup (cont)...
of the next meeting is on sharing client feedback mechanisms.

The workgroup has also organised for Dr Mandy Stanley from Uni SA to conduct a special presentation on 29th June on the **'Alone in a Crowd' research**. Attendance is open to any service provider working with lonely/isolated clients so please come along! The flyer accompanies this newsletter and is also available on our website.

Change of Venue: This event will now be held at the City of West Torrens Auditorium 1 Brooker Tce Hilton. Places are limited and bookings are essential. Please contact Jennifer Fischer if you wish to register to attend. jennifer.fischer@dfc.sa.gov.au



Referring financially disadvantaged clients for personal alarm discounts

There is a minor change to the referral process for agencies referring financially disadvantaged clients to Call Direct. Referring agencies must first be registered as a community service provider with Call Direct. (This only needs to occur once, not at every referral). To do so, please forward an email requesting to have your agency placed on the Call Direct list of community service providers, and also confirm that the clients you will be referring for the discount will be assessed by your agency as financially disadvantaged.

Once this has occurred, all future referrals can be sent in using the standard referral form supplied by Call Direct (available to download from their website).

Full details of how to access the discounts are available at our website, www.westernlinkages.org.au.

Respite Workgroup

The respite workgroup brings respite providers together to share information,

network, identify common issues and develop solutions to shared problems.

The workgroup has been maintaining a register of all the regional respite issues identified at its meetings. This is called the 'flexible ideas and actions' table. Office for Carers (OFC) recently attended to provide information on their role. As a result of this meeting the next OFC newsletter will be focusing on respite and the workgroup has submitted an article for inclusion. The group also fed back to OFTA about the confusion and lengthy paperwork experienced by clients when applying for the range of cards and concessions, suggesting that a fact sheet would be useful.

At the end of each meeting a 'round robin' is held where participants share information about their program – any new initiatives, vacancies etc. It also provides an opportunity to learn from the experience of other service providers around the table. Meetings are held regularly on the fourth Tuesday of every month, 1-2.30pm at the Carelink and Carer Respite Centre, 77 Gibson Street Bowden. New participants would be most welcome! Please contact Jen Fischer if you would like further information.

The Service Provider tour of Norman House has been changed and will now be held at 2pm on 26 July, RSVP to Jen Fischer.

Did you know.....

That Western Linkages Steering Committee meetings are open to any service provider working with HACC eligible clients in the West? (as are all our workgroup meetings!) Meetings are held on the fourth Tuesday of every month, 3- 4.30pm. Email the Project Officers at westernlinkages.org.au if you would like to know more!!

Taxi Transport Information



Information to assist Taxi Companies to assist you, the passenger.....

In the first instance, all queries or feedback should be directed to the applicable taxi company. In Adelaide there are 3 major taxi companies. They are Suburban Taxis, Yellow Taxis and Adelaide Independent Taxis.

Suburban Taxis	Phone : 131 008
Yellow Taxis	Phone : 132 227
Adelaide Independent Taxis	Phone : 132 211

Special Instructions

Any taxi company is only as good as the information they receive from the person making the booking. Listed below are some of the more common instructions encouraged from older persons or passengers with a disability when making a taxi booking to assist the Taxi company in providing a high level of customer service.

Medical / Specialist Appointments

If the passenger is attending an appointment, they are encouraged to provide this information when making the taxi booking. This enables the job to be prioritised accordingly. This should minimise delays during peak times.

Passenger Information

If the passenger has a disability, is from a non English speaking background or may just require a little assistance it is an advantage to let the taxi company know when the booking is made. For example our instructions to the driver may read:

- 1) Hearing impairment – please knock loudly on front door.
- 2) Vision Impaired – please park in driveway and assist passenger into car.
- 3) Elderly passenger – please assist into and out of car and / or passenger has walking aid.
- 4) Non English speaking passenger – we would request from the caller a destination address.

Requests for specific drivers may be accommodated where possible.

Short Trips

It is against Taxi regulations for drivers to refuse short trips. Passengers are encouraged to utilise Taxi transport whatever the length of the journey. Any instances where this is refused should be reported using the procedure listed on the next page.

Taxi Fare Subsidy Scheme

People with mobility difficulties may be eligible for subsidised taxi fares. These are available through the South Australian transport subsidy scheme (SATSS) for people with permanent and severe disabilities. Taxi fares are generally subsidised 50 % however a 75 % subsidy applies where the person is confined to a wheelchair. A book of subsidy vouchers is supplied. Where practical passengers are encouraged to fill out the details on the vouchers themselves rather than give this to the Taxi driver to complete.

An application for transport assistance must be completed. Assistance to complete application may be required from a general practitioner, medical specialist or mobility instructor. For further information ph: 1300 360 840 or visit www.sa.gov.au

Complaints and Commendations

For specific queries relating to a trip that has been taken in a taxi, the following information is desirable as it will help identify the booking:

- 1) Was the trip booked or was the taxi hailed?
- 2) Pickup address
- 3) Time and date of trip
- 4) Identification of vehicle – number plate no. This number appears on the rear doors of every taxi and of course on the number plate as well as on the inside of the windscreen. The number also appears in Braille on the armrest of some vehicles.

The above procedure should be undertaken if you are wishing to **commend a driver, complain about a driver/vehicle** or enquire about **lost property**.

Passengers are also encouraged to nominate their driver for the Driver of the Year Awards. Nomination forms are available from your Taxi Driver or Taxi Council of SA.

If a complaint is of a serious nature or beyond the control of the taxi company, the passenger should contact the **Office of Public Transport Complaints Line** on **8210 1000**

Access Taxis

Access Taxis cater for passengers with mobility difficulties or disabilities, particularly those with wheelchairs and scooters.

Purpose-built vehicles are fitted with hydraulic lifts that enable passengers in wheelchairs and scooters to be positioned safely and securely into the taxi.

How to book telephone: 1300 360 940 (24 hours a day, 7 days a week) fax: 08 8202 1203, **telephone Typewriter Service (TTY): 08 8202 1256 email: access@aitaxis.com.au**.

Luxury Car Taxi Services

Taxi companies offer a luxury car service such as Elite (Suburban) and Silver Service (Yellow Cabs). This service offers luxury a vehicle, uniformed drivers, a chauffeur experience and may offer bilingual drivers on request. Passengers need to request this service at the time the booking is made.

There is an additional charge for this service (\$5.50 for Elite Taxi's and \$10.00 for Silver Service). This charge is additional to the flag-fall and metered fare.

This additional charge is not part of the discounted fare for people using subsidised Taxi Vouchers - the person pays it in full.

Transportation of Animals

By law no taxi driver can refuse to carry a dog trained to assist people with vision or hearing disabilities, unless they have a medical certificate stating that they are allergic or may have an adverse medical reaction to having an animal in the car. For this reason it is appreciated if the Taxi company is informed whilst the booking is being made that the passenger has a guide dog.

Taxi drivers regularly assist passengers in taking their pets to the vet. However, whilst most drivers don't mind performing this service, they are allowed to reject the job if they are not comfortable transporting animals. There may be a slight delay in dispatching work in this circumstance. Passengers are encouraged to provide this information at the time of the booking to assist the company to ensure expectations are met.

Pet Taxi's : There are additional options available to people needing to transport their pets. Please see the Yellow Pages for further information.



Complex Domestic Assistance “ Squalor” Update



The topic of Squalor has remained on the agenda following the Squalor Conference held in Sydney in 2009. A follow up meeting occurred in March this year with a view to working on the process of improved interagency collaboration. Some of the initiatives that are being explored at the National Level are a national website, a National clearing house and National consortium for best practice. There has been some preliminary discussion regarding the possibility of the 2011 conference being held in South Australia. Conference papers and information from the Sydney conference can be accessed on the following website; www.nationalsqualorconference.com.au/

Some of the themes that emerged from the conference were that successful intervention is dependent on a collaborative interagency response and on the support at a Management level for this to occur. It was acknowledged that “quick fixes” generally don’t work. Training and ongoing support for staff was seen to be crucial. It is likely that the DSM4 will include hoarding as a diagnosis. This will impact on some clients in terms of eligibility for Mental Health Services.

Dom Care SA have developed a Staff Training Resource and DVD to support staff working in situations where squalor is an issue. The DVD underlines the value of the support worker role to the client. It encourages an exploration of values and challenges the preconceptions involved in working in these complex, demanding and often rewarding roles. The training package will be available to be purchased by other organisations. For further information contact Margie Pitcher Margie.Pitcher@dfc.sa.gov.au

A comprehensive toolkit has also been developed by Catholic Community Services in Sydney. The toolkit aims to provide direction for both service providers and community members within the City of Sydney to respond to situations of Squalor and Hoarding. This toolkit will also be useful to service providers generally and is worth looking at. Definitions and descriptions of the complexities involved ([Getting Started](#)), an intervention flowchart ([Pathway Through The Maze](#)), resources and contact details for relevant organisations ([Services and Resources](#)) as well as links to useful information are provided.

The Public and Environmental Health Council in South Australia is continuing to work on the Risk Based Guidance Document to assist in the management of hoarding and domestic squalor. They are in the process of finalising the draft document. This is expected to be available for public consultation in July / August 2010.

The Western Linkages In Home Services (IHS) Workgroup is continuing to maintain a focus on the squalor issue. An opportunity is available each month at the IHS Workgroup meetings to raise complex domestic assistance issues for discussion and care planning. The objective is to provide support to service providers and to share learning in dealing with Squalor issues across the region. A proforma has also been developed to capture examples both of best practice and gaps in services in the West. (Please see attached). In 2009 IHS also developed the Complex Domestic Assistance Pathways Flowcharts for assessment and services in the West see www.westernlinkages.org.au The flowcharts contain hyperlinks to access information on services available.

Agencies are continuing to seek innovative ways to tackle these issues. An example was raised where City of Onkaparinga Homeassist is funding Dom Care SA workers to provide extra services in situations where squalor is an issue. Dom Care SA are then able to ensure continuity for the person and utilise their own staff providing them with the necessary support.

New members are always welcome at the In Home Services Workgroup. The group meets each first Tuesday of the month at Dom Care SA Woodville, 21a Belmore Tce, Woodville Park, 2.30 – 4.00pm. For further information please contact Susan Sharp ph: 8440 6737 or email susan.sharp@dfc.sa.gov.au

**In Home Services Complex Domestic Assistance
Draft Case Study Pro-forma**

Names or other identifying information to be changed to maintain confidentiality.

1. Age
2. Gender
3. Cultural background
4. Living arrangements (including; animals present on property)
5. To what service and with what need did the person initially present? (ie social support, cleaning, shopping)
6. Referred by:
7. Describe the person and their situation. (including; medical issues) How was the issue resolved? (including; which organisations were involved and a brief description of the role each organisation played) If the issue was not resolved what were the barriers?
8. What was the outcome?
9. Any other comments?

Please send completed case studies to

Susan Sharp
Project Officer
Western Linkages
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email: susan.sharp@dfc.sa.gov.au

Community Care Travelling Roadshow Coming to a shopping centre near you!!!



Dear Colleagues,

You may soon notice a booth at your local shopping centre promoting free information on community services for older people, their families and friends.

The Commonwealth Respite and Carelink Centre in the Western region has been working with community service providers to develop a series of Community Care Travelling Roadshows. The roadshow is a portable shopping centre display staffed by Carelink and community service representatives. Both HACC and package providers will be participating and a range of tools have been developed to support the initiative.

The roadshows will promote services in a broad sense, encouraging members of the public to contact Carelink for more detailed information. Any referrals will be forwarded through the usual channels. Service Providers will be supported to represent services in a broad regional sense, rather than promoting only those of their own agency. The roadshows will be advertised in the Messenger press the week prior (sample above) Dates for the Western region are as follows:

Thurs 20 May—Northpark Shopping Centre

Fri 4 June—Welland Shopping Centre

· Thurs 24 June—Hilton Shopping Centre

· Thurs 15 July—Port Road Canal Shopping Centre

· Wed 28, 29 & 30 July —West Lakes Shopping Centre

· Thurs 12 August—Arndale Shopping Centre

If you have any queries please do not hesitate to contact Heather Franchini at Uniting Care Wesley Bowden on 8346 8329.

How well do older Australians utilise their homes? ~ AHURI Research and Policy Bulletin (Issue 126 May 2010 · ISSN 1445-3428)

Despite the apparent under-utilisation of their dwellings according to previous methods of measurement, the majority of older people regard their house as suitable for their needs and utilise *excess* bedrooms to accommodate temporary residents, visitors and pursue a range of retirement activities.

This bulletin is based on research by **Assoc Prof Bruce Judd, Dr Diana Olsberg, Ms Joanne Quinn, Ms Lucy Groenhart** and **Assoc Prof Oya Demirbilek** of the AHURI UNSW-UWS Research Centre. The research examined how older home owners utilise the space in their dwellings and land as well as the facilities available in their neighbourhood, and the barriers that exist in housing and neighbourhood design to ageing in place.

Please [click here](#) to access the **Research and Policy Bulletin**.

(Sourced from the Community Housing Council of SA Newsletter)



What's happening at Steering Committee.....

Steering Committee held a planning day in May to help inform the development of the Western Linkages annual plan. The following key strategies were identified:

1. Strengthen the capacity of Western Linkages to provide a clear regional voice
2. Encourage best practice in consumer engagement and participation and access to services.
3. To strengthen the capacity of the region to identify and respond to unmet needs.
4. Maintain an effective project infrastructure to facilitate collaboration and foster a culture of interagency cooperation.

Each strategy is linked to a range of core and new activities that will be undertaken throughout the year. If you would like to see a copy of our plan please contact the Project Officers. One of the key pieces of work for this year will be to consult with agencies on regional engagement in a changing environment. We hope to identify how we can better support agencies to work regionally and in partnership with others. Watch this space!!

Upcoming meeting dates (further details on our website under diary dates)

Participation in all the following meetings is open to service providers in the West, new participants are always welcome!

- ◆ 15 June: 9.30-10.30am – Dementia Action Planning Group
- ◆ 22 June 3-4.30pm – Western Linkages Steering Committee
 - ◆ 23 June 1-2.30pm – Social Isolation Workgroup
- ◆ 29 June 10.30-12pm – Alone in a Crowd presentation
 - ◆ 4 July 2.30-4pm – In Home Services Workgroup
 - ◆ 5 July 1-2.30pm – Respite Workgroup





Aged & Community Services
SA & NT Inc

Will I have to sell my house? *Understanding aged care admissions*

Saturday 24 July 2010, 2 pm–4 pm

BOOKINGS ESSENTIAL

Adelaide Pavilion, Veale Gardens, Park View Room, Cnr South Tce & Peacock Road, Adelaide

An invaluable free information session for older people and their families to learn 'must know' facts about applying to, and living in, a residential aged care facility.

This information session is designed for people needing information on aged care residential admissions and individuals on a residential facility waiting list and their family members, to learn more about living in low level care (hostel) or high level care (nursing home) and to help make the admission process smoother. It will add to the information you already have from your aged care provider.

You will hear useful information to gain a fuller understanding of the entire admissions process, including important must-know financial details.

Topics will include:

- ◊ Applying to an aged care facility – important hints and tips, how different residential facilities manage their waiting list, policies and keeping applications current
- ◊ What to expect when moving into residential care – preparation required, rights of residents and accepting an offer
- ◊ The financial implications – costs involved, pension/DVA impact and will I have to sell my home
- ◊ Information displays from not-for-profit aged care providers

REGISTRATION FORM

This free session will have a maximum number – please complete the form and fax to 8338 7077 or phone 8338 7111 or email acs@agedcommunity.asn.au to book your place.

Name 1 _____

Name 2 _____

Residential Facility who referred you: _____

Address: _____

Phone: _____ Fax: _____

Email: _____

Special Requirements (access): _____

Coffee and tea on arrival, 1.45 pm registration ready for a 2 pm start.

ACS SA & NT will forward a letter to confirm your registration.

Registration information

Bookings: Must be made prior to the evening on this registration form provided (fax back to ACS SA&NT on 8338 7077) or by phoning 8338 7111 or emailing acs@agedcommunity.asn.au.

Payment: This session is complementary.

Cancellations: Once you book, please advise if you are unable to attend.