

New Project Officer Appointed!

Western Linkages project welcomes a new staff member Sue Sharp. Sue will be job sharing the Western Linkages Project Officer Position with Jennifer Fischer.

Sue has been working in the Community Services Sector for around 20 years (quite scary really!). Prior to her new appointment she was working as Team Leader of the HACC funded Community Services and Programs within Port Adelaide Enfield Council. She has also worked for the Department of Correctional Services and the South East Asian Women's Association. Many of you will know Sue as she has worked with the Western Linkages Project both in the workgroups and on the Steering Committee.

Sue will be available on Tuesdays and Thursdays ph: 8440 6737 email susan.sharp@dfc.sa.gov.au. Jennifer will continue to be available on Mondays, Tuesdays and Wednesdays ph: 8440 6741. Either Project Officer can be reached through the generic email address at westernlinkages@dfc.sa.gov.au, or directly at:

susan.sharp@dfc.sa.gov.au, and
jennifer.fischer@dfc.sa.gov.au

Newsletter Circulation

We are trialling posting the newsletter on our website and advising you via email when it is available for download. This is to reduce the number and size of emails we send.

To remove or change your contact details on our distribution list, or to add a new colleague, please forward your details to westernlinkages@dfc.sa.gov.au.

July 2008

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What's new at Western Linkages....

Steering Committee

Consumer Representatives

Western Linkages (WL) mapped out the consumer reference groups currently operating in the region and invited them to nominate for the three consumer representative positions on Steering Committee.

A BIG thankyou to our existing consumer reps, Rosemary Woods and Suzanne Portelli for their commitment and enthusiasm to improving services. Both outgoing reps have renominated for another two year term, and we welcome their continued input. Rosemary has also been attending the respite workgroup and brings both her carer and nursing experience to meetings.

Rosemary and Suzanne will be joined by a new rep, Mignon Grivell. Mignon is a carer and recently retired Project Officer for the Southern Service Reform Group. We look forward to our three consumer reps sharing their experience of services in the region, and keeping us on track with client focussed approaches.

Planning Session

Steering Committee held a planning session in June that was very well attended. Two key work areas of new work were identified that will be further developed over the next twelve months. They are:

- **Consumers** – participation, providing information to.
- **Information** – with a focus upon the **Access Points** demonstration project and the potential role for Western Linkages during the implementation and review of Home Care Connect.

Steering Committee meetings are open to any service provider with an interest in HACC clients in the region. Regular attendance is preferred. Contact the Project Officers for more details.

Respite Workgroup

At the last meeting, the outcomes of the planning session were reviewed and updated. Members should note there have been some amendments which will be tabled at the next meeting. Our new Chairperson is Chandler Giles from ECH Group. Next meeting is being held at the Carer Respite Centre, 2pm Wednesday 6 August.

Domestic Assistance

An **online survey is now available for domestic assistance / low level service providers in the Western region** to review WEDAC* participation by Western region service providers. It can be accessed at www.westernlinkages.org.au until 25 July. We need your views on moving back to a Western region focus!

The Western and Eastern Domestic Assistance Workgroups amalgamated in 2004. It has been suggested that to enable western region specific issues to be addressed, the In Home Services workgroup should be reinstated. This appears timely particularly due to the Western region involvement in the Access Point Demonstration Project. Western Linkages acknowledges the value of the cross regional approach undertaken by WEDAC* and the benefits that have been derived. A cross regional meeting could continue to occur biannually to address the generic cross regional issues of the North, South, East and West. The survey should take less than 2 minutes to complete, and your opinion will count!

If you have any queries please contact Sue Sharp, Western Linkages Project Officer on 8440 6737, or via email susan.sharp@dfc.sa.gov.au.

**WEDAC = West East Domestic Assistance Collaboration*



A friendly reminder.....

Western Linkages is unable to circulate information on job vacancies in the region via our newsletters or website.

Advance Notice

Workshop: Duty of Care and Confidentiality when responding to Vulnerable Clients

Service providers in the west have identified the following needs when working with vulnerable clients.

- The need for clearer, more consistent approaches to support service providers working with vulnerable clients where risk factors are identified, and where issues arise around respecting client confidentiality and also observing duty of care.
- The need for clarity around the interpretation of the term "at risk"
- The need for clarity around the interpretation of duty of care.
- The need for consistency across the sector regarding privacy and disclosure
- The need for training to support staff to respond appropriately and consistently to these issues.

A workshop is being planned to address these issues later in 2008. Updates will be provided via WLP Newsletter. For further information please contact susan.sharp@dfc.sa.gov.au ph: 8440 6737



Accessing Workgroup Papers

In future, workgroup papers (ie agendas and minutes) will be available for workgroup members to download direct from the secure documents section of our website.

Again, this is to reduce the size and number of emails we send and to make it easier for you to access the documents. Only recent papers will be posted at any one time. Right click on the documents to save them if you wish.

If you are a workgroup member and have not yet received a login and password, please contact the Project Officer. These details are available to active workgroup participants only and come with a set of terms and conditions that you must be aware of before accessing.

The documents are only intended for the purpose of conducting workgroup / committee meetings and should not be considered as true and accurate records of proceedings until such time as they are ratified by the group. All documents should be assumed to be in draft form and are not for circulation, as per the terms and conditions.

Community Transport Organisation

A meeting is being held on 12 August to discuss establishment of a peak body for community transport in South Australia. **All stakeholders are invited to attend.** If you are interested please contact Elly Milne at emilne@barossa.sa.gov.au or tel 85638411.

Dementia Action Planning Group

Next meeting is Tuesday 5 August, 9.30-11am. New members welcome! Issues being discussed include dementia advisor training, double dipping and the 'Your Health Record' wallets distributed through TQEH and GP's.

Information Items.....



Western Carers Open Day

Come and find out about Western Carers

**Carer Retreats Program
Carer Support Services
Carer Support Groups
Carer Activities & Events**

When: 31 July 2008, 10am-12pm

**Where: Western Carers Office, 66 Tapleys Hill Rd
Royal Park 5014, enquiries 82402900**

National Relay Service helps people keep in touch

Do you have clients who find it hard to use the phone because they are deaf or have a hearing or speech impairment? You might be providing them with support services or with information about a range of issues, or referring them to another organisation. Some people – especially if their speech or hearing has become impaired later in life – lose contact with the outside world. They are isolated and have trouble doing ordinary things, like phoning a friend, contacting the bank, or ringing the doctor.

The National Relay Service (NRS) provides a solution that helps people maintain control of their lives even if they have communication difficulties or are losing their hearing. It is an Australian Government initiative that helps people who have difficulty with the phone. Users can ring anyone, anywhere. It's a 24-hour service allowing people to both chat with friends and family, or conduct business – for about the cost of a local call.

As Australia's population ages, the need for the NRS will only increase. For many people the issue is independence – not having to rely on others to make a phone call on their behalf. Your client will need a special phone called a TTY. A TTY is a phone with a keyboard and a small display screen for text. Learning to use it is straightforward. The training is free and can be done at home.

The NRS opened up 72-year-old Jan Herbison's world again. Due to illness, she lost her hearing almost overnight and became socially very isolated.

"When my TTY arrived I was very excited and anxious to get it working. I thought I would never be able to use it but was very determined. I received one lesson and picked it up very quickly. I couldn't believe how easy it was," Jan says. To find out more about the NRS, contact us on **1800 55 660** or go to our website **www.relayservice.com.au**.

Information Items (cont).....

Multicultural SA publishes a Multicultural Events Calendar that provides information on festivals, national days, days of religious significance and other multicultural events.

For event details on the whole month of July 2008 please visit

www.multicultural.sa.gov.au/calendar.htm



Videos, DVDs, CDs , Records , Cassettes & 1 Dining Room Table!

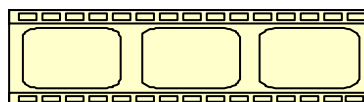
The Western Region Supported Residential Facilities (SRF) Project is a Home and Community Care (HACC) funded project managed by the City of Port Adelaide Enfield. This project involves volunteers who visit residents across supported residential facilities in the western region to provide social support through companionship, activities and community events.

The SRF Volunteers are very keen to assist people living in SRFs to have a wider variety of recreational options, and one way they are attempting to achieve this is by responding to their requests for music & movies. We have had numerous requests for LP records, cassettes and CDs for people who enjoy ranges of music from classical to pop & rock. We are also on the look out for videos or DVDs.

Movies and documentaries of all types would be welcome. In line with our efforts to promote the United Nations International Year of Languages, music or movies in various languages including **Greek, Italian, German, Dutch, Croatian, Russian, Polish & Vietnamese** are also being sought. The donation of any movies or music would be greatly appreciated.

We are also after one dining room size table for one of the SRFs. It would need to be relatively strong & stable as it would be used outdoors.

*The pick up of any donations can be arranged. To donate any items please contact the SRF Project Officer, **Eddie Bullitis on 8405 6703***



Coming soon.....

Office for the Ageing will be conducting an information session for service providers to update you on the Access Points Demonstration Project.... Further details to follow when available.

Information Items (cont).....

New internet resource for carers of people with dementia

The Federal Minister for Ageing, the Hon. Justine Elliot MP, has released a new dementia resource to help improve the quality of life of people living with dementia and assist those who care for them. The [Dementia Resource Guide](#) aims to improve the care and quality of life for people with dementia by providing links to resources on 17 topic areas such as assessment and diagnosis, forward planning, medical treatment and support services.

The resource can be used by anyone who cares for a person with dementia. This includes family members as well as staff and volunteers in residential care homes, community care and hospitals. The Dementia Resource Guide is available on www.health.gov.au/dementia. It will also be available in CD-ROM format form in early July by contacting dementia@health.gov.au.

Abstracts now being accepted for..... 13th Annual Alzheimer's Australia National Conference 2009

Adelaide Convention Centre

South Australia

2—5 June 2009

Conference Themes

- Risks associated with dementia and risk reduction
 - Advances in diagnosis
 - Innovations in care
- Administrative, legal and other issues related to a diagnosis
 - The carer experience

More info at www.plevin.com.au/alzheimersconference2009



- Facing Life 2 -

Everyday portraits by Fernando M. Gonçalves

media@innocent.com - 0424 954 743

A selection of photographs that provide a social-snapshot of the way people deal with their everyday lives. An insight into the lives of the young, the old, the disempowered, the happy and the sad.

on display at **Take 2 Ice Creams**

Shop 2, 14 Semaphore Road, Semaphore — SA 5019

Phone: 8341 5033

from the 1st until the 17th August 2008

10.00am - 8.30pm

