

IN HOME SERVICES WORKGROUP

The newly reconvened In Home Services Workgroup met for the second time on 16/10/08. The following objectives have been established by the workgroup to guide the collaborative initiatives that will be developed.

- To continue to develop and influence initiatives that work towards Community Care Service reform.
- To foster best practice initiatives that are person centred and inclusive of special needs groups.
- To identify issues and explore opportunities for working collaboratively in the western region.
- Networking to increase knowledge of In Home Services in the West.

The workgroup spent the first meeting exploring the issues that currently present challenges to HACC service provision in the West. We have now begun the work of developing strategies for collaborative action. Among the first priorities for further work are; developing consistency with regard to fees for HACC services, responding to issues around access to services and care coordination for people with complex needs, interface issues regarding HACC, CACP and EACH including issues for clients receiving multiple services or transitioning between services and working with the Access Point Demonstration Project (Access 2 Home Care) on the issues surrounding waiting lists and navigating the Community Care System. Please contact Sue Sharp ph: 8440 6737 email susan.sharp@dfc.sa.gov.au if you would like to have input into any or all of these issues. Or BYO topics !! The In Home Services Workgroup is open to all Western Region providers of low level HACC services.

**Do you work with clients who are lonely or isolated?
Then the Conversation Café on 22 October is for you!**
Hosted by the Social Isolation Workgroup
Refer to the flyer at the end of this newsletter.
Contact Jennifer on 84406741 to see if there are any places left as RSVPs have now closed



October 2008

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Conversation Café
22 October.**

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Around the workgroups.....

Dementia Action Planning Group (DAPG)

Much of the DAPG meeting time over the past few months has been allocated to expanding the Dementia Link Worker position into the Western region. The group has invited Office for the Ageing to attend its November 4 meeting to give an update on the State Dementia Plan.

Can you help with a venue?

Dementia Advisor training is coming to the West! We are seeking help with a venue in the region. The training will most likely be held on a Wednesday, with four - one day sessions held fortnightly over eight weeks. If you have a venue that may be free and can accommodate 30 people please let Jennifer know at Jennifer.fischer@dfc.sa.gov.au.

The Dementia Action Planning Group meets on the first Tuesday of the month, 9.30-11am.

Respite

Chaired by Chandler Giles from ECH Group, the Respite Workgroup is tackling some very real and interesting issues. For example:

- Delays in receiving medication forms from GP's can result in clients being delayed access to respite. The workgroup invited a representative from the Adelaide Western Division of General Practice to discuss the issue. As a result, an article is being prepared on behalf of the workgroup. The article will be submitted to the newsletter that is circulated to GP's throughout the western suburbs.
- The respite workgroup is looking to regionally promote respite to both carers and carees - from a consumer perspective. How do we encourage carers to use respite *before* a crisis occurs? Good question! Come along to the workgroup and be a part of the answer!

Respite (cont)

- The workgroup will be participating in training tailored for Respite Co-ordinators by the Better Practice Project. This free training has been a collaborative effort between Western Linkages, the Northern Collaborative Project and the **Better Practice Project**. This is what service providers in the North had to say about the training, facilitated by Joyleen Thomas:

'I found the presenter/session fantastic – informative, interesting, interactive, non judgemental and not intimidating'.

'It was very inspirational'

'Thought provoking and humbling'

The group is also updating its Respite Snapshot. To check if your respite service is included on the snapshot, please review the document at www.westernlinkages@dfc.sa.gov.au. The snapshot includes respite of any funding source, and we will most likely revamp the format to accommodate more detail. Look for the respite snapshot under the 'what we've done' tab and email Jennifer any changes to Jennifer.fischer@dfc.sa.gov.au by Monday 27 October.

The Respite Workgroup meets on the first Wednesday of the month, 2-3.30pm.

RAA offers personal alarm discounts!

The RAA has joined the personal alarm companies offering discounts to disadvantaged clients referred by community service providers. (full list on our website under 'what we've done'.) The offer is:

10% discount on all installations
Daily monitoring rate \$5.50 per week (incl GST)
1st 3 months monitoring free
no monitoring contract

There is no need to use a formal referral form, rather they should be directed to the Customer Sales Support person Shane Corker on **08 82024720** or email securityemail@raa.com.au.
www.raa.net

Information Items

COMMUNITY CONSULTATION FOR PEOPLE FROM SPANISH SPEAKING BACKGROUNDS

Ethnic Link Services in partnership with City of Charles Sturt has organized a Community Consultation for Spanish speaking people over 50 years of age.



The consultation will take place on **Friday 14th November 2008** from 10.30am-2.30pm at FINDON Community Centre, 222 Findon Rd., Findon.

It will be an opportunity for older people from Spanish speaking backgrounds to discuss the community's needs for social and individual services in the region. The consultation will be followed by regular group sessions for Spanish speaking residents in the West that will be run fortnightly from next year at Findon Community Centre.

For the last couple of months Ethnic Link Services has worked collaboratively with Salisbury council to organize social groups for people from diverse backgrounds in the North. A Spanish speaking group has been run at Morella Community Centre since July, and a newly created Bosnian group meets at Ingle Farm Recreation Centre. More details re. schedule of meetings for the groups can be obtained at 82410201.

GP Liaison commences at the Queen Elizabeth Hospital

The Community and Transitional Care Unit (CTCU) TQEH is happy to announce the commencement of the GP Liaison Role. Heather Banham has taken up this position after 12 months as a member of the CTCU Emergency Department Liaison team.

Heather will act as a reference point for GPs, Practice Nurses and Practice Staff, and provide them with direct contact to improve communication, access to information and ongoing patient care once the patient has returned to the community. As GP Liaison, Heather will inform general practice teams of patient admissions and discharges, assisting with information transfer and the receipt of separation summaries in a timely fashion; and provide information to the hospital's medical, nursing and allied health staff about the role of the GP and community services. As the position develops opportunities for staff (TQEH & General Practice) education will be identified around areas of need, gaps in service provision and community based initiatives.

Heather is based in CTCU, and is available four days per week, Monday-Thursday, most weeks. For more information about the position, or assistance with GP related issues and tasks please contact Heather 8222 6000 pager # 6747 or email heather.banham@health.sa.gov.au



HAHNDORF TAKE A BREAK CARER RETREAT

A family Carer provides unpaid care and support for a parent, partner, child or friend, who has a disability, is frail aged, or who has a chronic mental or physical illness. Caring can be demanding, so getting support and taking a break is vital to looking after your own health. Looking after your health and wellbeing enables you to Care for your loved one and increases your enjoyment of life.

A retreat is the opportunity for you to take time out from the Caring role.
Western Carers offer a range of retreats for Carers throughout the year.

Retreats can vary in length from one night away up to 3 nights and four days away.
Take some time to recharge & meet other Carers who share similar experiences.

You do not need live in the same house as the person you care for nor be receiving the Carer Payment or Allowance to be eligible to take a break on a Carer retreat

Hahndorf Take a Break Retreat
10 Spaces
When: 7, 8 & 9 November 2008
Where: Hahndorf
Cost to participants: \$25.00
Transport Provided
fee waived in certain circumstances

The Carer Retreats Program is Home and Community Care funded, an eligibility criteria applies.
Lodge an expression of interest with Western Carers by 9th of October on 8240 2900.
Western Carers will notify you if your expression of interest in attending the Hahndorf Take a Break Retreat has been accepted or declined by the 16th of October.

The Carer Retreats Program is funded by the Office
for the Ageing, Home and Community Care Program.



"Coming together is a beginning. Keeping together is progress.
Working together is success."
Henry Ford

Information Items (cont).....

**WESTERN LINKAGES
INVITES YOU TO JOIN US FOR A**



Conversation Cafe

**TOPIC— SOCIAL ISOLATION
WED 22 OCTOBER 2-4 PM
AT DOMICILIARY CARE
21 BELMORE TERRACE WOODVILLE,
SEMINAR ROOM**

On the menu

FRESHLY BREWED CAFÉ THEMES!

ALL FOCUSED ON SOCIAL SUPPORT, LONELINESS AND ISOLATION:

1. **PEOPLE WHO FALL THROUGH THE GAPS** (IE PEOPLE WITH DISABILITY, FROM DIFFERENT CULTURAL AND LINGUISTIC BACKGROUNDS).
2. **URBAN ORCHARD**—SHARING PRODUCE, / GARDENING / PROVIDING FRESH PRODUCE TO ISOLATED PEOPLE AS A THEME FOR REDUCING LONELINESS.
3. **VOLUNTEERS** - MATCHING, SHARING, CREATING POSITIVE EXPERIENCES
4. **TRAINING**—SHARING RESOURCES AND IDEAS

Your host

THE SOCIAL ISOLATION WORKGROUP

CHAIRPERSON: DI FRAIL, ACHA

Who is this conversation café for?

Any service provider working with lonely or isolated HACC eligible clients in the Western suburbs.

What is it about?

Ever had a great idea? Something you wanted to do but needed a collaborative effort to achieve it? This conversation café is about stimulating open discussion about how we can work together to reduce loneliness and isolation amongst older people, people with a disability and carers.

What to expect...

A welcoming environment that encourages open mindedness, curiosity, discovery and sincerity.
One table per issue. Join the discussion, move between tables, no agenda!
Great coffee, fresh tea, fabulous munchies and stimulating conversation!

Please **RSVP** no later than Fri 17 Oct for catering purposes, via email to dianne.frail@ucwb.org.au, tel 8346 8329. Numbers limited.

Information Items (cont).....

The **'hi' Deafness Friendly Program** is a business unit at Deaf CanDo – The Royal South Australian Deaf Society Inc (RSADS). Since 1891 RSADS which is the second oldest Charity in South Australia has been providing services to the Deaf and hearing impaired communities. The vision of Deaf CanDO is: **A deafness friendly South Australia** and we now seek your assistance to help achieve this vision.

To commence your involvement, we are inviting all organizations in Australia to be a part of our **'hi' Deafness Friendly Program** and in particular to be included in our deafness friendly website: www.deafnessfriendly.com.au

Background:

Currently hearing loss/deafness affects over 3.55 million Australians (Access Economics – Listen Hear report Feb 2006) and it is estimated that the real financial cost of hearing loss in 2005 was \$11.75 billion or 1.4% of GDP and growing. The largest financial cost component is productivity loss, which accounts for well over half (57%) of all financial costs (\$6.7 billion). One in six people today suffer this isolating disability and by the year 2050 that number is expected to be one in four. South Australia has the oldest demographic audience in Australia – and with age, hearing loss go 'hand in hand'?

In the planning of the 'hi' Deafness Friendly Program in 2004, we were very mindful that of all the people who are hearing impaired only a small percentage actually use hearing aids or listening devices. The Access Economics report confirmed that only 15% of the hearing impaired community (this is people at hearing aid level) actually use assistive listening devices. The other 85% do nothing at all. It is also commonly acknowledged that people with hearing loss/deafness isolate themselves from the community life – that is; due to their disability these people will not participate in community activities that you and I take for granted. There may be a number of reasons for this – vanity, costs and or simply not aware of what products and services are available?

As part of our marketing strategy the 'hi' Deafness Friendly Program designed a number of products and services which are easy to use, cost effective and provide benefits for both the individual user and Government & Business Organisation provider. The types of business organisations we actively seek to be involved in the program include: Theatre's, Churches, Halls, Funeral Parlours, Aged Care Providers, Financial Institutions, Schools, Universities, Hospitals, Airports, Bus, Train & Tram offices and Federal, State, Local Government Agencies and key business service providers. Some of our key products are:

- CHS unit - Counter Hearing System.
- PFM unit - Public (FM) Hearing System.
- MHS unit - Medical Hearing System.
- PHS unit - Personal Hearing System.

Power Point Presentations about all four (4) Hearing Systems are available on request.

Other considerations – as part of our Business Checklist we ask organisations to consider reviewing: sound & visual alarms, TTY telephones, Visual display boards and awareness to staff by allowing us to provide 'deafness friendly' information sessions. Mitcham City Council (MCC) South Australia has shown its commitment by electing to be the first 'Deafness Friendly City' in Australia. To look at what MCC is doing please go their website: www.mitchamcouncil.sa.gov.au then 'Community link' – 'Deafness Friendly City' project.

The **'hi'** deafness friendly program is addressing the problem with a range of services and solutions but simply asks the question: **How deafness friendly is your organization?** We look forward to receiving your registration. This is a 'free' service. Thankyou.

Rod McInnes, Coordinator
'hi' Deafness Friendly Program, Deaf CanDo
Direct: (08) 8100 8248 Mobile: 0408 122 028
Email: rmcinn@deafcando.com.au
Website: www.deafcando.com.au
www.deafnessfriendly.com.au