



## Taxi Transport Project Update

The Taxi Transport Project is a joint initiative of Taxi Council SA (TCSA) and Western Linkages, In Home Services Workgroup. The project is working towards the mutual goal of continuing to develop and encourage strategies to improve the experiences of older people and people with disabilities who use Taxi transport.

The project began in 2010 following concerns raised by consumers regarding negative experiences when utilising Taxi transport. A survey was conducted to further identify the key themes. These included communication, issues around short trips, assistance with mobility aids, courtesy, cultural awareness and drivers understanding of issues around ageing and disability. A number of consumers reported being reluctant to use taxi transport following these experiences. The project was developed to address these concerns acknowledging the primary role of Taxi transport in social connectivity and maintaining health and well being for many consumers. A number of resources have been developed by the project (see over page).

In Aug 2011 Western Linkages Consumer Representatives and In Home Services Workgroup members were invited to attend Taxi Driver Training Modules on Transport for Passengers with Disabilities (this includes mobility difficulties) and Customer Service. These modules form part of the new Nationally Accredited Taxi Driver Training.

This initiative has fostered a broader understanding of the training for the work group representatives and has provided a further opportunity for feedback and suggestions for training improvement.

TCSA has indicated several areas where suggested changes will be implemented. Work is also currently underway to source further training resources and guest speakers to participate in Taxi Driver Training.

September 2011

*In this issue.....*

*Taxi Transport  
Project Update*

*TQEH Mindful of  
Dementia Open Day*

*BPP 'Imagining a  
Better Life for Older  
People' Workshops  
2 dates in the West*

*Access2HomeCare*

*Younger People in  
HACC Survey*

*Cultivating People,  
Programs &  
Community Project  
Update*

*WLP Consumer  
Directed Care Forum  
Mon 14 Nov 2011  
Registration details  
in this issue*

*Statewide  
Community  
Transport  
Community  
Passenger Networks*

**Contact Us:**

**Project Officer:**

**Susan Sharp**

**(Mon - Thurs)**

**8440 6737**

**susan.sharp@dfc.sa.gov.au**

## Around the workgroups .....

### Taxi Transport Project Update continued....

Previous initiatives of the project include;

- Obtaining disused walking aids (walkers and wheelchairs) from Domiciliary Care now in use in Taxi Driver Training by the two Adelaide Taxi Training Schools.
- Development of an information sheet to assist passengers to understand the types of booking information i.e. mobility difficulties, hearing impairment etc that can assist drivers to provide appropriate customer service. The flyer also contains useful tips for passengers such as encouragement for older people to utilize Taxi transport for short trips as it is against regulations for Drivers to refuse. This flyer can be downloaded from the Western Linkages website [www.westernlinkages.org.au](http://www.westernlinkages.org.au)
- A site map has also been produced with The Queen Elizabeth Hospital (TQEH) following feedback regarding clients experiencing difficulties with Taxi arrival and departure issues at the Hospital. The Map of TQEH has now been circulated to all drivers and is being included in driver training. The maps can also be utilised by service providers and circulated to clients / Carers. This is also available on the Western Linkages Website [www.westernlinkages.org.au](http://www.westernlinkages.org.au)

Western Linkages and Taxi Council SA will continue to work together on recommendations to further address passengers concerns.

For Further information on Western Linkages please visit our website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) or contact Susan Sharp ph; 8440 6737, email [susan.sharp@dfc.sa.gov.au](mailto:susan.sharp@dfc.sa.gov.au)

### TQEH Mindful of Dementia Open Day Held Friday 9<sup>th</sup> September



Congratulations again this year to the organisers of TQEH 'Mindful of Dementia' Open Day 2011 for a very informative, interesting and entertaining day on Fri 9<sup>th</sup> Sept.

This is fast becoming a date not to be missed on the annual calendar and is well attended by both professionals and community members. The day, with Peter Goers now as Patron, provided a comprehensive professional development opportunity with topics including Dementia & Delerium, an update on Dementia Research, a CALD perspective on Dementia, Sexualities, Gender and Dementia and an update on available medications. Pat Anders and Fred Tanner provided presentations from the Carer's perspective of a person living with dementia. A wide variety of performers provided entertainment in the Memory Lane Café. The day has been nominated for an SA Premiers Award for Wellbeing.

The Western Adelaide Dementia Planning Group (WADPG) held a stall which provided an opportunity to talk about the group with consumers, Carers and service providers. Thanks to WADPG members who provided flyers and information for the stall. The Western Adelaide Dementia Planning Group meets on the third Tuesday of each month 9.30 – 11.00pm at Dom Care SA Woodville, 21a Belmore Tce, Woodville Park Mareeba Building Rm 15. For further information contact Susan Sharp ph: 8440 6737, email: [susan.sharp@dfc.sa.gov.au](mailto:susan.sharp@dfc.sa.gov.au)

## Around the workgroups .....

### **Western Linkages Consumer Directed Care Forum**

#### **Consumer Directed Care – What will it mean for me?**

**Date: Monday 14 November**

**Time: 10.00am – 2.00pm**

**Venue: City of Charles Sturt, Civic Centre, 72 Woodville Rd, Woodville (see Flyer in this edition)**

The Consumer Engagement Task Group is working to develop a forum for service providers and Consumers on Consumer Directed Care. Forum topics will include an overview of Consumer Directed Care and will showcase current service models including ACH, Uniting Care Wesley, Resthaven and the Disability sector.

Presenters will include service providers and importantly also Consumers / Carers of those receiving Consumer Directed Care. It is envisaged that the forum will also include a workshop component involving consumers and service providers. The forum is open to Consumers and Service Providers. See flyer for registration details or visit our website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) and follow the links.

### **Consumer Engagement Task Group welcomes a new Consumer Representative.**

The newly formed Consumer Engagement Task Group began meeting in June 2011. This group will convene for a 12 month period with the dual focus of increasing opportunities for Consumers to participate in Western Linkages Project activities and to conduct a forum around Consumer Engagement.

Western Linkages has been involved in negotiations with participating providers to develop sponsorship arrangements to enable consumers to participate in all Western Linkages workgroups. Western Linkages welcomes a new Consumer Representative Mr Bruce Bilsborow who will be participating on the Consumer Engagement Task Group with our current WLP Consumer Representatives. Bruce comes to Western Linkages with extensive experience as a past Carer and is also a representative on Domiciliary Care Consumer Group and Glanville Seniors Club Committee Member.

### **Social Isolation / Respite Coordinators Network Amalgamation**

The Social Isolation Workgroup and the Respite Coordinators Network are amalgamating as one group. This arrangement will initially be trialled for 6 months from Sept 2011. The amalgamated group will enable a dual focus and will retain the scope to work on particular projects within Social Connectivity and Respite themes. The group will redefine its goals to encompass the direction of both former workgroups and we look forward to this being a very positive initiative.

The New group will continue to meet every 4<sup>th</sup> Wednesday of the month. To accommodate participant's time commitments the group will rotate the meeting time between 1.00 – 2.30pm and 3.00-4.30pm on the next month. All meetings will be held at Domiciliary Care Woodville. Please check meeting details on the Western Linkages website [www.westernlinkages.sa.gov.au](http://www.westernlinkages.sa.gov.au) in the Diary Dates section.

For further information please contact Susan Sharp ph: 8440 6737 or email [susan.sharp@dfc.sa.gov.au](mailto:susan.sharp@dfc.sa.gov.au)

# CONSUMER DIRECTED CARE WHAT WILL IT MEAN FOR ME?



## WESTERN LINKAGES REGIONAL FORUM

### CONSUMER DIRECTED CARE What will it mean for Me?

DRAFT

Consumer Directed Care enables people who receive services and their Carers to have greater control over the design and delivery of the services they receive.

Come hear about the current ways that services in the West are utilising Consumer Directed Care principles to increase flexibility and maximise Consumer control.

#### Who should attend?

People who receive in home services, their Carers and Community Service Providers.

#### This is a Free Event

Forum topics will include an overview of Consumer Directed Care and will showcase current service models including ACH, Resthaven, Uniting Care Wesley and the Disability sector. Presenters will include service providers and importantly also Consumers / Carers of those who are receiving Consumer Directed Care.

**Guest Presenter: Dr Heather Waddy**, TQEH Neurologist and Carer will speak on Consumer Directed Care and Dementia

**Date: Monday 14th Nov**

**Time: 10.00am – 2.00pm** (registration from 9.30am)

**Lunch Provided**

**Venue: City of Charles Sturt, Civic Centre  
72 Woodville Rd, Woodville**

To register visit our website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) and follow the links!

Organised by Western Linkages Consumer Engagement Task Group

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Contact person: Susan Sharp

Western Linkages Project Officer Phone: 8440 6737

E-mail: [susan.sharp@dfc.sa.gov.au](mailto:susan.sharp@dfc.sa.gov.au)

## Around the workgroups .....

### **Cultivating People, Programs & Community 'Making a Difference to Older People who are Lonely' Project Update**

Western Linkages Social Isolation Workgroup has been involved in driving the development of the HACC Innovative Project Cultivating People, Programs & Communities Project. The project is auspiced by Helping Hand Aged Care and works in partnership with Uni SA, WLP and the Better Practice Project. The project is aimed at translating the Uni SA Alone in A Crowd (AIAC) research into practice and fostering the translation of the HACC service principles into practice through providing structured opportunities for change in practice in the Western Region.

7 Cross regional workshops have been held to inform and support service providers assisting older Australians managing loneliness. The workshops have been extremely well received with 165 participants in total with all but one workshop booked out. The workshops attracted a variety of participants including allied health, NGO's, Acute Sector, Disability, Mental Health Services, COTA, CALD Community Organisations, Guide Dogs SA& NT, Domiciliary Care and Local Government. Dr Mandy Stanley has also presented the workshop at the Social Work Association.

The feedback has been very positive around the workshop content and also about the range of locations, including Morphett Vale and Gawler, which allowed some rural providers to attend.

As a component of the workshop each participant identified actions they could take in their own work/life. A range of ideas were identified. These included sharing information from the workshop with other staff, reviewing assessment processes around social connection, reviewing the language used around loneliness and isolation, sharing best practice examples, exploring a buddy scheme for social programs and surveying colleagues about their understanding of loneliness. Dr Mandy Stanley is following up with participants within 4 weeks of workshop to see how they are going with achieving their nominated actions. A full evaluation report will be undertaken.

A modified version of the Cultivating People, Programs and Communities "Making a Difference to Older People who are Lonely' workshop will be presented to training providers on 13 October at the Education Development Centre, 1.30 – 4.00pm. The aim of this workshop will be to increase understanding of research findings about loneliness and to integrate the findings into educational practice. Lecturers and training providers of students who will be working in aged care in residential or community settings are encouraged to attend.

Following a presentation of the key findings from the Alone in a Crowd Research, workshop participants will:

- Identify how information about the five dimensions of loneliness might be integrated into current curriculum
- Develop a plan for implementing change within their work setting

To register for this workshop please visit our website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) and follow the links.

The further phases of the project will include the revision, trialling and evaluation of the Better Practice Project training module "Connecting Community & Importance of Family and Community.

The Social Isolation Workgroup will continue to be involved in the development of this project. The Social Isolation workgroup meets on the 4<sup>th</sup> Wednesday of each month bringing together service providers who work with older people at risk of isolation and / or loneliness. Dates of the meetings are posted on the Western Linkages website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) under diary dates. Agendas and minutes are circulated via an email distribution list. For further information please contact Susan Sharp, Project Officer, Western Linkages 8440 6737 or email: [susan.sharp@dfc.sa.gov.au](mailto:susan.sharp@dfc.sa.gov.au)

**Better Practice Project Workshop  
Imagining a Better Life for Older People  
Mon 10 October 9.00am – 12.00pm Domiciliary  
Care Woodville, Seminar Room  
or Mon 31 Oct 9.00am – 12.00pm Domiciliary  
Care Woodville, Seminar Room**

The Better Practice Project is pleased to present a workshop 'Imagining a Better Life for Older People'.

The Workshop introduces the new Coordinators Handbook and provides an overview of its purpose, approach and ideas on how to use it for learning and staff development activities.

This workshop will suit service coordinators, team managers and Learning & Developmental Staff who may train and mentor others.

The training will reinforce the new HACC Service Principles and Reform Agenda and will foster change to a strengths-based approach to assessment and service delivery. Due to popular demand two dates have been organised in the West.

**Dates: Monday 10 October  
or  
Monday 31 October**

**Venue: Domiciliary Care Woodville, 21a  
Belmore Tce  
Woodville Park**

**Time: 9.00am – 12.00pm**

**PRESENTERS: Rhonda Held National Consultant  
Joyleen Thomas & Lyn Zeidler**

To register please go to the Western Linkages website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) and follow the links

**Please Note;** at the time of printing 10 October is fully booked however there are places available at the workshop on 31 October. For further information please contact;

Susan Sharp  
Project Officer  
Western Linkages  
Ph: 8440 6737  
Email: [susan.sharp@westernlinkages.sa.gov.au](mailto:susan.sharp@westernlinkages.sa.gov.au)



Access2HomeCare is due to roll out across the metropolitan region on 4<sup>th</sup> October 2011. A series of information and training sessions on capacity monitoring and the eReferral system have been conducted. A copy of the power point information session presentation and Capacity Monitoring Data Base User Guide are available on the Western Linkages website [www.westernlinkages.sa.gov.au](http://www.westernlinkages.sa.gov.au) on the notice board section.

A2HC is a phone based service which screens clients 65 years & over (ATSI 50 years and over) for service eligibility, need and priority and makes referrals on to the Service Providers that best meet the client's needs (as described on the Capacity Monitoring Database). A2HC will also be processing all referrals previously going via the Metropolitan Access Team (previous pathway for Dom Care and ACAT referrals).

For queries please contact Project Leader, Lyndal Gerrard or Clinical Support Officer, Karen Smith on 1300 130 551 or visit the Access2HomeCare website [www.ageing.sa.gov.au](http://www.ageing.sa.gov.au) and follow the links to Access2Homecare

## **Younger People in HACC Survey**

Disability, Ageing and Carers is developing an online survey to gain a better understanding of the reasons why younger people require Home and Community Care (HACC) services. The primary aim of the survey is to identify the main conditions which lead to their need for services and support to inform future service design of basic community care services for people aged under 65 years (under 50 for Aboriginal people).

A random sample of 1,250 clients from over 100 service providers is being utilised for the survey to develop a comprehensive picture of younger people and their HACC service use. The survey will be open to participating HACC agencies for three weeks, beginning Tuesday 20 September until Friday 7 October 2011. Further information will be provided as the project progresses.

## State Wide Community Transport Forum

### Development of the Metro Community Passenger Networks (CPN'S)

A broad range of agencies were represented by approx 30 service providers who attended the Statewide Community Transport Forum, held by Western Linkages on Mon 11 July at City of Port Adelaide Enfield.

Helen Beavan Principal Project Officer, Community Transport, Disability Ageing & Carers presented an overview of the development of the Community Transport Networks (CPN's) and their proposed extension across the metropolitan regions. It was emphasised that the CPN's are not intended to take over from other transport options.

There are 94 agencies that currently receive HACC funding for transport provision with 188 contracts being administered. This cost an estimated 7.4 million dollars 2011 / 2012.

12 CPN's currently operate. The first phase of the Development of the CPN's has been undertaken in the predominantly in the rural areas.

The second phase includes the development of CPN's in the metropolitan areas. There are two existing metro CPN's that have HACC funding. These are operating in the cities of Onkaparinga and Playford. The CPN in Onkaparinga is operating as an information base and has a role in developing relationships between providers, enabling inter-agency referrals. This CPN does currently not operate vehicles and volunteer drivers. The CPN in Playford has been undertaking a scoping phase. There are very few transport providers in the area. The CPN will work with existing providers to identify whether there is any vehicle availability during "down times". The Playford CPN has a view to developing a volunteer driver and vehicle base. These are being utilised as a trial base.

It is envisaged that a CPN will be developed in the Western Region over the next 12 months. This will be concurrent with the development of a CPN in the Eastern Region. The existing CPN's in the country regions have predominantly centred around medical transport however it is intended that the CPN's will have a dual focus and include provision of transport for social needs. The role of the CPN's includes;

- Provision of information on existing transport options
- Advocacy in situations where e.g. an appointment time may be rescheduled to enable access to transport
- Negotiation with organisations with transport capacity to evaluate the existing vehicle availability, including any down time to determine where efficiencies may be increased through a shared vehicle strategy
- Establishment of a brokerage arrangement with Taxi companies for transport provision where a community provider cannot be utilised
- As a last option the CPN will have its own vehicles and volunteer drivers to provide transport.

The CPN's have a view to providing referral to other HACC programs. Access2HomeCare will not be the first point of contact for the CPN, however the CPN may need to refer back to the A2HC for further services. The CPN's are looking at developing a shared data base with a streamlined approach.

Western Linkages will endeavour to provide support to the development of the CPN in the Western Region. A copy of the Statewide Community Transport Presentation is available on the Western Linkages website [www.westernlinkages.org.au](http://www.westernlinkages.org.au) on the Noticeboard page.

For further information please contact;

Helen Beavan, Principal Project Officer, Community Transport, Disability Ageing & Carers

[helen.beavan@dfc.sa.gov.au](mailto:helen.beavan@dfc.sa.gov.au) ph: 8413-9047