

Western Linkages Newsletter

Facilitating collaboration, reform and networking
for community care providers in the Western suburbs

November 2007



Personal Alarms Negotiated Discounts for clients

Western Linkages recently negotiated discounts for clients of community service providers who are referred for personal alarms. This is to replace the 'Personal Alarms Discount Project' that we have run over the past couple of years. This project has been very popular and we have been struggling to keep up with the demand from new agencies wishing to become involved. So, on behalf of all community service providers in SA, discounts have been arranged with the following companies:

- Call Direct
- Doctors Safety Line
- Safety Link
- Vital Call
- Safe at Home with Teleguard

On October 16th we held a 'Monitored Personal Alarms' presentation at which each agency was invited to present its services and the discounts offered. It was well attended, and lots of interesting issues were raised. (Unfortunately Vital Call were unable to attend, but have since confirmed that they are able to offer a discount.) We have summarised all the information and will be posting it on our website when it is launched, and have attached a pdf version to this newsletter.

A couple of interesting issues were raised about key boxes. Have you noticed there is no central register of key box codes? Emergency services have stringent requirements in relation to breaking in to a property that can result in considerable delays. Key boxes supplied by monitored alarm companies generally have the company name and phone number on the side. Emergency services can contact the alarm call centre to access the code (once security requirements have been met). It was raised that when key boxes are not associated with a monitored alarm company, emergency services have no way of accessing the code. A central register of key box codes is certainly needed!

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CONSUMER REFERENCE GROUP MAPPING EXERCISE

Western Linkages is mapping the existing consumer reference groups in the western metro region. Please contact Louise on 8440 6737 or louise.otterbach@dfc.sa.gov.au if you have an active reference group.

Check out the latest HACC funding allocations by visiting the Office for the Ageing Website....www.ageing.sa.gov.au u... then come along to a workgroup meeting to find out what the money was for, and how it might benefit your clients!



International Day for People with a Disability

The Celebration of Ability event has been held for the past nine years at Enfield Community Centre as a way of participating in the United Nations Day for People with a Disability.

The event, held at Enfield Community Centre on Monday 3rd of December 2007 will demonstrate a unique collaboration between local government, other service providers and people in the community with a disability, a Port Adelaide Enfield Council spokesperson has said.

"It is a celebration that sets out to expand the opportunities available to people with a disability, and Port Adelaide Enfield Council's commitment to supporting them and it is also an excellent opportunity to raise awareness about disability issues in our community"

Leanne Davis-King

Team Leader Community Services & Programs

This year's event will commence at 10:30am at Enfield Community Centre with a focus on a country theme, participants can come in country outfits or wear a cowboy hat. A variety of entertainment and activities will occur at no cost. A free barbeque lunch will be provided and raffle prizes donated by local business to be given away.

OFFICE FOR THE AGEING DATES TO REMEMBER

- **Triennial Planning Consumer Consultations (organised by COTA)**
- 1:00 – 3:00 pm, Wednesday, 7th November, LeFevre community Centre, 541 Victoria Road Osborn. (Alternative venue)
- Wednesday 14th November, West Torrens Council, George Robinson Room (time to be advised)
- PLEASE NOTE THESE SESSIONS ARE ONLY OPEN TO CONSUMER REPRESENTATIVES
- **Minimum Data Set (MDS) data training**
- Tuesday 27 November at Camden Park.

Disability SA's New Regional Manager

My name is **Brian Gillan** I have recently been appointed as the new Disability SA Regional Manager. An outcome of the Disability Reform was to amalgamate the previous disability streams of



Intellectual disability, Brain Injury and Adults with a Physical and Neurological Disability into one service. In order to do this six new regions were created. I was appointed as Regional Manager of the Central Region which includes the Western suburbs. I am based at 171 Days Rd Regency Park. I am no stranger to the West. I live in Largs Bay and prior to joining the government I worked at, what was then Port Adelaide Central Mission, Now United Care Wesley. So accepting my new position was a bit like coming home. My previous work experience includes: child Protection, domestic violence, homelessness, Aboriginal Services and managing the former Brain Injury Service Coordination. I look forward to meeting and working with other service providers in the Western Region.

Home Maintenance Officers Forum

Is in the process of being organised. A survey has been sent out to help guide the development of the program. If you did not receive a copy of the survey and would like to be included please contact the Western Linkages Project Officers.

Telephone 8440 6737

Email western.linkages@dfc.sa.gov.au

Inforama

Make a date in your diaries

19th February, 2008

1:00pm - 4:30pm

Inforama will be held at the Education Development Centre on Port Road, Hindmarsh. With lots of new funding and services in the region, this is a 'back to collaboration basics' event.

Inforama is for service providers in the western region, to introduce and improve knowledge about available services. There will be collaborative presentations from service providers based around regional service types; an overview of services available and issues such as referrals and wait lists. We are currently working with agencies on this.

Presentations will be supplemented by:

- ★ Expo stands to promote services
- ★ Collaboration Café
- ★ Interactive Panel Sessions
- ★ Update on the 'Access Points' demonstration project.

If your agency is interested in sharing information on programs/services through the expo stands, please let the Project Officers know (8440 6700). If demand outweighs space, we may need to look at allocating stands.

Western Linkages – Contacts

WORKGROUP/ISSUE	KEY CONTACT PERSON	Next Meeting or Status
WEDAC	Jennifer Fischer	Wednesday, 19 December
Western Linkages Website	Louise Otterbach	Website completed, being trialled.
Social Isolation	Jennifer Fischer	To be advised
Western Linkages Newsletter	Louise Otterbach	Produced quarterly.
Complex Domestic Assistance	Jennifer Fischer	Monday, 19 November
Respite	Jennifer Fischer	Wednesday, 7 November
Dementia Action Plan Group	Louise Otterbach	Tuesday, 6 November

WEST TORRENS CITY COUNCIL COMMUNITY TALKS

- A series of community talks at the West Torrens City Council on 22nd November, 29th November, and 6th December. Topics covered are **Normal Memory Changes and Ageing, Understanding Dementia and Living with Dementia**. If people are interested they are able to contact the Council to register their interest.

Did you know.....

The new population projections are now available via the Population Projections Enquiry System on Planning SA's public internet site, <http://www.planning.sa.gov.au> To enter the system users should select *Population Projections Enquiry System* from the *Online Services* side-bar on the home page.

A report about the projections for South Australia and its Statistical Divisions may also be downloaded from the Publications section of this web site or via a link in the Population Projections Enquiry System.

This information is available and accessible by the general public.

OFTA Western Region

Triennial Planning Process

For information relating to the Triennial Planning process, including new data put together by Office for the Ageing, please browse the OFTA website: www.ageing.sa.gov.au

**North and West Metropolitan Adelaide
Commonwealth Respite & Carelink Centre
Auspiced by UnitingCare Wesley Bowden**

Commonwealth Respite and Carelink Centres are part of the Australian Government's review of Community Care programs undertaken by the Department of Health and Ageing. The Australian review will see programs operating in a more consistent and coordinated way.

One such arrangement is the combining of Commonwealth Carelink Centres and Commonwealth Carer Respite Centres. The focus is the streamlining of these services to avoid duplication and make the process of accessing information and receiving services seamless.

CR&CC Information Service focuses on aged, disability and community services, including:

- ★ Domestic Help
- ★ Home Modification & Maintenance
- ★ Day Care & Therapy Services
- ★ Personal & Nursing Care
- ★ Transport Disability Services
- ★ Aged Care Facilities
- ★ Meal Services
- ★ Respite Care
- ★ Allied Health

Information about specific services, provided by a CR&CC:

How to contact an agency providing the service:

- ★ Eligibility
- ★ Printed information/brochures related to the agency/service
- ★ CR&CC staff will consider issues such as; where the person lives, access, cultural issues etc.
- ★ Costs associated
- ★ Waiting times

**Two practical products available free of charge from North & West Metropolitan Adelaide
Commonwealth Carer Respite & Carelink Centre**

My Home Support Services Contact List, cards designed to help people keep track of supporting agencies. They have a magnet on the back so they can be kept in sight on their fridge.

Anyone who has ever had a confused client ring to tell them to "let Denise know not to come today", but then has no idea who Denise works for, will find these cards helpful. Service providers stamp their details on the first line, before giving them out.

MY HOME SUPPORT SERVICES CONTACT LIST
(ASK YOUR SERVICE PROVIDER TO WRITE DOWN THEIR CONTACT DETAILS)

Organisation	Contact Person	Service Type	☎ Telephone

For information on these or any other home support services phone (freecall) 1800 052 222

Commonwealth Carelink Centre

Commonwealth Carelink Request for information fax sheet

Easy to use, this fax sheet that can be sent directly to CR&CC requesting information. CR&CC staff will provide information to yourself or directly to your client. If requested your client can be contacted by phone to discuss services required. For copies of the fax sheet please contact our office.

The Queen Elizabeth Hospital Information Hub

For those visiting the TQEH the 'Hub' is centrally located down the corridor to the main entrance. Anyone can help themselves to information sheets or brochures from over three hundred available. Alternatively a phone located inside the 'Hub' is a direct connection to a Coordinator at the Commonwealth Respite & Carelink Centre. Further information can be given over the phone or sent in the mail, fax or email.

For service providers who visit the Hub we request that if you would like to display any brochures or information please contact CR&CC beforehand. We closely monitor the amount of information taken and would appreciate notification in order to keep our records accurate.

Commonwealth Respite and Carelink Centre

Freecall 1800 052 222: fax 8245 7150: PO Box 426 Hindmarsh SA 5007:

email commonwealthcarelink@ucwb.org.au



Invitation to all HACC-funded agencies to

HOME AND COMMUNITY CARE PROGRAM MINIMUM DATA SET (MDS) WORKSHOP

Three workshops of identical content will be held in the metropolitan area, allowing some flexibility in attendance. Attendance to each forum is strictly limited. We encourage all HACC funded agencies to attend. The workshops are intended for staff/volunteers who perform entry of client information and services using software enabled for HACC submissions.

HACC Workshops

Registration: 9:30am

Program Session: 10.00am – 3.00pm

Lunch will be provided. Please inform us of any special dietary needs. Numbers will be limited.

Content:

- General information and updates on HACC MDS version 2 and how it fits with planning and performance management
- Workshop reporting scenarios and frequently asked questions
- Data Quality
- Attendees have the opportunity to interact and to ask questions and seek further clarification pertaining to HACC MDS reporting.
- The workshop will run in a fun and welcoming environment

Note: Specific software issues will not be covered

Target Audience:

- Individuals who are responsible for reporting HACC MDS data

Workshop 1:

Date: Tuesday, 27th November 2007

*Venue: **Morphetville Junction:** Stables ballroom, 470 Anzac Highway, CAMDEN PARK, 5038*

Workshop 2:

Date: Thursday, 29th November 2007

*Venue: **Hahndorf Mill:** Grainery Room, 98 Main St, HAHNDORF, 5245*

Workshop 3:

Date: Wednesday 5th December 2007

*Venue: **Sfera's:** Starlight Grand Ballroom, 191 Reservoir Rd, MODBURY, 5092*

For registration please phone:

Heather Pearce, 8207 0588 or Aurelia Strozik, 8207 0485. Registration of attendance closes: Friday, 16th November 2007 or prior if fully booked.

or e-mail haccmds@dfc.sa.gov.au inserting "HACC Information Session" on the Subject line. Please provide name, agency name, contact details.

No cost for attendance.