

Newsletter

March 2023



Message from the CEO

By Graham Aitken

Welcome to our March Newsletter.

The aged care reforms continue and we are receiving many updates from the Government, the Department of Health and Aged Care, the Aged Care Quality and Safety Commission and our peak body the Aged and Community Care Providers Association.

The aim of the Government is to have reforms ready to be implemented in July 2024 and there is certainly much work to be done. ACS is well advanced in our preparedness to implement the changes when they are introduced and we will continue to inform our Elders of the changes and how they might impact Elders' services.

Despite the aged care reforms, our staff continue to assist new Elders into aged care, especially in regional and remote locations where there is much demand for aged care services and supports. ACS is pleased to have opened our new office in Whyalla which will enable our staff to visit Elders on the Eyre Peninsula and the far West Coast.

ACS is now supporting over 900 Elders across South Australia with our aged care community services including Commonwealth Home Support Programme, Home Care Packages, National Aboriginal and Torres Strait Islander Flexible Aged Care Program—in-home services, as well as supporting Elders in residential aged care at the Aboriginal Elders Village and in Pukatja.

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ACS ELDERS NAIDOC CELEBRATION LUNCH

20 JULY 2023

ADELAIDE

FOR OUR ELDERS

VENUE IS WHEELCHAIR ACCESSIBLE

SAVE THE DATE

Upcoming Events

Aquatics
Tuesdays and Thursdays

Exercise Program
Wednesdays and Fridays

To sign up for the ACS Exercise Program and/or to RSVP for Social Events please call **(08) 8346 9155**

We know there are many older Aboriginal people in South Australia that are still not receiving the aged care services they are entitled to. Our staff will continue to work towards changing this issue.

ACS cannot achieve these great outcomes without our dedicated staff. The Board and management of ACS would like to acknowledge and thank all our staff located in various communities across the state for their continued support of our Elders and our organisation.

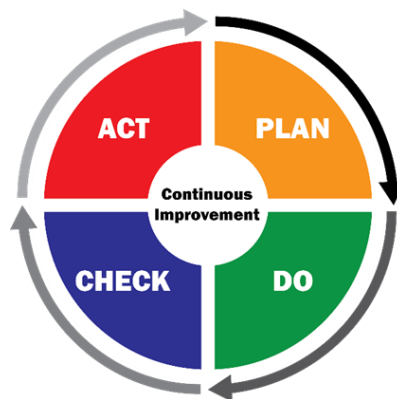
We hope you enjoy reading this edition of our newsletter.

Quality, Risk and Compliance

By Marilena Tripodi

An important area of Quality Management is continuous improvement. Continuous improvement allows us to improve our quality of services even if we are meeting the Aged Care Quality and Safety Commission standards. Continuous improvement ideas come from many sources including client and family feedback, staff looking for solutions or internal and external audits. We may also use the continuous improvement process when there is legislation change.

A common model for Continuous Improvement is the PDCA cycle:



Plan—what changes can we make for improvement?

Do—implement the plan in small steps

Check—evaluate the results

Act—take action to sustain and spread the improvement

ACS staff have been busy finding innovative solutions and ways to improve on the service we provide. Some examples of improvements over the past few months include:

- ◆ Purchasing an ice machine for AEV to keep up with the demand for ice in the hot weather
- ◆ Making the process of collecting client information more efficient for home care staff by providing tablets and laptops for staff to take to clients' homes
- ◆ Staff attending Cultural Understanding for Better Engagement training
- ◆ Creation of a vehicle use form in Pukatja to improve staff safety

For further information or to provide feedback including any continuous improvement ideas please contact us at quality@aboriginalcs.org.au

Adelaide Metro

By Joni McArthur

New Employee

March saw a new employee start with the team, Aidan Ladhams-Francis. Aidan will be taking a position as a Client Services Coordinator working in the Commonwealth Home Support Programme.

Increasing Aged Care Needs

Adelaide Metro has continued to successfully support many Elders over the previous months to be assessed and re-assessed for Home Care Package funding, transition from CHSP to HCP and to receive additional support under CHSP.

If your aged care needs have increased, please contact your Clients Services Coordinator or Aged Care Advisor to discuss your aged care options.

Cultural Awareness

One main focus beginning this year was to ensure all staff undertake cultural awareness training. Staff have already started attending training sessions designed to target better engagement and communication and also aid in a better understanding of the culture so that Elders can feel better supported, understood and culturally safe when dealing with ACS staff.

Program Growth

Another key focus has been on recruitment and organisational growth. It has been recognised that a more efficient allocation/caseload structure and additional staff are required to not only meet the needs of the existing Elders but also allow Adelaide Metro to welcome more Elders to our services. We are currently recruiting more staff into the Adelaide Metro Team to be able to open our portal on My Aged Care and being to accept referrals again to better service the community.

Home Care Package Reminders

Home Care Package funds are to be used for care and support services in the first instance and in accordance with the HCP guidelines.

Purchases are to be made within the HCP Guideline Inclusions/Exclusions list provided to you at the time of signing your ACS Service Agreement. Some excluded items may be purchased depending on the requested items and risks; these decisions are assessed on individual circumstances and are at the discretions of the General Manager, Client Services Metro and CEO.

Requests for purchasing that are medical related (CPAP, Mobility Equipment and Safety Items) will take priority, other purchase requests will be actions by ACS on a priority basis.

Feedback for the Adelaide Metro Team

“Your team at Aboriginal Community Services a huge vote of thanks for a job not only fantastically well done in a timely manner but allowing this oh so grateful Elder a degree of confidence.”

“Love having the contact with you guys and pleased you have my medical interest at hand. Thank you for your consideration in personal and other interests when offering your assistance and service.”

“I feel that I have no complaints about Aboriginal Community Services. I would just like to say that I find the staff and the service that I get all very excellent, no complaints at all.”

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Regional Services

Port Lincoln

We have recently commenced the provision of Home Care Package services in Port Lincoln.

Our Senior Coordinator - Regional Services, Glen Wanganeen, and our Board Chairperson, Garth Dodd, held a lunch for Elders to discuss their aged care supports and the HCP program.

We would like to thank the Port Lincoln community, who have engaged with us on how we can best support Elders through HCP and we look forward to the future for our Port Lincoln services.



Garth Dodd, and Glen Wanganeen, with Elders in Port Lincoln

Whyalla

On the 1st of March, we opened our office in Whyalla as our base to care for Elders in Whyalla, across the Eyre Peninsula and the far West Coast of South Australia.

The opening was attended by a number of Elders, and we would like to thank Aunty Geraldine Anderson and Aunty Mary Carter for the Welcome to Country, as well as Uncle Abdul Sultan for cutting the ribbon to officially open our office.

We would like to thank all who attended the opening, including our Board Members Garth Dodd and Cath McGee, ACS staff, as well as local service providers and news.

Staff Farewell

Sadly ACS has said goodbye to one of our long-term employees, Victoria Scotcher. Vickie worked in our transport department and was an integral part of our team, supporting Elders daily with their transport needs and always providing a listening ear to those in need. Vickie will be missed not only by staff but also many of our Elders.

We would like to thank Vickie for the time she has spent with ACS supporting our Elders and wish her all the best for the future.