

# Newsletter

April 2022



## Message from the CEO

By Graham Aitken

Welcome to our first newsletter for 2022.

COVID-19 is still impacting South Australia and our aged care services across the state. ACS is required to implement many COVID-19 strategies as per Commonwealth and State Government requirements in addition to the significant amount of reporting ACS is required to complete. I would like to acknowledge our staff that have managed the impacts of COVID-19 and ensured that our aged care services continued to be delivered.

There have been many changes to COVID-19 rules around social gatherings and we are hoping to have an Elders lunch to celebrate NAIDOC Week.

The number of Elders accessing our aged care services continues to grow and we know that there are many Elders in South Australia who are unable to access any form of aged care support. It is our intention to support these Elders.

The Aged Care Royal Commission confirmed what many of us working in the aged care sector know, in that significant changes are required to the aged care service system and the aged care quality framework. The Aged Care Royal Commission's Final Report was released over one year ago and included many recommendations, including a whole chapter on Aboriginal and Torres Strait Islander aged care. Unfortunately, few of these recommendations have been implemented even though over \$17 Billion has been allocated in federal budgets to address these issues.

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To find out more information on the aged care system and reforms, you can visit the My Aged Care website:

[www.myagedcare.gov.au](http://www.myagedcare.gov.au)

## Upcoming Events

### Elders Event

Wednesday 6 July 2022

### 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**

ACS is hoping that these changes will be implemented over the coming years to improve aged care outcomes for Elders and aged care providers like ACS. We are currently working with a broken and rigid aged care system and quality framework that lacks cultural considerations.

ACS is involved on national committees to advocate for an improved aged care service system for Aboriginal and Torres Strait Islander people.

The next aged care reform is the amalgamation of CHSP and HCP into a new single "Support at Home Program". This change will impact the way Elders received aged care services and how aged care service providers operate. The new service is scheduled to start in July 2023.

We will keep Elders informed of these changes as we currently support over 700 Elders across South Australia. For now, ACS will continue to deliver aged care services as usual until we have a better understanding from Government about the changes.

ACS welcomes feedback from our Elders about their aged care services and our service delivery.

## Integrated Assessment Tool Living Lab—Indigenous Assessment Trial

### Registration of Interest

ACS is partnering with the Global Centre for Modern Ageing (GCMA) for the Indigenous Assessments Living Lab of the Integrated Assessment Tool (IAT) between 9 May and 9 June 2022.

The upcoming trials involve Elders participating in an assessment either in person or via telehealth. The assessments in the trial are for research purposes only and will not impact existing services or referrals for assessment.

Participants will be provided with an Information Pack that describes the project, explaining how client contributions to the research will benefit the overall development of both the IAT and the process of assessment. GCMA is offering Elders and their participating carers a \$50.00 gift card (Coles/Bunnings) for their participation. ACS will also provide participating Elders with a \$50.00 gift card.

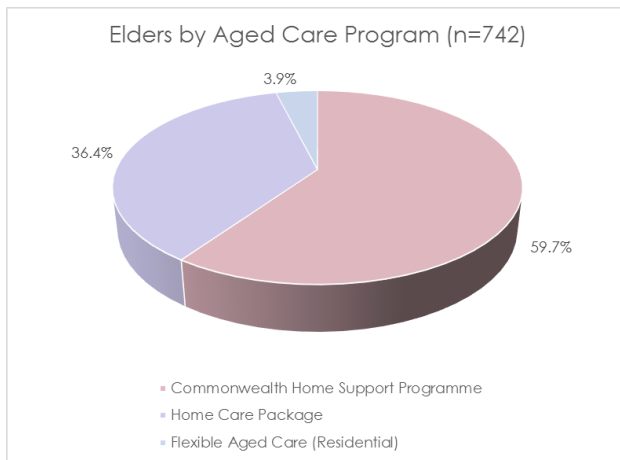
Elders participating in the trial assessments will be supported by our staff throughout the project.

If you are interested in participating in the trial, please contact our office on (08) 8346 9155 to register your interest and/or to speak to a member of our project team.



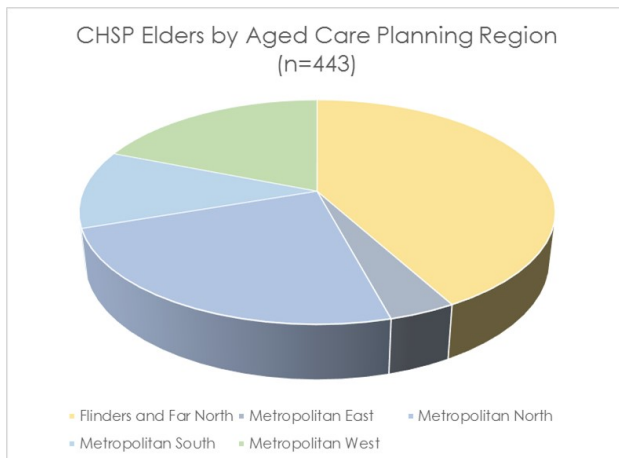
# Service Statistics

Aboriginal Community Services provides a full continuum of aged care services from basic care to complex high and residential care. We provide aged care across South Australia in urban, rural and remote locations.



## Commonwealth Home Support Programme

We provide Elders with entry level support services at home and in their community under the Commonwealth Home Support Programme across the Adelaide Metropolitan region and in the Flinders and Far North region, with our locations of Amata, Coober Pedy, Fregon, Indulkana, Marree, Mimili and Pipalyatjara.



## Home Care Packages

We provide Elders with more complex support services to help Elders live independently at home, maintain quality of life and to enjoy community and cultural activities through Home Care Packages across South Australia. We have been expanding our Home Care Package program and are now providing HCP services in 10 of the 11 South Australian Aged Care Planning Regions.

## Residential Services through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program

Since its establishment in 1995, we have been providing residential aged care to Elders in Adelaide at the Aboriginal Elders Village. Our Residential Services have expanded to include the Tjilpiku Pampaku Ngura facility in Pukatja, APY Lands.

HCP Elders by Aged Care Planning Region (n=270)

Eyre Peninsula	23
Flinders and Far North	66
Hills, Mallee and Southern	3
Metropolitan East	6
Metropolitan North	83
Metropolitan South	32
Metropolitan West	41
Mid North	2
Riverland	0
South East	2
Yorke, Lower North and Barossa	12

## Adelaide Metro Client Services Team

General Manager:

- ◆ Shona Dudley

Clinical Care Advisor:

- ◆ Raya Dubyna

Aged Care Advisors:

- ◆ Joni McArthur
- ◆ Sergey Belousov
- ◆ Jane Sweeney
- ◆ Lisa Berryman

Client Service Coordinators:

- ◆ Lisa Berryman
- ◆ Jennifer Morris
- ◆ Archie Davison

Client Service and Care  
Coordinator:

- ◆ Karen Jimenez

Transport and Scheduling  
Coordinators:

- ◆ Vickie Scotcher
- ◆ Andrew McFadyen
- ◆ Kylie Buckskin (on  
extended leave)

## Adelaide Metro

By Shona Dudley

### Success Story

ACS has successfully supported approximately 50 Elders to be assessed or re-assessed for Home Care Package funding, through specialised advocacy support arranged by our skilled team of Clients Service Coordinators, Aged Care Advisors, Clinical Care Advisor and our Outreach Team. This united approach enables our Elders and clients to live safely and independently within their own homes for longer, instead of transitioning into residential care services.

### Client Services Update

Our Adelaide Metro Team recently welcomed three new staff members, Karen Jimenez is a newly appointed Client Service and Care Coordinator (Enrolled Nurse), Archie Davison is a newly appointed Client Service Coordinator and Lisa Berryman is newly appointed Aged Care Advisor (Enrolled Nurse).

Additionally, we have welcomed back Jane Sweeney, in her role of Aged Care Advisor and Andrew McFadyen has also accepted the role of Transport and Scheduling Coordinator.

ACS has also said goodbye to Jane McKinnon and Jordan Tonkin at the end of 2021.

### Community Support Workers

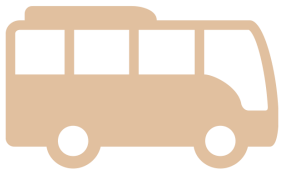
ACS has been supporting our Client Support Workers to complete Certificate III in Individual Support to ensure the ACS workforce is trained to deliver safe and effective care and support.

### COVID-19

We have developed and facilitated competency-based COVID-19 Personal Protective Equipment and training for all Adelaide Metro CSWs, Coordinators and Advisors, as well as our Outreach Team.

### Aged Care Quality and Safety Commission

Our Metro services were recently assessed by the Aged Care Quality and Safety Commission to determine compliance against the Aged Care Quality Standards. Once ACS has received the Final report, our CEO will be writing a letter to all clients explaining the assessment findings and the identified areas of improvement.



**FOR TRANSPORT BOOKINGS  
PLEASE CALL  
(08) 8443 4919**

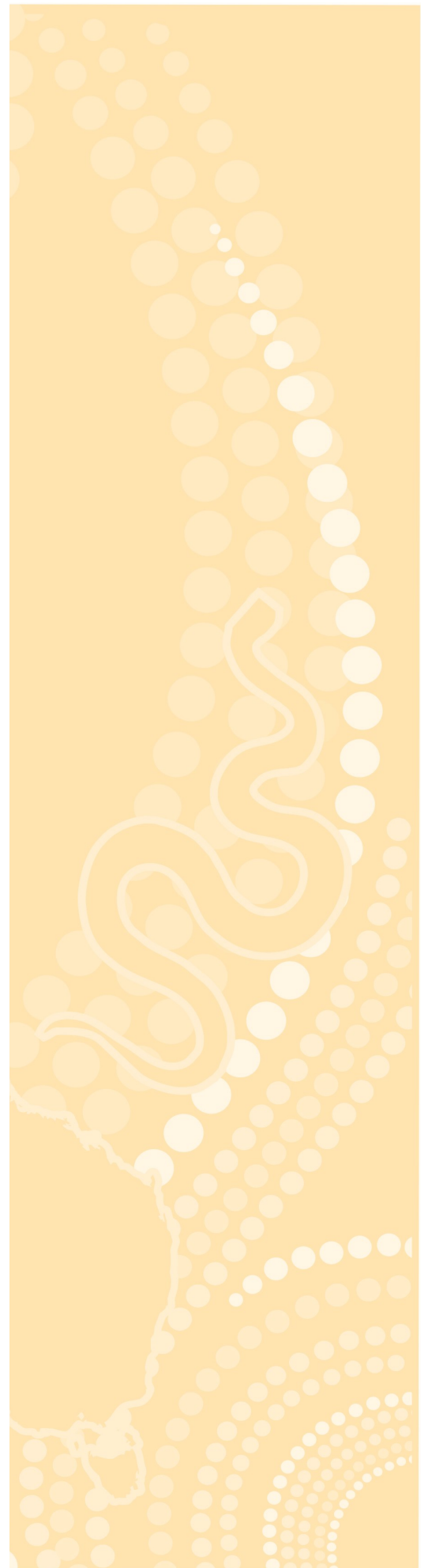
### **Client outcomes November 2021 to March 2022**

During this period of time the Metro Team has worked really hard to ensure our Elders have access to the appropriate level of care and support based on their individual circumstances and care needs. The Metro Team recorded the delivery of 173 hours of advocacy which has helped our Elders to:

- ◆ Improve self-management of chronic diseases and medications through education and individual support which was achieved in partnership with Closing the Gap, Nunkuwarrin Yunti, SA Health and Aboriginal Family Services.
- ◆ Access to higher care and support available within Home Care Package funding and this was achieved through ACS supported ACAT assessments.
- ◆ Maintain residential tenancies to reduce risk of homelessness.
- ◆ Education and empower both Primary and Public Health services to deliver culturally safe and accessible healthcare to new and existing ACS Elders and clients.

### **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 discretion of the ACS 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 actioned by ACS on a priority basis.
- ◆ ACS Case Management Fee is a set fee for all care, services and purchases. ACS will charge additional Case Management fees when Elders and Clients call the office multiple times in a day/week for purchases that are not Medical, Mobility or Safety related items. This is to ensure access and equity for all ACS clients and Elders.





# Regional Services

By Harry Harun

## Elders Comedy Tour

Our Regional Team made a good start to the year with the Elders Comedy Tour with the much loved Kevin Kropinyeri.

The first leg of the Tour began in Berri on 17 January 2022 to Murray Bridge on 18 January 2022 and the final leg was in Mount Gambier on 20 January 2022.

It was a first for ACS to commence a tour like this and attendance was good, even with the circumstances of COVID-19.

Most Elders that did attend the show got the most out from the comedy, as well as the presentation that was delivered by ACS staff.

It was an eye opener for many Elders that did not know much about ACS and the services that was delivered by ACS.

As a positive outcome of the tour, we were able to educate community Elders, family and friends of what their rights, entitlements and benefits are with Home Care Packages.

With the many positive things, we now have trusted clients who are in the process of transferring from other providers to ACS. This is because of the trust they now have in ACS.



## Flooding Food Delivery

In February, the APY Lands experienced flooding which led to APY Lands communities being without many supplies and supports.

The ACS Regional crew took matters into their own hands and took emergency food delivery to where it was needed the most.

It took the team a week to deliver food to each of our communities, the Elders and their families. The team had to battle rough roads and more flooding but in the end our Regional Team was successful.

Hats off to all ACS staff who were able to pull together to get the job done. Knowing that our Elders were safe and taken care of during the most vulnerable times is what ACS prides itself on.



# Residential Services

By Warren Hall

## Aboriginal Elders Village—COVID-19 Update

Although the number of residential aged care facilities in lockdown has decreased and international borders are opening, steps still need to be taken to prevent COVID-19 from entering the AEV.

Every day staff receive a Rapid Antigen Test prior to commencement of their shift. If positive, they will need to go home and obtain a PCR test.

If a resident is feeling unwell, they will receive a test and isolate in their room until a negative result is received. If there is a positive result SA Health will be informed.

Families will not be stopped from visiting. One person per day for a maximum stay of two hours, either in the resident's room or in the gardens. Visitors will be required to have a rapid antigen test on arrival, their temperature taken, mask to be worn and hands sanitised. They will be taken to the resident's room by the T/L and cannot stop to talk to other residents or staff. This is to ensure the safety of other residents and staff.

Residents are able to go on social leave and are asked to wear a mask, social distance and be aware of who they are visiting and the places they go to, but on their return are required to follow the Village's COVID-19 protocols. Any resident who does not wish to follow protocols put in place to protect the health of other staff and residents has the right to move in the community.

Staff have been receiving mock COVID-19 scenario training to ensure that all procedures are followed in the event of a resident returning a positive result once tested. There are three dedicated rooms to be used with PPE trolleys set up in the hallway for staff. Staff who will be looking after the resident will also have a dedicated room to use whilst on their shift.

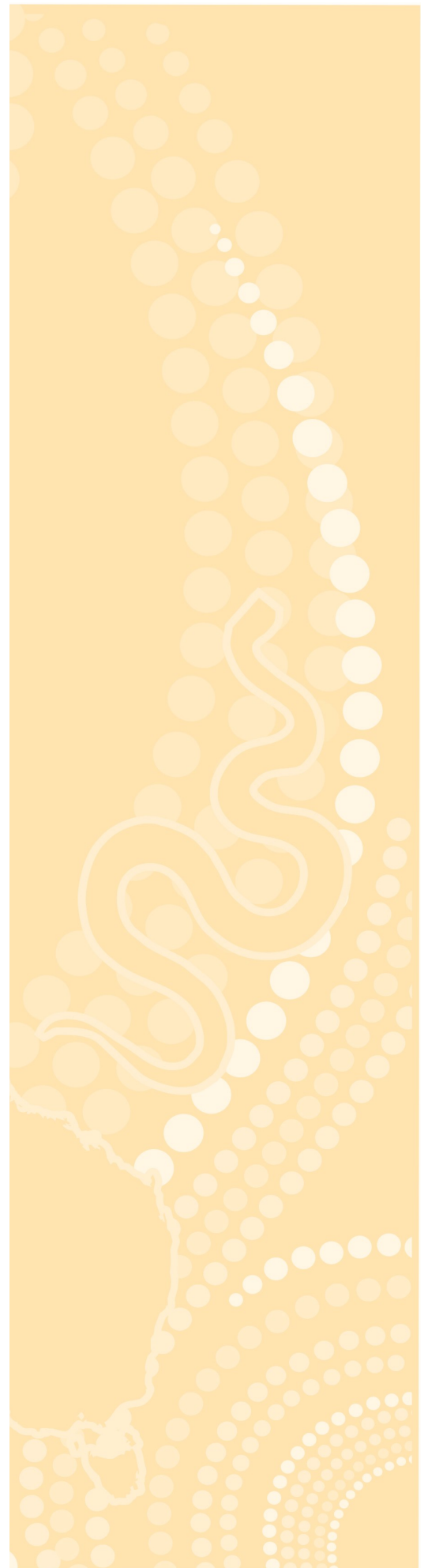
Staff have worked extremely hard to keep our vulnerable and elderly residents safe and free from COVID-19. AEV is one of the few aged care facilities that has been able to do so. We thank our staff, Elders and their families for keep the AEV COVID-19 free.

## Tjilpiku Pampaku Ngura—Pukatja—COVID-19 Update

Our Pukatja aged care facility recently experienced a COVID-19 outbreak. All residents were triple vaccinated and showed little to no symptoms.

We would like to take this opportunity to thank our staff for their great work managing the situation—COVID19 safe plans, infection control plans, outbreak management plans, managing work forces issues, liaising with community and other organisations to ensure quality of care, and looking after our Elders daily needs and monitoring for COVID-19 symptoms.

Our Pukatja facility is now clear of COVID-19 and we sincerely thank all involved in caring for our Elders.



## CONTACT US

### Head Office

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Regional South Australia

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Mile End SA5031

t: (08) 8346 9155

f: (08) 8346 9766

e: [reception@aboriginalcs.org.au](mailto:reception@aboriginalcs.org.au)

### Elders Village

2 Oldford Street

Davoren Park SA 5113

t: (08) 8287 1454

f: (08) 8287 1580

e: [aev@aboriginalcs.org.au](mailto:aev@aboriginalcs.org.au)

### APY Lands

Amata, Fregon, Indulkana, Mimili and  
Pipalyatjara, Pukatja

Amata: (08) 8956 7522

Fregon: (08) 8954 6199

Indulkana: (08) 8670 6098

Mimili: (08) 8956 2951

Pipalyatjara: (08) 8956 7764

Pukatja (08) 8956 7033

e: [apylands@aboriginalcs.org.au](mailto:apylands@aboriginalcs.org.au)

## CONNECT WITH US

[www.aboriginalcs.org.au](http://www.aboriginalcs.org.au)

CHECK US OUT ON FACEBOOK

[Facebook.com/Aboriginalcs](https://www.facebook.com/Aboriginalcs)



## Adelaide Elders Event

### Invitations and Event Information

Invitations with event information will be mailed to our Elders. We will also include information of the venue COVID Safe Operating Guidelines.

RSVPs are essential.

Partners and Carers of ACS Elders will be welcome to attend with our clients.

ACS Elders and clients will have the option of utilising provided event transportation, but there will be free on-site parking available for those Elders who do not require transport.

### COVID Safe Measures

Attendees will be required to be fully vaccinated against COVID-19. Proof of vaccination is required upon entry to the venue.

Attendees will be required to check in on arrival via the SA Government's COVID Safe Check-In.