

NEWSLETTER

SUMMER 2024



Inside this edition:

- Christmas celebrations
- Outreach's tips for culturally appropriate care
- Art spotlight: Geoff Slater
& more

Message from the CEO

Welcome to our first newsletter for 2024. 2023 was an interesting year with a few challenges for our organisation but with many positives. The in-home supports our organisation provides continue to increase with more Elders and more services being delivered to our community across South Australia. I have included a data update on the range of services and locations where those services are provided.

It was also very pleasing to see so many Elders celebrate NAIDOC and Christmas in 2023 with us. The number of Elders attending these events continues to grow and we are happy to share photographs and stories from these events on our social media.

I have informed all Elders in our service that ACS has some non-compliances, especially relating to clinical governance and clinical care. ACS is working with consultants from Standards Wise Australia and we now have six nurses completing clinical assessment of Elders on Home Care Packages levels, four, three and two across Adelaide. The target date for the remedy of the non-compliance is 20 March 2024 and from our regular meetings with Aged Care Quality and Safety Commission, the feedback appears positive.

We are now also discussing with Standards Wise Australia and the Aged Care Quality and Safety Commission how ACS can sustain this clinical care regime and remain compliant with the Aged Care Standards and sustain the additional financial costs.

2024 will be another year of change for the aged care sector. The aged care reforms continue with the Government changing the Aged Care Act, aged care services and aged care regulation. I advised previously that changes to aged care services would include combining the Commonwealth Home Support Programme and Home Care Packages in July 2025 for the new Support at Home Program. The Aged Care Minister advised late last year that the Commonwealth Home Support Programme will not be changed until 2027, however changes to the current Home Care Package program will still commence in July 2025.

Graham Aitken



ASC will need to determine which of the Support at Home categories (please see below for more information on the proposed Program) are able to deliver prior to July 2025 in consultation with our Elders, the Board and our staff.

ACS held our Annual General Meeting in November 2023 and as a result the Board is currently;

Chairperson (interim): Malcolm Gollan

Secretary: Cath McGee

Board member: Maria Stewart

Board member: Dr. Senthil Govindasamy

ACS is seeking expressions of interest from Aboriginal and non-Aboriginal people to add to the existing skill set of the Board. Information about Board positions can be found on our website at

aboriginalcs.org.au/careers/

I trust you enjoy reading this newsletter and as always, we are happy to receive your feedback, Kind regards.

Aged Care Updates

Home Care Package services will transition to the new Support at Home program with an "Aged Care Service List" comprising of the proposed categories;

Category 1

Home and Community Care Services

- Domestic assistance
- Home maintenance and repairs
- Meals and nutrition
- Transport

Category 4

Personal and social care in the home and community (including respite)

- Transition care services
- Allied health
- Personal care
- Social support and community engagement
- Flexible, centre based and cottage respite

Category 2

Assistive technology and home modifications

- Good, equipment and assistive technologies (non-digital)
- Home modifications

Category 5

Nursing and complex care management

- Nursing
- Care management (complex)

Category 3

Advisory Services

- Care management (basic)
- Assistance with care and housing
- Specialised supports

Category 6

Residential care

- Accommodation services
- Care and services
- Residential respite



Stay in-the-know with our aged care updates...

The 'Updates' section on our website is where you can find any relevant aged care news in regards to reforms, legislation and changes in services/packages.

Follow this link to view now:

<https://aboriginalcs.org.au/category/updates/>



CHRISTMAS LUNCH

325 First Nations Elders came together on the 6th of December for Aboriginal Community Service's annual Christmas celebration! After the success of our NAIDOC event earlier this year, the Christmas rendezvous was highly anticipated.

This time we had singer/songwriter Nathan May make his debut in front of Elders, and he did not disappoint! Descendent from the Arabana, Yawuru, and Marridjabin family groups of South Australia and the Northern Territory, Nathan has been called one of Adelaide's hardest working live performers. Elders enjoyed listening to his contemporary and country tunes that reflect culture, love and language.

In true ACS fashion, tables were adorned with Buds and Blooms flower arrangements that Elders were able to take home with them after. We hope that Elders felt the Christmas spirit in the air, and were able to take a piece of that home with them too.

As usual, there were hugs, laughter, smiles all around, and of course an amazing buffet. Our raffle saw three lucky winners take home a goodie basket, and others taking home Cinema Tickets kindly donated by Hoyts. Bonny and Irene, two ACS community members who we are excited to announce were married last month, were fortunate to win some of the movie passes. Here comes a date night!

The atmosphere was heightened by the incredibly merry fashion that Elders were sporting. Adorned with tinsel, and complete with Christmas themed earrings, ACS was impressed by the dedication. The absolute standout was the jingly-jangly get-up worn by Elaine Hardie, an eye-catching Christmas outfit that she had made herself, complete with a tinsel hat and a crocheted skirt.

ACS is so pleased to have provided an opportunity for Elders from all over the state, with more Christmas parties happening across our regional and remote locations, to gather together and be merry. For many First Nations Elders 2023 was challenging, with heavy discourse in the media and in everyday conversations. Times like this where Elders can celebrate each other and create special memories is so important, and helps ACS move closer to our vision of supporting the overall wellbeing of Aboriginal communities.



Nathan May



Dianne Slape, Kathleen Rinaldi



Jane Barbo (right), and Stacey



Julie Hodgkinson, Cheryl Rogers



Peter Whellum, Cindy Morrison



Gloria Wilson, Janice Rigney



Rosanne Cambereri, June Kartinyeri



Nathan May



Brian Warrior, Frank Wanganeen, Edmund Wanganeen, Eddie John Sansbury



Julie Gollan, Coral Wilson, Jeannie Lehotski, Gloria Wilson



Cheryl Strangways, Rosemary Daniel



Paul Sansbury, Cedric Graham, Fred Aguis, Malcom Robinson



Frank Pilat, Paula Marshall



Daisybelle Foster, Betty Raymond, Alan Raymond



Renee Amari Tur, Kaitlin Inawantji Morrison, Simone Ulalka Tur



Joan Lamont-Williams



Norah Watson



John Clark



Susanne Donaldson, Caterina Aliberti



ELDERS AT FOREFRONT OF NATIONAL AGED CARE ALLIANCE CONVENTION

The National Aged Care Alliance (NACA) focused in on appropriate care for First Nations Elders at their recent meeting in Adelaide on the 16th of November. Aboriginal Community Services was invited to present to the alliance whose membership is made up of over 50 organisations, all about what we do and what we strive for. Our CEO Graham Aitken was pleased to have been able to spread awareness around the unique context of providing aged care specifically for First Nations Elders, and the challenges that come with carrying out care in remote locations.

Attendees left the event with knowledge of the four key challenges and changes the industry need to overcome and implement in order to improve aged care for Aboriginal and Torres Strait Islander Elders. These included a lack of integration of care, culturally safe care delivery and cultural competency, emphasis on social determinants, especially housing, and the simplicity of solutions.

There were also Elders who attended the event, using their voice to shape their care. Graham explained,

“The Elders present advised that the Aged Care Ministers, bureaucrats and policy makers should talk to Elders where they live about the aged care reforms and issues that impact their lives.”

It was established that the integration of aged care and health provider pathways and services is lacking, which can make delivering coordinated care to Elders living remote more difficult. Graham and other members of the National Aboriginal and Torres Strait Islander Ageing and Aged Care Council explained the integral role that culturally safe care plays in the social and emotional wellbeing of Elders. This includes ensuring that housing and residential facilities properly cater for the cultural needs of First Nations Elders. It was highlighted that many challenges faced had simple solutions. For example, ensuring that there is adequate refrigeration available for medication in remote areas.

Some great news that came from this experience was that NACA announced it will

now place ageing issues for Aboriginal and Torres Strait Islander people as a regular agenda item for their future meetings. Graham was able to shed light on how different providing care in regional and remote areas is in comparison to metro areas,

“Service delivery options for Elders living in regional and remote locations are limited ... Employing staff and delivering aged care services is challenging. There are funding shortages, and delivering compliant aged care services is also costly and challenging.”

He hopes that ACS' involvement in NACA and similar events will mean policy makers are more likely to consider Aboriginal and Torres Strait Elders, and those living remotely, when making decisions that impact them. Importantly, listening to Elders and Aboriginal community-controlled organisations directly to develop better outcomes.

Quality Care Advisory Body

In November last year ACS held its inaugural Quality Care Advisory Body meeting. The attendees were comprised of ACS staff from each program and a consumer representative.

The Quality Care Advisory Body is an integral component of ACS Governance structure appointed to fully inform the Board about the quality of care being delivery by the service. During meetings, members will discuss all things quality including outcomes of incidents and complaints, results of audits, progress on continuous improvement activities and the effectiveness of our systems.

The Board will be provided a report quarterly detailing objective and genuine advice about the quality of care and areas for improvement, allowing for detailed consideration of quality issues.

ACS welcomes your feedback, which can be provided by emailing quality@aboriginalcs.org.au

REGIONAL REPORT

Getting Festive Across The Regions

It wasn't just Adelaide who celebrated this silly season! Elders gathered at Central Augusta Football Club on the 12th of December to enjoy a yummy meal and be merry. According to Regional Coordinator, Katie, everyone had a lovely time and were keen to catch up with each other!

Christmas lunches were also held all across our regional centres, including Mimili, Indulkana, Fregon, Amata and Whyalla! Elders sat down to enjoy delicious food and have a yarn.

Words From Our Community

"I am grateful for these services, I loved their food and they treat me with love and respect. They do help me a lot with everything especially my laundry and my food because I am not able to it alone. I am forever grateful for the services that ACS is providing."

"ACS services in the community helps out so much. Without the services it would be a lot harder for me. I am so grateful for the service and the workers. Thank you ACS."



Mavis Dadleh, Jean Bedessi, Faye Dadleh



Port Augusta Christmas



Whyalla Christmas



Kerry Coulthard



Indulkana Christmas



Whyalla Christmas



Whyalla Christmas



Indulkana Christmas



From the Far North

General Manager, Regional Services, Harry Harun, runs us through some of the changes and concerns that have arisen regarding services in the Flinders and Far North, and what ACS is doing to address concerns and ensure Elders receive appropriate support.

Aboriginal Community Services have been operating and providing services to remote and regional Elders for approximately 8 years. I have proudly held the position of General Manager, Regional Services since 2019.

We established ourselves by winning a government tender to deliver the Commonwealth Home Support Programme (CHSP) services on the APY Lands in 2016. We have delivered CHSP services to the APY Lands since 2016, and saw CHSP transition to the National Aboriginal and Torres Strait Islander Flexible Aged Care Programme (NATSIFAC) in April 2022.

We now have a very large service footprint across regional and remote South Australia due to the dedication and work of our team and the Elders seeking aged care support and services from ACS.

The number of Elders seeking support from ACS continues to grow and we are experiencing a funding shortfall in the Flinders and Far North Aged Care Planning region that includes the APY Lands, Coober Pedy, Marree and Oodnadatta.

When ACS transitioned from CHSP to NATSIFAC in 2022 and commenced services in Pukatja, this resulted in the Department of Health and Aged Care funding for 20 people in Pukatja and 60 people for the rest of the Flinders and Far North region. This means we are only funded for 80 Elders in this region, when we support over 300. ACS is incurring a deficit by supporting these Elders.

We have written a funding proposal and letters to the relevant Ministers and will continue to advocate for Elders in the Flinders and Far North region and across regional and remote South Australia. ACS are supporting Elders with higher care needs to transition from NATSIFAC to HCP so they can receive appropriate support, however we understand from feedback that many Elders are concerned about HCP exclusions. As a result from the changes to the Home Care Packages Program Manual for Care Recipients (version 1.4 – January 2023), despite ACS providing essential support, our Elders are now adversely impacted by the listed exclusions.

Upon our Elders receiving a formal letter informing them of the changes, I was advised of the Elder's unease regarding the regulations. To try to alleviate our Elders' concerns, we proceeded to meet with them face to face.

The feedback we received, includes but is not limited to, the Elders wanting ACS to assist them with conducting a petition to personally present to all relevant Ministers in Canberra.

Regardless of the hurdles placed in front of ACS and our Elders, we will continue to deliver the necessary support and engage the many Aboriginal Community Controlled Health Organisations across the state, SA Health programs and the Royal Flying Doctors Services throughout 2024.

Floods in the APY Lands

This Summer the APY Lands have been hit with severe heat waves, and flooding. This impacted ACS' operations through the cancellation of Mimili kitchen deliveries for a day, and power outages across our centres. ACS has and is appealing to the Government asking that generators be supplied in our remote locations. We commend our APY Lands team for doing what they can to support and keep everyone safe. The extreme weather was a reminder to us all of the differences of providing rural care in comparison to urban. When challenges like these arise, our team and our community are out there on their own and must make do with what they have, showcasing their resilience. ACS are grateful to be a part of life in this special place that is the APY Lands, no matter the weather!

STAFF VOX POP

Why is it important to celebrate and support Elders?

Richard
Outreach Officer



Aboriginal Elders are very important in Aboriginal culture. We look up to them for guidance, and they nurture us when we're growing up. When we are older we have to do the same thing. Ngapartji ngapartji. We have to look after them.

Joni
General Manager,
Client Services



I think it's important because we're celebrating a culture and a knowledge. We're celebrating the oldest known culture on the planet. We should be learning from our Elders. They've (First Nations People) survived tens of thousands of years so clearly there's some knowledge that can be passed on for more generations.

Karina
Business Support
Officer



Supporting Elders is important because they have so many stories to pass on.



The History Of Horse Power



The History Of Horse Power



Physio

Art Spotlight: Geoff Slater

Geoff Slater's art works are achieved by using painting-by-numbers techniques and blending water colours. Though Geoff works with severe vision impairment and physical impairment to his hands, he finds his art hobby very enjoyable, and is producing beautiful, vibrant work! Thank you to Geoff for sharing his art with us, and we hope you continue to find joy in painting.

Submit your art!

Are you an artist, poet or writer who is part of the ACS community? We would love to feature your work in our newsletter!

To have your art showcased to Elders all across the state, please email your writing or a photo/scan of your artwork, along with your name and any information you'd like published alongside it to:

jessica.rowe@aboriginalcs.org.au

The Metro Manifest

Meet our new coordinators & advisors!

Leany - Client Services Coordinator



Favourite movie: I prefer books. My favourite book is Christine by Stephen King.

Favourite music genre: Punk/metal

Highlight of your life so far: The birth of my children.

Who would you have around the campfire? David Attenborough.

Susi - Aged Care Advisor



Favourite movie: Boy Swallows Universe, it's a series though!

Favourite music genre: I love singing old and new ballads with my daughter on our drives.

Highlight of your life so far: My children

Who would you have around the campfire? My Avo Dora (Grandmother). She passed when I was young, I would love to meet her and hear her stories

Leanne - Aged Care Advisor



Favourite movie: Wolf Creek

Favourite music genre: Anything but no head banging stuff.

Highlight of your life so far: Children/grandchildren, and working as a wool-classer.

Who would you have around the campfire? Good music and good company.

Kathy - Aged Care Advisor



Favourite movie: Drop Dead Fred

Favourite music genre: Latest Hits

Highlight of your life so far: The 45 years I had with my soulmate.

Who would you have around the campfire? Tom Hanks

Friends at the Fringe!

We are beyond excited to see some familiar names and faces in this year's Fringe guide. We encourage those who are able to go support our community members doing what they love.

Uncle Eddie Peters, a beloved member of the ACS community is bringing his musical talents to the stage for this year's Adelaide Fringe. Zenadth Kes Meriba Wed ('Our Songs') will take place on the 10th of March at The Gov, and feature an extensive lineup of Aboriginal and Torres Strait Islander artists. The show explores multiple genres including but not limited to jazz, country, rap, rock, reggae, and island fusion.



Eddie Peters, image sourced from Semaphore Music Festival Website

Join senior Elder Uncle Major Moogy Sumner, and the Tal-Kin-Jeri Dance Group at Dupang Pangari (Coorong Spirit) Festival. From the 15th - 16th of March we are invited to come together on the shores of the Coorong for a weekend of dancing, workshops, storytelling circles, and markets.

For more information & to get your tickets, visit adelaidefringe.com.au



Image sourced from Fringe website

Client Summary

HCP South Australia	Level 1	Level 2	Level 3	Level 4	ACPR
Eyre Peninsula	6	26	10	4	46
Flinders & Far North	16	58	21	3	98
Hills, Mallee & Southern	1	4	9	4	18
Metropolitan East	0	1	4	6	11
Metropolitan North	0	36	35	28	99
Metropolitan South	0	5	18	16	39
Metropolitan West	0	14	26	14	54
Mid North	0	2	0	0	2
Riverland	0	5	5	1	11
South East	0	0	0	0	0
Yorke, Lower North & Barossa	0	14	2	2	18
	23	165	130	78	396

NATSIFAC Flinders & Far North	
APY Lands	264
Coober Pedy	14
Marree	17
Oodnadatta	17
	312

CHSP Adelaide	
Metropolitan East	14
Metropolitan North	85
Metropolitan South	33
Metropolitan West	47
	179

Receive newsletters digitally by signing up to our mailing list!

Scan the QR code or follow the link below

<https://form.jotform.com/240216976700859>



New position for Cherie!

Congratulations to Cherie who will be transitioning from her role as a Transport Coordinator, to a Client Services Coordinator. ACS are excited to see her thrive in this new role.



Adelaide Book Club Spreads joy to AEV Elders

Aboriginal Community Services helps care for over 800 Aboriginal and Torres Strait Islander Elders in Adelaide and regional South Australia. We aim to support and enable all Elders to have a jolly Christmas season – so when local community group Adelaide Books and Coffee contacted us with dozens of curated gift-bags, it did not go unappreciated. Founder of the book club, Kira, wanted to make the Elders at AEV's Christmas that little bit more merrier, so the group created goody bags that included skincare products, socks, find-a-word and colouring books, stationary, lollies and more. Kira visited the Aboriginal Elders Village in Davoren Park to gift the goody bags to residents. AEV staff say that residents were delighted and appreciative of the Christmas surprise! Thank you Adelaide Coffee and Books.

ON THE ROAD WITH OUTREACH

Fostering ongoing culturally appropriate support

Our Outreach team is responsible for assisting Elders in a crisis and also provide cultural advisory training and services. There are seven key points that the outreach team make sure to consider when supporting First Nations Elders, and to ensure their efforts are culturally appropriate and aware.

- One of the most important things is to never assume. There are many stereotypes out there, and we never want to bring preconceived ideas about someone into a care setting.
- Language and communication are always taken into account. What is the community member's first language? Are we sure that someone has fully understood what has been explained?
- Cultural respect and an understanding of kinship can help deal appropriately with situations where there may be a lot of family involved, or where social and emotional wellbeing is low.
- Know your history so you can better understand the context and lived experiences of Elders. Many Elders that ACS supports were a part of the stolen generation, or experience intergenerational trauma. This can inform what the best approach is when communicating with community members.
- Be aware of mental health and any history of drugs and alcohol. Pay attention to the details and signs of how an Elder may be going with their mental health.
- Understand the effects of incarceration on First Nations people in Australia. The disproportionate statistics and how the incarceration of someone's family member may be impacting their social and emotional wellbeing.
- Consistency is key. Ensure that everyone who supports a particular community member is on the same page, so that they aren't being given conflicting information on anything.

Armchair Travel At The Village

Throughout the year, residents of the Aboriginal Elders Village have been all over the world from the comfort of their home. They call it, 'armchair travel,' where each month a country is selected, and different baking, crafting, and learning activities centre around it. Put together by our Lifestyle Team Ingrid, Kirsty, Deb and Eleanor, Elders are brought a sense of discovery through armchair travel, where they are able to learn about different cultures. So far Elders have explored Aotearoa (New Zealand), the US, Switzerland, and places all around Australia for NAIDOC and Reconciliation week. Pictured below is a garment created by Elders inspired by the Kahu Huru (feather cloak) worn traditionally in Maori culture. When they're not globe-trotting, residents have also been enjoying many baking activities, cooking up a storm with apple strudle, scones, lilly pilly jam and more!



New Year's Resolutions

Internal Goal:

Jot down something you'd love to work on within yourself this year. Is it building a positive mindset about the future? Becoming more social? How will you achieve this goal?

External Goal:

Is there something you'd like to achieve this year? Whether its reading 20 new books, finishing a painting, or ensuring your garden flourishes, write it down here and have a think about the ways you plan to make it happen!



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Mimili, Pipalyatjara, Pukatja

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