

NEWSLETTER

AUTUMN 2024



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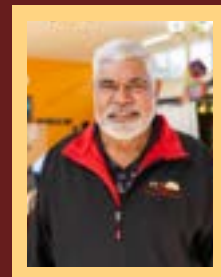
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Message from the CEO

Graham Aitken

Welcome to our Autumn 2024 newsletter.

I have advised in previous newsletters that the aged care sector continues to change with the Government changing the Aged Care Act, aged care services and aged care regulation. The changes to the Aged Care Act were scheduled to start in July 2024, however the Government has deferred the matter. We will advise our community when new information from the Government becomes available. You can also keep up to date through the 'updates' section of our website.



ACS will take a "business as usual" approach to our service delivery for our Elders until such time as the Government can provide definitive information about the changes.

I have informed all Elders in our service that ACS had some non-compliances, specifically relating to clinical governance and clinical care. ACS continues to work with consultants from Standards Wise Australia and we now have 3 nurses completing clinical assessment of Elders on Home Care Packages levels, four, three and two.

I am very pleased to advise that the non-compliances have now been remedied and the Aged Care Quality and Safety Commission have finalised our "Notice to Agree"...



...I would like to acknowledge General Manager Client Services, Joni McArthur and her Metro Team, that have undertaken the training and implemented a range of new practices that have enabled ACS to become compliant. I am also very proud that during this time, our staff continued to look after and provide regular services to our Elders. Please see the attached letter regarding the finalisation of the Notice to Agree.

I am aware that during this process of meeting Governments rules around compliance, we are looking more like a mainstream aged care provider rather than an Aboriginal Community Controlled Organisation. I am keen to hear from Elders how we can remain compliant with the government rules while supporting our Elders and community in a culturally appropriate way.

The Aged Care Quality and Safety Commission recently assessed our residential aged care facility in Pukatja and ACS received a very good report with all standards assessed as being met. I would like to acknowledge and thank General Manager Residential Services, Warren Hall and his team for the care they provide for our Elders in residential aged care both in Pukatja and at the Elders Village here in Adelaide.

We are now discussing with Standards Wise Australia and the Aged Care Quality and Safety Commission how ACS can sustain this clinical care regime and remain compliant in a changing aged care service environment. Our next priority is our regional and remote services, especially the APY Lands.

I have been on the Yorke Peninsula recently supporting the Narungga nation establish a Narungga Aboriginal Community Controlled Health Organisation and ACS and aged care will be an important part of this initiative. Please see the article in this newsletter regarding this matter. I would like to acknowledge our valued staff member Jody Reid who has been elected as the Chairperson of the Narungga Health Assembly.

ACS hopes that you enjoy reading this newsletter and as always, your feedback is welcome. Kind regards.



Graham on a recent trip to the APY Lands



Easter at the Elders Village

The Aboriginal Elders Village in Davoren Park enjoyed a variety of lovely easter-themed activities! From doing crafts, putting chocolate in moulds, baking home-made hot cross buns, and delighting in an Easter morning tea.



Elaine Regan doing crafts



Elizabeth Tongerie with Liason/Lifestyle Officer Ingrid



Henry sleeps with ease on new bed

In March the ACS team found that our community member Henry's sleeping situation needed some improvements. While he was in hospital we were able to source and deliver donations of an electric hospital bed, mattresses, and an electric recliner to his home in Gladstone. When the Community Engagement Team met him at Crystal Brooke hospital he was very pleased by the news. We also dropped some extra chairs for him so he can sit outside and relax. Thank you to Tameeka, Richard, Uncle Jerri, and Katie for facilitating this. We hope you feel more comfortable Henry! ..>>>>>



Uncle Jerri, Richard, & Henry



Congratulations

to members of our community who were elected onto South Australia's First Nations Voice to Parliament.

We were excited to see the faces of our community representing in the South Australian voice results. Great to see the Elders we support caring about community and working to make positive change!



Supporting Sorry Business

The Regional Services team demonstrated great care and connection to community in April when we supported many Elders who travelled to Indulkana for sorry business. The Indulkana team catered for the wake, which included 80 hot meals, bottled water, and bananas. ACS also transported people from Oodnadatta to Indulkana to attend. ACS is sorry for the community's loss and wish family and friends all the best. Great job to our team for making sure Elders were comfortable during this time.



Outreach Officer
Richard Aitken &
staff member
Uncle Robert

Collaboration with Moorundi Health

This year we are teaming up with Moorundi Health Service in Murray Bridge to enhance our service to the local community.

The collaboration began when the team at Moorundi noticed a number of Elders living in and around Murray Bridge who were entitled to – and required – Aged Care services but were not receiving them. Entitlements and information are not always accessible to those living regionally, especially for older generations when accessing online resources can be difficult, with jargon only making things worse. ACS now have a staff member working out of the Moorundi Health office to support Elders in their transition to a Home Care Package. Its of great benefit to us and local Elders that we are now connected to Moorundi's large local network. Where previously ACS had only contractors working locally in Murray Bridge, or Coordinators and Community Engagement Team an hour and a half drive away, having a staff member there makes reaching us easier for Elders who prefer to speak in person.

Hope for Rosemary

ACS is honored that Rosemary has given us permission to share her story. She is an Elder who has been through a lot, and come out the other side in a much better position, demonstrating strength and endurance.

When we first met Rosemary she was living in the parklands without a home. It was in 2020 during our COVID response project where we assisted Elders with finding homes, made emergency deliveries and did frequent welfare checks. We promptly had Rosemary assessed by My Aged Care and she was put onto a level 4 care plan. Through this she was able to find housing.

Although Rosemary was now safer and better cared for, unfortunately she also faced challenges in this living situation with harassment and wrongful accusations thrown her way from nearby residents. Rosemary ended up having to face court, and ACS assisted her in hiring a lawyer and advocated for her in SACAT. Through her time living here, ACS acted as a mediator between herself, complainants, and Housing SA. Eventually, no criminal charges were found, and the case was thrown out of court. We are very pleased with this result and glad that we could help Rosemary achieve a just outcome. While there was positive news on the court front, disaster struck at



Rosemary & her dog Deadly



Rosemary's home in the form of a fire. ACS advocated for Housing SA to provide short term accommodation, and we sourced emergency funding, clothes and food for her.

Now, we are elated to announce that Rosemary has found a new property and moved in on the 2nd of April. She is housed, safe, receiving care, and out of the court system. We asked Rosemary if she was looking forward to anything,

"Yes! I am looking forward to getting these things established [pointing to her garden beds]. Like the new garden bed established, and this new house. Yeah, strawberries are growing. Good things. Going motivated. Animals have been a little more comfortable."

Rosemary lives with her cat Gracie, and dog Deadly.

While it has been a long journey for her to get to this point, its truly a relief to have seen her go from sleeping rough to now receiving appropriate care. ACS has been instrumental in this process, and would like to take

the opportunity to emphasise the importance of programs like our Community Engagement Team and the hard work of our coordinators in making an immense difference in the lives of underprivileged Elders who might not have anybody else to assist them. This is where ACS' work transcends standard aged care services and instead meets the needs of community. Rosemary explains, "Even though you feel sad, well there's always somebody out there. You don't think there is, but, you know, don't underestimate people. You got to realise there are people out there that do help you and really do care about you, you know? Don't forget it. Even though it's hard to remember sometimes. But don't forget about it." Good luck, and enjoy your new home Rosemary!

Some Appliances ACS sourced for Rosemary



Narungga Health Assembly

Congratulations to our Regional Home Care Coordinator, Jody Reid, who has been elected as the Chairperson of the Narungga Health Assembly! ACS community member and supporter Rex Angie was also elected Deputy Chairperson.



Rex Angie & Jody Reid

The Aboriginal community on the Yorke Peninsula have wanted to establish an Aboriginal Community Controlled Health Service for their people. Our CEO Graham Aitken travelled there in May to collaborate with the Assembly on their journey towards establishing their health service. ACS provides Home Care Package services to approximately 16 Elders on the Yorke Peninsula and the Narrungga nation. We are excited about being a part of this initiative and proud of our staff and community members who are helping to lead the way.

Tameeka made SAHMRI Affiliate!



Congratulations to our Research & Organisational Effectiveness Officer Tameeka, who has just been made an official affiliate of the South Australian Health and Medical Research Institute. Tameeka has been working with SAHMRI on numerous projects that explore how aged care services can best support First Nations Elders. Together they are co-designing a training program to ensure all aged care staff can provide culturally appropriate care. Awesome work Tameeka!



Jess, Marketing & Communications Officer & Lauren, General Manager, Service Development at Indulkana

Documenting the APY Lands

In early April CEO Graham Aitken and the Strategic Projects team travelled up to the APY Lands with Hughes PR to capture what ACS does in remote communities. We are so excited to begin sharing the photos, videos and stories from the Lands. Stay tuned across our social media channels and future newsletters!



View in Pukatja



Beth, Residential Care Manager, Pukatja



Nanna, Pukatja resident

New Appliances for APY Lands Centres!

We are so pleased to announce that after visiting the APY Lands, the Department of Health and Aged Care has granted us two million dollars to go towards a variety of appliances that will vastly improve the lives of Elders through quality of care. This includes fridge/freezers, washing machines and dryers, combi ovens, generators and food-warmers. Our centres have been working around non-industrial appliances that aren't functional for the volume of clients we support, now, with these necessities, we can be more efficient, and improve inventory management and workplace safety.



Metro Manifest

The Metro Team has been working very hard during this compliance period to ensure all requirements are met and that ACS is able to continue providing services to Elders. The team has also had a number of staffing changes recently. We'd like to welcome our new Community Support Workers Harpreet Dhaliwal, Melissa Byrne, and Sandeep Singh. Congratulations to Sergey Belousov on his promotion, he is now a Team Leader in Metro Client Services. We said farewell to Aged Care Advisor Jane Sweeney, and wish her the best of luck in her future endeavors, and likewise to Transport Coordinator Colin Harrison. The Metro Team also received a kind donation from Health and Wellness supplier Modere. They have gifted us all sorts of haircare and skincare products to give out to Elders in the Metro region! Thank you Modere.



Donations from Modere

Positive Feedback

The Metro Team has received a lot of positive feedback recently, directed to both specific staff and the organisation as a whole. We have had our care workers described as brilliant, honest and helpful. Elders have reported exceptional care from their advisors, explaining that they are happy with the manners and communication levels, and the fact that advisors will make time for them. This is just some of the plethora of feedback, but its clear that the Metro Team staff should be proud of themselves!

**Follow us on Facebook
for more updates on the
ACS community**



**@Aboriginal
Community
Services**

Parties & improvements at Davoren Park

Easter celebrations aren't the only things happening at the Aboriginal Elders Village of late. Beloved resident John celebrated his 80th birthday with a surprise party on Saturday the 13th of April. 50 family members were in attendance!

The village received a donation from Compass Community School as a part of their 'pay it forward' activity. They created packs with toiletries, socks, books and more for AEV residents and pamper packs for our staff.

As usual the residents have been busy cooking and baking. Recently the menu has included white bean soup, butter pecan pound cake, and lemon blueberry bundt cake.

An exciting development has been the upgrading of our old paved pathways to new concrete paths, made possible by a kind donation from a benefactor.



Uncle John's Birthday Celebration



Uncle John's Birthday Celebration



Baking



Compass Community School students donating goody packs



Aunty Natalie on a beach outing



Baking



Uncle John's party



New concreting at the AEV



Meet our in-house nurses

Tom

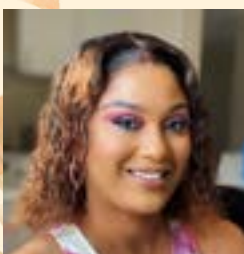


What are your hobbies outside of work? I spend my free time painting, gardening and gaming. I have a couple chickens and foster animals when I can.

Why are you excited to be starting at ACS? I'm most excited to join ACS to get out into the community to meet all the interesting people and to get involved in helping them to live their best lives.

What are you most passionate about in relation to nursing? My nursing passion is diabetes because it is very common and there is always so much more to learn.

Maggie



What are your hobbies outside of work? My hobbies outside work include new cooking recipes from different cuisines and making different smoothies.

Why are you excited to be starting at ACS? I am excited to introduce clinical aspects to ACS clients including diabetes education, wound care and most importantly learning more about First Nations culture & languages

What do you like about being a nurse? Being a nurse brings fulfilment to what I do. I rest well at night knowing I saved someone's life or made their life better in one way or another.

What are you most passionate about in relation to nursing? I am passionate about wound care management including the processes of wound healing. I am a trained Forensic Nurse with SA Police and have an extensive background experience in Mental Health including working with Older Adult clients faced with challenges associated with MH across WA, NT, NSW and SA.

Josie



What are your hobbies outside of work? Outside of work, I find joy in the simple pleasures of life. Each day, I take my beloved dogs for a leisurely stroll, relishing the tranquility of nature and the boundless love they offer. When the evening settles in, I immerse myself in the enchanting worlds of romance and fantasy through movies, letting my imagination roam free. These moments of connection with nature and artistry are my sanctuary, providing a perfect balance to the hustle and bustle of everyday life.

Why are you excited to be joining the ACS team? I am thrilled to be joining the Aboriginal Community Services (ACS) family, as it presents a unique opportunity for me to immerse myself in the rich tapestry of Aboriginal culture, language, and traditions. As a part of ACS, I am eager to deepen my understanding of these invaluable aspects of Australian heritage, fostering meaningful connections and learning experiences along the way. Moreover, I am genuinely passionate about providing exceptional care and support to all of ACS's clients, drawing upon my nursing skills to make a positive impact in their lives. Joining ACS signifies not only a professional endeavor but also a personal journey of growth and cultural appreciation, and I am excited to embark on this meaningful path.

What do you like about being a nurse? What I love most about being a nurse is the profound sense of fulfillment it brings. Every day, I have the privilege of making a difference in people's lives, whether it's through providing comfort, offering support, or facilitating healing. Nursing allows me to blend compassion with expertise, to be both a caregiver and an advocate for those in need. It's a profession that constantly challenges me, inspires me, and reminds me of the power of kindness and resilience.

What are you most passionate about in relation to nursing? I'm most passionate about wound care and creating personalised care plans that prioritise patient comfort and healing. Every wound tells a story, and I'm dedicated to providing meticulous attention to detail and evidence-based interventions to optimise outcomes and promote the well-being of my patients.



What does this year's Reconciliation Week theme mean to you?



We're at a time where we really need to understand, listen, and bridge the gap. - Suzi, Aged Care Advisor.



We talk about closing the gap, and if we don't fight now and stand united, it's only going to get worse. - Lola, Business Support Officer, Regions.



It's really crucial that we all unite and pull together and fight for justice and rights of Aboriginal and Torres Strait Islander People. - Donna, Business Support Officer, Regions.



Non-Indigenous people being able to understand and embrace the culture of Aboriginal people. - Anuj, Human Resources Advisor.

Autumn Baking

Delicious & easy apple pie



Ingredients:

- about 5 cups thinly sliced apples, peeled and cored, 8-10 medium apples
- 3 tablespoons sugar
- 3 tablespoons all-purpose flour
- 1-2 teaspoons cinnamon
- 1/4 teaspoon salt
- 2 tablespoons butter, cut into small pieces
- Double pie crust
- 1 egg white + 1 tablespoon water
- granulated or chubby sparkling sugar, optional



Method:

- In a medium bowl add the sliced apples. Sprinkle with the sugar, flour, cinnamon, and salt and toss gently to combine well.
- Roll out and place an uncooked pie crust in the bottom of a deep 9-inch pie plate.
- Place the apple mixture in the uncooked pie shell. Place the small pieces of butter on top of apple mixture.
- Top with second pie crust, crimp the edges, and then cut a few slits in the top crust to allow steam to vent.
- Mix the egg white and 1 tablespoon of water together in a small bowl and then brush the top with water and sprinkle with sugar before baking.
- Bake at 450 degrees F. for the first 15 minutes, then reduce the heat to 350 degrees F. and continue cooking for an additional 40 to 45 minutes, or until the top is golden brown.
- If the edge of the crust starts to brown more quickly than the centre, carefully cover the edge with foil for the last 15-20 minutes of baking to prevent over-browning.
- Let the pie cool for 10 minutes before serving. Can be made ahead of time and served at room temperature.



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