

# SRS Summer Newsletter

Information for supported residential services  
February 2019

## Contents

**Save the date – State-wide SRS proprietors forum**

**Survive the heat**

**Emergency preparedness**

**Safe food handling**

**Mental health services and supported residential services guidelines**

**Information sharing with service providers**

**SRS staff training**

**Information from State Trustees**

## Save the date – State-wide SRS proprietors forum

The next SRS proprietors forum has been scheduled for Wednesday 3 April and will be located in the Melbourne CBD. More information will be provided to you regarding this event in the near future.

## Survive the heat

The Bureau of Meteorology has predicted that temperatures are likely to be warmer than average continuing into Autumn this year.

Everyone can be affected by hot weather, it's important to take care when the temperature starts to rise. A single day of extreme heat may be enough to cause serious health effects.

Proprietors can subscribe to the department's heat health alerts to be informed of forecast heatwave conditions which are likely to impact on human health.

The residents most at risk in your SRS:

- are aged over 65
- have a medical condition such as diabetes, kidney disease or mental illness
- have a disability
- have trouble moving around
- take certain medications that may affect the way the body reacts to heat

## Prevent heat related illness

On days above 30 degrees Celsius, encourage residents to:

- drink plenty of water, even if they don't feel thirsty
- spend as much time as possible in cool or air conditioned buildings
- wear light coloured, loose fitting clothing
- stay out of the sun during the hottest part of the day
- wear a hat and apply sunscreen
- avoid strenuous activity, cancel or postpone outings
- avoid alcohol and caffeine
- close curtains or blinds to block out the sun
- use wet towels and cold foot baths to cool down
- remember to never leave anyone in a car



## Know the symptoms of heat related illness

If a resident experiences the following symptoms, seek medical assistance:

- muscle cramps
- paleness and sweating
- rapid heart rate
- nausea, vomiting
- dizziness, headache
- confusion, seizure or collapse, **this requires urgent medical attention, call triple zero (000)**

More information about heat health, including brochures and posters can be found at:

<https://www2.health.vic.gov.au/public-health/environmental-health/climate->

## Emergency preparedness

SRS proprietors are required to have an effective emergency management plan which can respond to all emergencies including bushfires, floods, extreme heat and power outages.

To assist with this, emergency kits were delivered to all SRS in early December 2018. The kits include items for use in for power outages.

More information about preparing for emergencies can be found at:

<http://www.providers.dhhs.vic.gov.au/emergency-preparedness>.

The Department of Land, Water and Planning also provides resources on preparing for power outages at:

<https://www.energy.vic.gov.au/safety-and-emergencies/power-outages>

## Safe food handling

*Do Food Safely* is a free online learning resource for people working with food which provides information about safe food handling. Participants can test their knowledge by completing the assessment at the end of the online course.

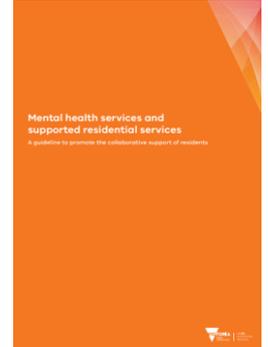
- A certificate of completion is provided if the assessment is successfully completed however it is not an accredited program.
- This learning resource is also available in Arabic, Chinese and Vietnamese languages.

This online learning resource can be found at

<http://dofoodsafely.health.vic.gov.au/>

## Mental health services and supported residential services guidelines

This new resource was sent out to all SRS in Dec 2018. The guide is an updated version of *Referring to Supported Residential Services - guidelines for mental health services and SRS* and provides advice for staff working in mental health services and SRS.



New information from the Office of the Chief Psychiatrist is included to assist SRS to support residents experiencing deterioration in their mental health. Please familiarise yourself with this new information.

A copy of the guide can be found at

<https://www2.health.vic.gov.au/ageing-and-aged-care/supported-residential-services/operating-an-srs>

## Information sharing with service providers

Proprietors are required to record actions taken, including the names of people notified, following an incident.

Actions taken following an incident may include:

- informing the resident's nominated person and/or guardian
- informing the resident's health care providers
- informing the resident's case manager (where they have one)
- informing the resident's Financial Administrator, if relevant, Financial Administrators may be able to assist with additional funding which may be required.

Where a resident's health care or personal support needs have increased, proprietors must also take steps to secure health care or personal support services.

The department will continue monitoring SRS to ensure proprietors inform the department and relevant case managers following prescribed reportable incidents.

The department has recently signed an information sharing protocol with the Transport Accident Commission (TAC). A small number of SRS residents are also clients of the TAC.

## SRS staff training

The department funds Leading Age Services Australia (LASA) Victoria to provide free, specialised training for SRS staff and proprietors.

Scheduled dates and registration details can be found at <https://lasa.asn.au/supported-residential-services-training>

For course enquiries, please phone LASA on 1300 111 636 or email [events@lasa.asn.au](mailto:events@lasa.asn.au)

### **New Melbourne training venue**

LASA has a new location for the delivery of their Melbourne based training. The Catholic Leadership Centre (CLC) is located at 576 Victoria Parade, East Melbourne.

The CLC is well served by public transport, with tram, train and bus stops within walking distance. For further details visit <http://ptv.vic.gov.au>.

There is limited street car parking available close to the CLC however several public car park facilities are located within walking distance.

### **Upcoming training**

#### **Workplace emergency response**

Friday, 22 February 2019, 10am - 3pm (Melbourne)

This course aims to provide participants with information about emergency management planning for SRS, assessing risk, preparing for and responding to emergencies and recovery following an emergency.

#### **Residents and mental health: Better practice in SRS**

Thursday, 28 February 2019, 10am - 4pm (Melbourne)

Monday, 1 April 2019, 10am - 4pm (Ballarat)

This course will support participants to understand mental illness and behaviour, recognise behaviour triggers, interpret behaviour change and take safe and effective action.

#### **Obligations of running an SRS**

Friday, 1 March 2019, 10am - 3pm (Melbourne)

This course will support participants to understand relevant legislation, develop effective workplace policies and procedures, processes for new residents, establish effective communication with staff and residents and respond to incidents in SRS.

### **Recognising & reporting changes in residents' health**

Two day workshop – Thursday, 14 March 2019 and Thursday, 21 March 2019, 10am - 4pm (Melbourne)

The workshop aims to assist personal support coordinators and personal support workers within SRS to recognise when a resident's health status has changed and report this to the appropriate person.

### **Get the most out of training**

Support your staff to get the most value out of attending training courses using the following tips.

#### **Before the training**

Ensure your staff:

- have adequate time allocated to prepare for attending the course
- understand the course objectives and how it applies their role
- have set a goal of what they want to learn or get out of the workshop
- write down 1-2 questions they have about the topic to take with them to the training
- attend the whole course and have a suitable break between completing a work shift and attending the training.

#### **At the training**

Encourage your staff to:

- be on time and attend the entire course
- ask questions and consider how new learnings could apply to your workplace
- eliminate outside distractions, including turning off mobile phones
- take the opportunity to meet people from other organisations and learn from them.

#### **After the training**

Encourage your staff to:

- write down three things they have learnt and identify at least one thing they plan to do differently as a result of the training
- discuss their learnings with you and others at your organisation
- update records to reflect successful completion of the training.

# Information from State Trustees

## Have you considered putting a Power of Attorney in place?

### Why you need a Power of Attorney for financial matters

Have you thought about what will happen to your loved ones financially when you are no longer there, or able to look after them? Who will take care of your financial affairs if you no longer have the capacity to make decisions?

A Power of Attorney for financial matters can be your saving grace in these unexpected or stressful situations, it enables you to appoint a trusted organisation or person to make financial decisions for you or assist you in carrying out these decisions.



State Trustees can assist you to prepare Power of Attorney documents and we can be appointed as an impartial third party to act as a Financial Attorney. This will ensure that all your affairs will be handled as per your wishes without asking a family member take on the role.

### Get started

Firstly, think about your situation. Do you have complex financial and legal affairs or complex family dynamics? If so, then obtaining third-party advice would be beneficial.

If your affairs are of a less complex nature, then you can make the appointment of a Power of Attorney yourself if you are 18 years of age or older and providing you have decision-making capacity.

You should prepare your Powers of Attorney when you are healthy, aware and in control. By planning ahead of time, you know you can rely on having an attorney in place to step in and help you manage your affairs according to your wishes when you need it most.

Similarly, it may be much harder to put an appointment of supportive attorney in place if you are no longer at your best, either physically or mentally.

If you have any questions related to Powers of Attorney or would like to make an appointment, please call State Trustees on 03 9667 6444 or if you are outside Melbourne then call on 1300 138 672.

To receive this publication in an accessible format, email [srs@dhhs.vic.gov.au](mailto:srs@dhhs.vic.gov.au)

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Where the term 'Aboriginal' is used it refers to both Aboriginal and Torres Strait Islander people. Indigenous is retained when it is part of the title of a report, program or quotation.

Available at <<https://www2.health.vic.gov.au/ageing-and-aged-care/supported-residential-services>>