

## **Aged Care Program Annual Report 2012**

**John Wilson    Aged Care Program Manager**  
**Tracy Turner    Residential Care Manager**

To meet the requirements of the funding body, and to ensure that care of the highest quality is available, upright overnight care was instituted at Tjilpiku Pampaku Ngura during this year. This required the establishment of a new roster and the employment of an additional two permanent Personal Care Attendants (PCAs), bringing the complement of permanent PCAs to five. Additional aged care staff housing, funded by the Commonwealth Department of Health and Ageing (DoHA) was completed at Pukatja so that these staff could be recruited. New staff housing also allowed for the aged care Registered Nurse to be located in the local community, close to the aged care facility.

Tjilpiku Pampaku Ngura continues to be the permanent residence for about ten elderly frail Anangu, and additionally provides respite accommodation, usually on a regular and rotational schedule, to a further ten or so people. The majority of residents, both permanent and respite, have high care needs. Residents come from all communities across the APY Lands. Capacity is currently capped at fourteen and is likely to remain at that level until funding for capital works improvements and extensions is secured.

Tracy Turner, Residential Care Manager for the past six years, resigned in late 2012. Under her expert and committed leadership, Tjilpiku Pampaku Ngura has grown into a centre of excellence for Indigenous aged care in remote Australia. Marissa Burfield commenced as the new Residential Care Manager in November 2012.

With the development of a national Quality Assurance Framework for the flexible Aboriginal aged care services, Tjilpiku Pampaku Ngura underwent a formal external quality review conducted by DoHA. This was a very positive experience that assisted in the further strengthening of continuous quality improvement systems.

With likely increasing demand for residential care, and especially for clients with complex and high care needs, the facility requires a major capital works upgrade. A scope of works has been developed and the Health Council will be working with DoHA to develop and fund a capital works upgrade. The first stage in this process will be the development of a site master plan due for completion in early 2013. Some of the identified needs include a more expansive and flexible day room area, additional beds, improved storage for mobility, safety and other equipment and improved staff amenities.

Quality staff are the cornerstone of service delivery. Of particular significance this year was the renegotiation of the Workplace Agreement with aged care staff, securing significant additional remuneration and other benefits to promote retention and provide supervision, mentoring, training and

professional development in a safe, well regulated and participatory workplace environment.

Using the facility as a base, the Aged Care Program provides a limited Home and Community Care (HACC) service in the local Pukatja community. This includes provision to eligible clients of a home delivered meal on weekdays, blanket and clothes washing, and personal day care at Tjilpiku Pampaku Ngura.

The Health Council acknowledges the important collaboration with TAFE SA in the onsite delivery of accredited certificate training to aged care staff.

The important contributions to quality residential care made by visiting specialists Sara Jones (podiatry) and Simon Wooley (oral health), together with Martin Kelly (the Pukatja community Medical Officer) and the clinical team at Pukatja clinic, are also acknowledged.