



Seniors Collaborative  
Action Project

Barossa.Gawler.Light.Adelaide Plains

## **Minutes of the Gawler Region Aged Care Network Meeting held Wednesday 29<sup>th</sup> November, 2017, at the Gawler Elderly Centre**

- 1. PRESENT:** Corinne Bruer (Uniting Communities – RAS); Deb Anderson (SCAP); Kerrie Draper-Rose and Sandy Lehmann (Gawler Home Assist); Morna Coats (Dementia Aust); Peter Smith (Gawler Community Retirement Homes)

**APOLOGIES:** Amy Foote, (Country Health Connect); Courtney Dswonitzky & Jo Parker (Barossa & Light Home Assist); Craig Gogoll (ACNA – RAS); Fiona Brown (Hyde & Partners); Lena Lesnikov (APM -RAS); Leonie Grant (Uniting Communities); Leonie Zupanic (Helping Hand); Lucy McFadyen (Barossa Village); Margaret Anderson (Housing SA); Natalie Koufos (Southern Cross Community Care); Sanna Brannan (Gawler Home Assist); Sharon Hoffmann (Northern Carers Network); Sue Reid (Northern Health Network)

- 2. MINUTES OF PREVIOUS MEETING: 20/9/2017**  
Accepted

### **3. BUSINESS ARISING**

- 3.1 Reform Update refer 4

### **4. REFORM UPDATE**

Louise Hamilton and Margot Chiverton from DoH attended the November meeting of the Network of SA Collaborative Projects and provided the following update:

1. The importance of reporting accurately in DEX. Nationally DEX informs service gaps and local intelligence among other analysis. Inaccurate data could potentially affect future national services. New Qlik reports have been released – see webinars for training in their use.
2. 3.4.2 of the manual states that CHSP service providers must.....refer or help clients to access MyAgedCare where clients have approached them directly. The manual forms part of the funding agreement.
3. Wellness and reablement focus – service providers need to get more involved in this as it is the way of the future with CHSP. More information will be available in the new 2018 Funding Agreement.
4. Indexation payments that were to be applied in the October 2017 milestone payment has been delayed
5. The government is well aware of the social connectedness that consumers have with social activities but there is no decision on how this will look into the future. For 2020, a range of reform options/pathways are open for the future – from improving the way that the current arrangements operate and work together, to establishing a new integrated program.
6. The recent legislated review (The Tune Review) of aged care had 38 recommendations, 2 of which the minister has said in his media release would not be supported (13 and 15) and

the remaining recommendations will be considered. It is suggested providers read this review.

7. Any issues with ACATs there is a generic email address to contact them - [healthACAP@sa.gov.au](mailto:healthACAP@sa.gov.au)

8. Any issues with the assessment system – MAC/RAS/ACAT you will need to provide client details/specific cases/person spoken to, to allow follow up and solutions.

9. There have been some instances where the role of SSD providers is not clear. It is to support the sector, disseminate information and embed nationally consistent approaches to wellness, re-ablement and restorative care. Those funded for SSD, depending on their work plan, may be a conduit to advise the department of issues that service providers are experiencing but as per the program manual – out of scope activities include provision of direct service delivery to clients or advocacy for those clients. If a client requires formal advocacy services this can be delivered through the National Aged Care Advocacy Program (NACAP). The NACAP guidelines states:

*“2.3 Participants/clients/recipients/target group*

*People eligible to receive advocacy services through the NACAP include older people who are suffering frailty or disability:*

- *who are receiving Commonwealth-funded aged care services;*
- *who are seeking to receive Commonwealth-funded aged care services and have made initial contact with My Aged Care (this may include prior to receiving an aged care assessment); and*
- *families or representatives of the above (please note: at the issuing of these Guidelines the Commonwealth Home Support Program does not apply in Western Australia where Home and Community Care (HACC) services continue)”*

10. We are not expecting grandfathered clients to be all put through MAC before the 30 June 2018. However, we assume that those clients whose needs have changed have already been placed on MAC and this will continue to happen as clients’ needs for services change between now and 30 June 2018. In relation to grandfathered clients for the 2018/20 extension we are working through our policy position and will advise once that is known. We will send out communications to the sector after a decision has been made on this and all the other changes to CHSP going forward into the extension.

11. If a person who is receiving grandfathered services contacts MAC and is deemed ineligible, it depends on what makes them ineligible – is it because they are under 65, permanent residents of residential aged care facilities, where a residents accommodation contract provides for similar services to those under the CHSP, or the client may already be receiving other government-subsidised services.

a. If a client has specific care needs that when they call MAC they are advised that they are ineligible (ie can climb stairs therefore can climb a ladder to clean gutters) and the service provider, who knows the client feels that perhaps the wording used by the client or the way the client has “conveyed” their needs has potentially disadvantaged the client, with the clients consent, they could call MAC and request a RAS.

b. If after going through this process the client is still deemed ineligible, then the hard conversation needs to be had – you are not considered to be in the CHSP target group, ie frail, old etc and if they want to receive additional services it would be on a full cost recovery basis as they are no longer eligible for subsidised services through the CHSP.

c. It may be that the Collaborative Projects could look at some training on how to have the “hard conversations” with clients

12. The funding agreements for the extension post June 2018 – the department will contact current CHSP service providers as soon as is practicable to provide further information on the new conditions and make an offer of funding.

13. Enhancements to My Aged Care: \$20 million will be provided to improve MAC. Possible improvements will be scoped in consultation with the sector, consumers and delivery partners, including: - streamlining assessment process; supporting health professionals to start making referrals to MAC directly; improving processes and systems for clients in rural and remote areas. There will be workshops in December and February.

## **5. SCAP UPDATE**

- Third Ageing in Style Expo for 2017 held in Coop Mall 6 November.
- Record number of stall holders. Good feedback from stall holders.
- “Living With Adversity ” community forum and resilience & Wellbeing workshop held in Barossa on 30th November hosted by Barossa Community Services Network and auspiced by G&DCSF. Repeat of gawler event held on 14 September.
- Celebrate & Collaborate - Workshop of all SSD providers plus others eg RAS, Volunteering SA, was held 28 November to identify issues and partnership opportunities regarding wellness and re-ablement.
- Memory and Ageing Workshop held in Gawler in October.
- “Keeping Connected’ workshop as follow up to Loneliness & Social Isolation Symposium will be rolled out by BPP in 2018. Barossa workshop booked for 1 March
- Making Every Contact Count (MECC) training will be held in region next year.
- Currently conducting survey of independent contractors to identify training needs including topics and best times for training.
- SA Mental Health Commissioner will visit on 1 December to provide update on the Mental Health Strategic Plan and to hear from aged care sector and carers about issues in the region.

## **6. DISCUSSION**

Review date not included if service is ongoing.

How to deal with consumer if for example they have an adult child living with them. Only provide service to the eligible CHSP client eg only clean their ensuite and bedroom.

It was observed that Country Home Services offers a 3 hour service for new clients and specials for existing clients eg spring clean. Gawler Home Assist has also done the latter in the past when nearing end of financial year.

## **7. INFORMATION SHARING**

7.1 Morna – Alzheimer Australia is now a national organisation (except WA) called Dementia Australia as there over 100 different forms of dementia so it is more representative (Alzheimers in 70% of cases).

All states under one structure now with CEO (Marie McCabe) and state managers and national marketing campaigns.

7.2 Corinne –crazy busy

7.3 Jenny – business as usual

7.4 Sandy & Kerrie – Busy. Closed for Domestic Assistance and Home Maintenance (wait list)

7.5 Peter – Business names office-ally changed to from Gawler Aged Cottage Homes to Gawler Community Retirement Homes

New Chairperson (Bruce Eastick stepped down after 40 years)

Running information sessions for residents

New state legislation may have some impact

## **8. MEETINGS - 2018**

3:00-4:30pm at the Gawler Elderly Centre, 37 Fourteenth St, Gawler

- Wednesday 21<sup>st</sup> February 2018
- 18 April
- 20 June
- 15 August
- 17 October
- 19 December