

**Seniors Collaborative Action Project
Consumer Engagement Working Group Meeting
Tuesday 21st May 2013
2:00 – 3:30pm
The Barossa Council Chambers
43 – 51 Tanunda Road Nuriootpa**

MINUTES OF MEETING

PRESENT: Annette Gilbert (Barossa Village), Deb Anderson (SCAP), Denise Maule (Gawler HACC), Eliza Huppatz (Light Regional Council), Graeme Ruwoldt (Uniting Communities), Jo Parker-Phillips (Barossa Home Assist), Julie Cartwright (CHAP), Marilyn Langley (Tanunda Lutheran Home), Tracy Maynard (CNSA Medicare Local)

APOLOGIES: Bianca Bindley (Uniting Communities), Cherri Bindley (Barossa Village), Kath Hampel (CHAP), Lucy McFadyen (CHAP), Lynette Seccafien (District Council of Mallala).

1. Background / Purpose of this Working Group

Consumer Engagement was one of SCAP's priorities identified at the Planning Day in May. The Strategic Plan identifies the following objectives and actions regarding Consumer Engagement:

Establish mechanisms through which consumers can influence service system reforms and can develop the capacity to navigate the Aged Care System to ensure their service needs are understood and delivered.

Actions:

- *Develop a regional consumer engagement and participation plan*
- *Seek ways to ensure the consumer voice is heard by service providers and decision makers.*

2. Terms of Reference

Draft Terms of Reference for the Working Group were accepted by all present.

3. Expectations of participating in this Working Group

Tracy: help to identify needs and gaps re services and workforce capacity. Need to engage with GPs and practice nurses around the Reforms, especially The Gateway.

Julie: Want to know what our consumers want and need, especially with CDC coming on board – want to avoid them asking for services we don't provide.

Denise: Process for consumers to tap into prior to intro of CDC. Vision is to have regional consumer reference group comprised of consumer reps from each service provider (NCP model).

Jo: never had a consumer advisory group – only provide low level services but consumers don't have a voice. Only in last 6 months started following up and doing spot checks etc.

Marilyn: Have 110 residents in independent living units. Need information so can advise them about Reforms.

Annette: Need to engage with HACC, CACPs and EACH clients to get better understanding of their needs

Eliza: Need to create access to information about pathways to services for residents. Want to find out what residents of Light need. Ideas for how to get different groups together.

4. Existing Consumer Engagement Activities

CHAP: Has two consumer groups – Barossa and Gawler with 8 – 10 on each. CEO always attends. Every CHAP office has a Client Advisory Group rep. Discuss fee structure, information and marketing. Xmas lunch.

Gawler HACC: has consumer reference group – has started reinvigorating it. Produces a newsletter for all HACC clients supported by Council's Comms Department.

TLH: has Residents Committee with approx 12 for ILU. Meets bi-monthly. Chair and Secretary are residents.

BV: Has Reference Group for ILU. BV produces a newsletter for all consumers and other stakeholders.

5. Brainstorm /discuss ideas for further engagement

- Doesn't have to be a consumer on consumer reference or advisory groups – could be carer or advocate.
- A Regional Consumer Reference Group comprised of a rep from each service provider on the region – max 12. It would need to have a clear purpose, eg have a role in consulting with consumers about Aged Care Reforms and somehow feeding the findings to decision makers.
- Light Council – Perhaps an Expo in Freeling similar to Ageing in Style and Barossa's . Hold it mid-year in between the other two.
- "Satisfaction Sam"
- A consultation tool used by the Northern Collaborative Project's Regional Consumer Reference Group. Debra would like to facilitate the Satisfaction Sam exercise with existing consumer groups as a way of identifying any issues, either service specific or across the region. Also identify potential consumers who would be interested in participating in a Regional Consumer Reference Group.
- Jo pointed out that most councils have a YAC (Youth Advisory Committee), but there's not a similar mechanism by which seniors' voices can be heard by councils.
- Identified needs and issues can be fed to the Home Support and Home Care Packages Working Group
- A range of engagement activities can be undertaken utilising the resources of SCAP.

6. Governance

6.1 Selection of Chairperson: Denise elected as Chair

6.2 Meeting Frequency: Meet monthly third Tuesday of month, 2:00 – 3:30pm

6.3 Meeting Venue rotate - hold some meetings in Gawler.

7. Next Meeting

Tuesday 18th June in Chat Room at Tanunda Lutheran Home.