



Seniors Collaborative
Action Project
Barossa.Gawler.Light.Mallala

**MINUTES of the SCAP Forum
Held Thursday April 9, 2015
1:00pm – 4:00pm
Barossa Council Chambers**

PRESENT: Erik Moen (Country Home Services); Debra Anderson (Barossa Council/SCAP); Denise Maule (Gawler Home Assist); Fay Millington (Barossa Village); Jo Parker (Barossa & Light Home Assist); Lee Martin (Tanunda Lutheran Home); Louise Pullman (KinCare); Matt Kowald (Barossa Village); Monique Lloyd (Barossa Leisure Options); Sharyne Gottwald (SA Country Carers); Tracy Maynard (CNSAML)

APOLOGIES: Beth Hudman (Gawler Care & Share); Julie McCowat (Health); Kirsty Hage (The Barossa Council); Lorinda Bayley (LRC); Lucy McFadyen (CHS); Mary-Anne Spicer (Gawler Health Services); Phil Schmaal (BV); Rita Britton (Health); Tania Cloak (Anglicare); Wayne Perry (BLNF).

1. WELCOME

Forum opened at 1:15pm

2. MINUTES OF PREVIOUS MEETING (25/9/15)

Accepted: Denise/Monique

3. BUSINESS ARISING

3.1 Consumer Engagement Working Group

Denise, Chair of the CEWG, provided an update of the activities of the Group:

- Ageing in Style Expos – Gawler Expo held on March 20 with large number of stall holders and increased consumer attendance from 2014. Next Expo in Freeling on April 16. The Two Wells AIS Expo was awarded the 2015 Australia Day “Community Event of the Year” Award.
- Dementia Task Force – forum held on November 6 2014 with 65 attending. Unsuccessful with ACSIHAG application for a Dementia Resource Worker.

3.2 Regional Care That Matters

No report. Next meeting on April 14 at 1:00pm, Barossa Council Chambers

3.3 Advance Care Directive

Elly Nitschke from the Office of Public Advocate will hold two community Information Forums in the SCAP region on April 23. 10 – 11:30am Barossa Council Chambers, 1:30-3pm Gawler Community & Sport Centre

4. DSS QUESTIONS AND DISCUSSION

Erik welcomed Louise, Sheryl and Pam from the Department of Social Services

- Louise emphasised the importance of submitting responses to the 3 papers, detailing specific issues affecting service delivery. Make sure the SA voice is heard.
- Keep on top of DSS website. New information being posted almost daily.
- DSS advocated strongly for SA service providers to retain the Service Group 2 funding they had requested. Service providers will be receiving letters regarding this in next couple of weeks. Hoping that the \$ will be re-allocated and stay in SA.
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- Once Service Group 2 funding is advised, Deed of Variation for the 4 month extension will come out in batches.
- Negotiation of service delivery for the transition to CHSP for the funding period November 1, 2015 – June 30, 2017 will commence in May. Look at business model and decide if financially viable. There will be no additional funding available however service providers can negotiate for reduced service outputs.
- CHSP “hard and fast rule” only for 65 + and 50+ ATSI. Under 65’s: contact Lynette Young at DCSI.
- Questions on notice – refer attached response.

5. TRANSITION FROM CRU (A2HC) TO MY AGED CARE

No presentation. Apology from Julie McCowat

6. REGIONAL RESPONSE TO DSS CONSULATION PAPERS

A copy of the submissions are available on the Barossa Council website:

<http://www.barossa.sa.gov.au/sections/community-cultural-services/community-assistance/seniors-collaborative-action-project-scap>

- CHSP Programme Manual 2015
 - Lack of local knowledge by My Aged Care
 - Lack of technology awareness by consumers.
 - Pressure on CHSP services due to mis-match between low level packaged care and high level packaged care
- Good Practice Guide for Restorative Care Approaches
 - Staff awareness of re-ablement
 - Consumer awareness of re-ablement
- National Fees Policy
- Service providers met on April 1 and agreed on key points to be included in the SCAP submission re the Fees Policy, and concluded:

“Whilst service providers in the SCAP region support the principle of user-pays for CHSP services, they are concerned that the fees proposed in the Consultation Paper are unrealistically high, especially for existing HACC clients. They are also concerned that the transition to CHSP and the introduction of the Fees Policy will generate additional work load that is currently un-funded.

SCAP would like to see the Commonwealth Government play a greater role in:

- Setting the maximum fee for CHSP services, and introducing a cap
- Promoting the changes to the general public through a national publicity campaign”

7. PROJECT OFFICERS REPORT

SCAP achievements 2014

CAPACITY BUILDING

- Provided Training & Development opportunities for staff and contractors – LGTBI, Re-ablement, Advance Care Directives

- Facilitated sharing of information & resources to achieve improved outcomes for consumers – bi-monthly Gawler & Surrounds Healthy Ageing Network meetings, Centre Based Day Centre workshop
- Partnered with Regional Care that Matters Project – Workforce Development
- Dementia Community Information Forum
- Annual Road Show of Ageing in Style Expos (award winning)

OTHER

- Regional Response to Commonwealth Home Support Programme Discussion Paper
- Independent Contractors Study
- Regional Promotion of Elder Abuse Awareness
- Advance Care Directives Kits available in libraries across the region

8. SCAP PRIORITIES FOR 2015

As with most HACC funded services, the Collaborative Project has been extended until October 31.

The following priorities for the remaining 6 months of the SCAP were decided:

- Worker well-being and resilience – for Independent Contractors and employees
- Independent Contractors information about transition to CHSP
- Consumer Education about transition to CHSP and aged care costs
- Dementia awareness – business owners and community in general

9. CLOSE

Forum closed at 3:50pm

SCAP Forum Questions on Notice for DSS April 9, 2015

General questions

1. Will DSS be undertaking a national consumer education campaign to promote the transition to CHSP, including the new fees policy? – We are currently looking into communication with consumers regarding the CHSP. Consumer communications is the responsibility of the Communication and Media Branch so we will be discussing this in more detail with them shortly.
2. What's happening with Service Group 2 funding ?- Letters advising providers of the outcome to Ass, CM and CCC due in the next two weeks
3. Will there be additional transition funding? – we have heard it is being considered but we don't have any further details
4. Will there be a 2015 growth funding round? – Not prior to November 2015 under HACC, don't know once CHSP is in
5. When we find out who has RAS, including sub-contractors? – Announced Thursday 2/4. SA Providers Access Care Network, Resthaven, Serendipity, Uniting Care Wesley Adelaide. There are 75 subcontractor organisations nationally, most of the subcontractor organisations are current Commonwealth HACC Service Group 2 providers, unable to provide details of SA subcontractors as we have not seen the list
6. Will there be enough time to fully analyse the submissions from the consultation papers before July 1, or is this just a token consultation process? All submissions will be analysed and considered carefully in the process of finalising the CHSP Programme Manual, Wellness Guide and approach to fees. Revised products will also be considered by sector working groups before finalisation.
7. Reporting will be done through DSS Data Exchange, will there training sessions for staff? - The DSS Data Exchange is a new approach to programme reporting has been designed to reduce red tape for organisations by streamlining the data ask and providing simple and easy ways to submit data. There are a number of options available for your organisation to report through the DSS Data Exchange. If you do not currently use a case management system the DSS Data Exchange has a [web-based portal](#) that you can access as free case management system to support your service delivery. If however, you already have your own case management system then you can choose to submit data to DSS through a system-to-system transfer or bulk upload.

We are committed to supporting service providers transition to the CHSP. Further advice on supports available to assist with the evolution to the CHSP will be provided in the coming months. However, there are already a number of tools and resources available that will assist you with planning for the new reporting through the DSS Data Exchange. We have developed training and support material to help organisations to changeover to using the DSS Data Exchange. The [DSS Data Exchange Protocols](#) have been designed as a practical support manual to guide managers and frontline staff. Task cards and a set of video training modules that provide a visual demonstration of the system are available on the [DSS website](#).

In addition dedicated DSS Data Exchange Helpdesks have also been set up and will be available for general questions about this aspect of the new way of reporting or require specialist technical support.

Questions from Gawler Care and Share (centre based day care)

1. If our meals are prepared by volunteers, we don't have the same overhead costs as some - can we charge less for this service?- **National Office is aware of this issue with many organisations and will provide clarification once the consultation process is complete.**
2. Transport, talks about mileage, however if we have 10 people on the same bus do they each pay the \$5 each way fee - **National Office is aware of this issue with many organisations and will provide clarification once the consultation process is complete.**
3. Care & Share supplies Morning Tea, Transport and light lunch (sandwiches, fruit and icecream) the cost of this service would be \$8 day fee, \$9 + \$3 (ingredients), \$10 transport = \$30 , clients are currently paying \$10 if they require transport, and \$5 if not. This is excessive, clients could go to at least 4 hotels in Gawler and have a substantial meal for less than \$10. – **It is not the aim of CHSP and fees policy to make services unaffordable. We can not stress enough how important it is to provide feedback on the fees policy, raising all your concerns**
5. Care & Share clients were “predominantly 65+” in our current funding, are we to believe that no under 65's will be accepted, and what has happened to the younger disabled – there are no other facilities in Gawler to cater for these clients through Disability SA. Our disabled are also “socially disadvantaged” we will be able to cater for them under this ruling, but we do have other disabled that would not be covered. – **unfortunately under 65's will sit within the SA government and NDIS (eventually). Lynnette Young in DCSI is your best contact to gain information in relation to services for the under 65's**