



**Seniors Collaborative  
Action Project**

Barossa.Gawler.Light.Mallala

**Minutes of the Gawler & Surrounds Healthy Ageing Network Meeting  
Held Wednesday April 20, 2016, at the Gawler Elderly Centre**

**PRESENT:** Beth Hudman (Gawler Care & Share); Caron Geracitano (Barossa Village); Craig Gogol (ACNA –RAS); Christine de Brenni & Tracy Maynard (SAPHN); Christine Guerin (Uniting Communities, Tanunda); Corinne Bruer (Uniting Communities -RAS); David Dann (ECH); Deb Anderson (SCAP); Jacqui Jones (INCHS); Jen Fyfe (Rally Homecare); Kerrie Draper-Rose, Sandy Lehmann & Sarah West (Gawler Home Assist); Vonny Edwards (Country Home Services)

**APOLOGIES:** Catherine Balfour-Olgivy (County Home Services); David Dann (ECH); Deborah Bluntish (ARAS); Janine Joy (Country Home Services); Jo Parker (Barossa Home Assist & Community Transport); Lena Lesnikov (APM-RAS); Lynne Hosking (APM- RAS); Sharyne Gottwald (SA Country Carers); Tammy Judd (Country Home Services); Anya Lizoguboff & Denise Schoder (Access Care Network Aust)

**VISITORS FROM DEPARTMENT OF HEALTH**

- Helen Frazer (Assistant Director CHSP)
- Zac Kostesic ( Director Home Care Reforms)
- Lorna Fairbank (Grant Officer)

The entire meeting was taken up with a presentation from Helen and Zac about Stage One Home Care Reforms followed by discussion and questions and answers about Stage one and Stage Two

**KEY POINTS INCLUDED:**

Increasing Choices Legislation

Aims to create an 'Aged Care Market' and address the key issues identified by the Productivity Commission Report in 2009, namely:

- Complexity for consumers and service providers
- Inadequate Supply
- Lack of opportunity for innovation

In the first stage, from February 27, 2017, funding for a home care package will follow the consumer. This will allow a consumer to choose a provider that is suited to them and to direct the funding to that provider. The consumer will also be able to change their provider if they wish, including if they move to another area to live.

There will also be a consistent national approach to prioritising access to home care with packages assigned to eligible consumers from a national pool managed through My Aged Care

From July 2018 the second stage will build on these changes by integrating the Home Care

Packages Programme and the Commonwealth Home Support Programme into a single care at home programme. This will further simplify the way that services are delivered and funded.

### **Stage one Feb 27, 2017**

- There will be no more ACAR's
- Funding will go to service providers and consumers will 'own' the package.
- Single provider, cannot 'split' the package between providers. Provider can broker services they cannot provide.
- Consumers will be assessed and approved by ACAT and a National Prioritisation System will be used based on need and urgency.
- Once assessed, MAC will send client a letter with a reference number and client will then be advised when a HCP become available and they can then choose a provider.
- ACAT specifies level of package and consumer is then in a queue for the next available package at that level
- If higher level package not available, MAC may offer a lower level package. Clients maintains place in queue for higher level.
- There will be a national pool of home care packages that will released or allocated maybe monthly or quarterly (yet to be determined). Provides and regions will no longer 'own' packages.
- Any unused packages will be returned to the National Pool on Feb 27, 2017.
- Opportunity for small providers to develop niche markets. Small providers tend to know their consumers really well so can provide what they need and therefore consumers less likely to 'shop around'
- Expanded functionality of MAC Service Finder (important that info is kept up to date by service providers), and will have capacity to include fee information.
- People currently on wait lists will go forward in the queue.
- The process for becoming an approved provider will be streamlined
- Sub-contracting arrangements will be more flexible.

### Questions

- Will existing wait lists be considered when first allocation of packages released in February?
- Will the funding growth round for CHSP be based on the aged care planning ratio. (Zac will follow up)
- How do we make CHSP work similarly to HCP's?

### Issues

- Confusion and anger amongst consumers – Aged Care and NDIS, ie NDIS services are 'free' whereas aged care services require a co-contribution. (See attached which came out after the meeting <https://www.thesenior.com.au/news/promise-of-extra-support/>)
- MAC Quality Review underway
- Screening process has been shortened
- Attachments are coming through – albeit a bit 'hit and miss'
- NCN reported that no details are available for care recipients eg for respite services ( Lorna will follow up)

- Fiona reported that she'd noticed that patients/consumers (particularly those without advocates) were often confused about next steps after having an ACAT and being assessed as eligible for packaged care. (Deb will follow up with this issue at the RAS/MAC Workshop next week)

#### Observations

Existing, long standing clients tend to be comfortable with current service provider.  
Clients coming through MAC tend to be more savvy and have different expectations.

#### **Stage Two July 1, 2017**

The lead up to Stage Two Reforms will involve extensive consultation and co-design process.

Discussion paper

Lots of flexibility to review and modify

#### Question

How will block funded organisations operate under the new service model? (National Office is aware of concerns regarding block funding and fees)

#### Issues

Workforce – how to manage uncertainty

Many Coordinators/Advisors employed on a casual or part time basis – challenge to keep informed of changes

#### Webinar

Helen noted that there was a webinar in March on *Increasing Choice in Home Care* that delivered some good information on Stage 1 reforms and how this will affect providers. This can be accessed through the following link [HTTP://LIVESTREAM.SSC.GOV.AU/HEALTH/11MARCH2016](http://LIVESTREAM.SSC.GOV.AU/HEALTH/11MARCH2016)

#### **MEETINGS FOR 2016**

**All are held 3-5pm at the Gawler Elderly Centre, 37 Fourteenth St, Gawler**

- **Wednesday 22<sup>nd</sup> June 22**
- **Wednesday 24<sup>th</sup> August**
- **Wednesday 26<sup>th</sup> October**

## **THE FOLLOWING HAS BEEN PROVIDED BY HELEN FRAZER**

### ***INPUT FOR GASHAN MEETING (20 APRIL 2016)***

#### ***ARB (MY AGED CARE) INPUT:***

##### **My Aged Care for diverse needs groups**

My Aged Care will support people with diverse needs in the following ways:

- translated materials are available on the website and people can access the Translating and Interpreting Service
- the National Relay Service is available for people who are hearing or speech impaired
- training has been provided to My Aged Care contact centre staff and assessors to ensure they can work effectively with people with diverse needs, including people from CALD backgrounds and Aboriginal and Torres Strait Islander people
- the National Screening and Assessment Form (NSAF) will be used by My Aged Care contact centre staff and assessors to assist with identifying clients who have diverse needs
- allowing service providers to indicate if their services are tailored for diverse needs groups (i.e. LGBTI). This information will display publically on the service finders on the My Aged Care website.
- materials on the My Aged Care website are compliant with the Web Content Accessibility Guidelines version 2.0.

If a person does not want to communicate with the My Aged Care contact centre, contact may be facilitated by a representative such as a family member, carer, friend or service provider.

In situations where older people do not have phone or internet access, assessors and service providers can facilitate their registration with My Aged Care.

Clients can be assisted to register with My Aged Care in the following ways:

- a call to the My Aged Care contact centre
- an 'Inbound referral' form (accessed from [myagedcare.gov.au](http://myagedcare.gov.au)) requesting that My Aged Care contact centre staff call the person
- a fax with information about the person.

My Aged Care contact centre staff and assessors will be able to provide clients with printed copies of their client record, for their reference

#### ***ASSB (DIVERSITY / ADVOCACY) INPUT:***

- With the focus on current changes to the aged care system centred on embedding greater consumer choice, control and flexibility, it is recognised that advocacy services are fundamental in supporting consumers to interact with the aged care system.
- Support for consumers through formal and individual advocacy services are critical in supporting and assisting consumers to access aged care and to understand the choices available to them. This supports informed decision making and effective communication with service providers.

- In 2015, a review of Commonwealth aged care advocacy services was undertaken to identify how individual advocacy services can best support consumers to:
  - Effectively interact with the aged care system;
  - Better transition between service types; and
  - Be empowered to apply informed decision making and actively exercise choice.
  
- The review considered special needs groups. The final report for the review is now available at [www.dss.gov.au](http://www.dss.gov.au)
  - The outcomes of the review are informing the redesign of a new National Aged Care Advocacy Programme (NACAP) for implementation from 1 February 2017. This will include the provision of advocacy including clients under CHSP and consumers of other Commonwealth-funded aged care services.
  
- While this work is being undertaken, advocacy services for aged care consumers continue to be available through the existing NACAP for residential aged care and Home Care Package clients and through CHSP for those receiving CHSP services.