



**Seniors Collaborative
Action Project**

Barossa.Gawler.Light.Mallala

**Minutes of the Gawler & Surrounds Healthy Ageing Network Meeting
Held Wednesday 24th August, 2016, at the Gawler Elderly Centre**

1. **PRESENT:** Caron Geracitano (Barossa Village); Corinne Bruer (Uniting Communities -RAS); Craig Gogoll (ACNA – RAS); David Dann (ECH); Deb Anderson (SCAP); Fiona Brown (Hyde & Partners); Jo Parker (Barossa & Light Home Assist & Community Transport); Kerrie Draper-Rose, & Sandy Lehmann (Gawler Home Assist); Morna Coats (Alzheimers Aust); Peter Smith (Gawler Community Retirement Homes);
2. **APOLOGIES:** Beth Hudman (Gawler Care & Share); Louise Bach (Carers' Link); Lyn Stewart & Sharyne Gottwald (SA Country Carers); Tracy Maynard (SAPHN); Simon Newbold (Barossa Village); Bev Galway (Tanunda Lutheran Home)
3. **CHAIRPERSON**
Craig Gogoll offered to Chair the meeting.
4. **MINUTES OF PREVIOUS MEETING: 22/06/2016**
Accepted
5. **BUSINESS ARISING:**
 - 5.1 Increasing Consumer Choices
No additional information forthcoming. Craig mentioned that Louise Hamilton from DoH had advised that service providers (including those that only provide CHSP services only) can register to become managers of Home Care Packages.
 - 5.2 "After the ACAT"
This is an on-going issues following Fiona reporting earlier in the year 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. At the last RAS/MAC Troubleshooting Working Group, Mark Schuster from Community Aged Care Services, Country Health SA indicated that he would follow up with this as he would be overseeing ACAT.
 - 5.3 Dementia Awareness Month
Following a call for interest at last meeting, Deb was contacted by Uniting Communities and together came up with "Pop-Up Expo Roadshow". More details in SCAP Update.
6. **RAS/MAC issues**
 - 6.1 Feedback from last RAS/MAC Troubleshooting Working Group.
 - Consumers still needing to tell their story more than once
 - Eligible consumers being deemed ineligible by contact centre (several example of older people being declined a gutter clean)
 - Vulnerable people eg homeless, CALD, people with dementia, still 'falling through the cracks
 - MAC is not set up for CHSP single services

Minutes available on the SCAP page of The Barossa Council website. (Minutes of all SCAP meetings are available here)

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

6.2 General Observations

- Functionality of the portal has improved which makes life easier for RAS and service providers BUT it still does not address the confusion experienced by consumers attempting to access the system.
- Appears to be on-going issue with staff turn over at MAC contact centre.
- Also appears that contact centre staff are screening and making decisions about eligibility
- RAS sometimes receiving in-bound referrals that state “needs ACAT” – requires follow up.
- MAC is not set up for transport services (eg a CPN reported that of 600 referrals received via MAC this resulted in only 60 trips).

These issues will be added to the report to be forwarded to DoH

6.3 Other issues / observations

- A self funded retiree was told to call a service provider directly as the service they required would be ‘too expensive’ (these examples with as much details as possible need to be forwarded to MAC)
- Additional services within same service type can be referred back to RAS or service provider, ie no need to go through MAC if needs have not changes and no more than 6 month gap since last service delivery.
- No OT needed for installation of flexible shower hose only if weight bearing grab rail needed.
- RAS assessment taking up to 2 weeks depending on whether considered low, medium or high.
- Start and end dates are all ‘guides’ that assessor has discussed with clients based on their goals

7. SCAP UPDATE

7.2 Ageing in Style Expos - three held so far. Mallala Expo was held 18th August. Positive feedback from stall holders and consumers. Good attendance considering it’s a small town. Last Expo for 2016 Thursday 27th October at Nuriootpa.

7.3 Pop-Up Expo

A number of service providers will be travelling from town-to-town on 20th and 22nd September. The Roadshow will visit Freeling, Eudunda, Riverton, Hamley Bridge and Wasleys on the 20th and Port Wakefield, Port Parham, Thompson Beach and Dublin on the 22nd.

7.4 Other DAM activities

- Library Display
- Information Session – Memory & Ageing Wednesday 21st September 10:30 -12), Barossa Council Chambers, Nuri. Morna will be presenting.

7.5 My Aged Care – What’s Working, What’s Not Working – DoH requested that the Collaborative Projects verify that the issues identified in the last survey and previous workshops were still current following MAC System Changes. SCAP went through them at the July RAS/MAC Troubleshooting Working Group meeting. Other Collaborative Projects are doing the same. Someone from DoH will attend the October meeting of the Collaborative Projects Network where the overall findings will be presented to them.

8. INFORMATION SHARING

8.1 Alzheimer Australia Dementia Link Worker

- Morna Coats is the DLW working in the North West Country region with main focus (75%) on Gawler, Barossa, and Yorke Peninsula.
- 355,000 people in Australia with dementia.
- 25,000 in SA
- 530-560 people being diagnosed with dementia each week in Australia
- 2,500 with Younger Onset Dementia (YOD). More YOD being diagnosed
- Referrals through MAC, GP's, social workers, discharge planners, family members. Phone call or home visit available. Main emphasis is on 'understanding the diagnosis'. Also strategies for communication, how to make life easier, encourage them to take up supports, family carer workshops eg Living with Memory Loss and private workshops, community talks. Will meet with people who are "concerned about their memory".

8.2 Gawler Community Retirement Homes

- Peter talked about their independent living units. They have 200 residents and are wanting to encourage people to stay in their home as long as possible. He will find it useful to attend GASHAN meeting to gain a better understanding of the services available and the MAC system.
- Interested in holding community information presentations for residents about pertinent topics eg aged care system etc, in the hall at their James Martin facility. Peter will liaise with Deb about this.

9. NEXT MEETINGS

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

- Wednesday 26th October