



**Seniors Collaborative  
Action Project**

Barossa.Gawler.Light.Mallala

**Minutes of the Gawler & Surrounds Healthy Ageing Network Meeting  
Held Wednesday February 17, 2016, at the Gawler Elderly Centre**

- 1. PRESENT:** Anya Lizoguboff (Access Care Network Aust); Beth Hudman (Gawler Care & Share); Corinne Bruer (Uniting Communities -RAS); Deborah Bluntish (ARAS); David Dann (ECH); Deb Anderson (SCAP); Felicity Hage (Aged Care Assistance); Jenny De-Lucia (Aged Care Alternatives); Jo Parker (Barossa Home Assist & Community Transport); Jill Wilkinson (Gawler Care & Share); Kerrie Draper-Rose (Gawler Home Assist); Kylie Millington (ECH); Lynne Hosking (APM- RAS); Meredith Barrie (KinCare); Sarah West (Gawler Home Assist); Sharon Nenke (Anglicare); Sharyne Gottwald (SA Country Carers); Tracy Maynard (Country SA PHN); Vonny Edwards (country Home Services)

**APOLOGIES:** Catherine Balfour-Olgivy (County Home Services); Christine de Brenni (SAPHN); Craig Gogol (ACNA –RAS); David Dann (ECH); Fay Millington (Barossa Village); Jacqui Jones (INCHS); Jen Fyfe (Rally Homecare); Janine Joy (Country Home Services); Lena Lesnikov (APM-RAS); Louise Bach (Carers'Link); Sandra Watson (SA Country Carers); Sharyne Gottwald (SA Country Carers); Tammy Judd (Country Home Services);

**CHAIR:** Felicity Hage

**2. CHAIRPERSON**

It was agreed that we would rotate the role of Chairperson each meeting.

**3. MINUTES OF PREVIOUS MEETING: 25/11/2015**

**4. BUSINESS ARISING:**

**4.1 SCAP Role**

SCAP Activity Work Plan has been approved by DoH. Is on SCAP page of the Barossa council website <http://www.barossa.sa.gov.au/sections/community-cultural-services/community-assistance/seniors-collaborative-action-project-scap>

**4.2 Review of GASHAN**

At the meeting held on 25/11/15, it was agreed that this group is a great networking opportunity and it will continue with bi-monthly meetings, same time and venue. To be reviewed again in 6 months

**5. MAC & RAS ISSUES FOR DISCUSSION & RESOLUTION**

**CARERS**

- Clients and carers (including those under 65) are allocated an AC (Aged Care ) number. This is so that if carer requires support and/or services in the future, they are already registered and have a link to the care recipient's AC no.

**DOMESTIC ASSISTANCE**

- Big influx of referrals for Domestic Assistance
- Kin Care reported they are operating beyond capacity for DA.
- Some assessors making referral for future services eg client needs a gutter clean and have been assessed that they 'may need' domestic assistance 'in the future'. This makes sense for some services eg transport, but not sure of validity regarding other services.

#### INAPPROPRIATE REFERRALS

- Some inappropriate referrals. Clients who should be on CDC referred for CHSP
- Lots of clients assessed for level 4 CDCs but only 1's & 2's available so have to access CHSP to get services they need.
- Discharge planners referring to MAC and ACAT and direct to service providers.
- MAC staff don't seem to understand the entry level nature of the CHSP. Ideally MAC should be doing a good, 'light screen' to determine level of services required before making referral to RAS or service providers.
- Providers doing warm referral for single services eg gutter cleans as no RAS required.
- Lots of referrals direct from MAC to service providers, however service providers can't access client information

#### SOCIAL SUPPORT

- Barossa Home Assist commented on lack of referrals for 'Social support'- Individual', eg shopping.
- Gawler Care and Share have received only one referral through MAC for 'Social support – group'
- Recommended that they check that referral process in MAC is working properly.
- RAS assessors do talk to clients about social support. Word of mouth tends to be the best way of promoting this type of service.

#### WAITING TIMES

- Waiting times on phone to MAC seem to be getting shorter
- Some waiting quite a while for RAS after contacting MAC (APM reported being up to date except for short wait list in Mid North)
- Some cases of no RAS contact occurring following MAC
- RAS KPI – assessment within 21 days for low priority – so this is unusual
- It was pointed out that the referral will be cancelled by MAC if 2 no response to 3 attempts to contact client.

#### COMMUNICATION

- RAS Assessors are putting names on forms and welcome contact by service providers for clarification etc.
- Also putting date of scheduled RAS assessment on client file.

#### SPECIAL NEEDS GROUPS

- Mental health case managers are not considered to be 'Trusted Referral'
- RAS assessors will contact case manager before assessing an older person with mental health issues
- Aboriginal Services not listed on MAC Service Finder

#### OTHER

- Some referrals going through to wrong RAS area.
- Question about husband and wife eligibility for services as individuals eg both getting Domestic Assistance. Under HACC Manual, the household needs were determined not the individual, however under CHSP they are entitled to this.

## MAC/RAS FEEDBACK PROCESS

- Deb reiterated the need for service providers to utilise the MAC email system to document issues with the referral process. Need to have detailed notes including AC no, date etc. Can cc Liz Edwards so she can compile 'evidence' of impact of policies and processes on SA service providers. [liz.edwards@health.gov.au](mailto:liz.edwards@health.gov.au)

Information on where to send regional feedback around My Aged Care/RAS processes:

- Email: [myagedcare@health.gov.au](mailto:myagedcare@health.gov.au)
- RAS issues: contact specific RAS for that region, if no satisfaction proceed to contact My Aged Care and lodge a complaint. Phone: 1800 200 422
- My Aged Care specific issues: Contact My Aged Care on 1800 200 422
- My Aged Care technical issue: contact My Aged Care Provider and assessor helpline 1800 836 799.

## 6. INFORMATION SHARING

- Country Home Services: New CEO Craig Stanbridge. Actively marketing private services. 2 x level 2 CDCs available
- Country SA PHN – Current Aged Care – Silver Connections project – facilitating video consultations between clients and GPs in 3 x residential facilities.
- Aged Care Assistance: supporting consumers, carers and family members to navigate the aged care system. Lots of info on website [www.agedcareassistance.com](http://www.agedcareassistance.com), including check lists for residential, health needs check list etc to complete before contacting MAC so are prepared for some of the questions. Promoting Advance Care Directives. Will visit consumers in their homes. Felicity developing paper for Regional Development Australia (RDA) Barossa on aged care perceptions and needs. Survey questionnaire will be available.
- APM- RAS: encourage service providers to make contact, send brochures etc via email. Developing a central pool of info.
- Anglicare: Level 1 & 2 CDC's available in Gawler. Wait lists for 3's and 4's. Also offering fee-for-service domestic and personal care services.
- KinCare has a level 2 CDC available in Gawler, level 1 and 2 in Barossa, and a level 3 in Port Pirie. Private services available. Also provide disability services - group housing and in home respite.
- SA Country Carers: offices in Balaklava and Clare. Carer support and respite for aged, disability and mental health from age 8. Short stay respite 3-4 days, disability respite, outings, activities, workshops for carers.
- ACNA – RAS: want to know about services that are available in the region. Invitation to attend staff meeting every Thursday fortnight, 9-11am ph: 82713888
- Gawler Care and Share: every Tuesday in the Elderly Centre, social support group. Card games, fitness, hair dresser, computer literacy, parties, theatre, 39<sup>th</sup> birthday coming up. Some volunteers been involved since beginning. Community Bingo Thursday evening – revenue for sustainability.
- ECH: Services Gawler / Willaston and south of. At capacity with CDC. Wait lists for levels 2 and 4. User pays services available.
- Barossa Light Home Assist & Community Transport: green light for CHSP services. Have 2 x wheelchair access cabs available for charter – need drivers. Shopping buses under-utilised at the moment.
- Gawler Home Assist: green light for all services

- ARAS: new brochure about establishing CDC services and negotiating fees. Stop Elder Abuse phone line aims to prevent abuse – pilot in SA funded by SA Health.

**7. OTHER BUSINESS**

- 7.1 Aged Care Legislation Amendment 'Increasing Consumer Choice' Bill 2016 passed.  
[http://www.aph.gov.au/Parliamentary\\_Business/Bills\\_Legislation/Bills\\_Search\\_Results/Result?bld=r5617](http://www.aph.gov.au/Parliamentary_Business/Bills_Legislation/Bills_Search_Results/Result?bld=r5617)
- 7.2 Lack of transport in Gawler for medical appointments
- 7.3 Pinery Fire – coordinated response developed by State Govt. RDA have funded a number of arts type activities to encourage and facilitate social interaction for communities and victims. Please support where you can.

**8. NEXT MEETING – Wednesday April 20, 2016, 3:00-5:00pm Gawler Elderly Centre**

**9. CLOSE – Meeting closed 4:30pm**