



**Seniors Collaborative
Action Project**

Barossa.Gawler.Light.Mallala

**Minutes of the Gawler Region Aged Care Network Meeting
held Wednesday 22nd March, 2017, at the Gawler Sport & Community Centre**

1. **PRESENT:** Corinne Bruer (Uniting Communities –RAS); Craig Gogoll (ACNA – RAS); Deb Anderson (SCAP); Leonie Grant (Uniting Communities); Peter Smith (Gawler Community Retirement Homes); Sanna Brannan & Sarah West (Gawler Home Assist); Sharon Hoffmann (Northern Carers Network); Tracy Maynard (Country SA Primary Health Network);
2. **APOLOGIES:** Anya Lizoguboff & Karen Hunter (ACNA); Bev Galway (Tanunda Lutheran Home); Beth Hudman & Jill Wilkinson (Gawler Care & Share); Gail Harding (Wheatfields); Jo Parker (Barossa & Light Home Assist); Jen Fyfe (Rally Home Care); Kerrie Draper-Rose, & Sandy Lehmann (Gawler Home Assist); Lena Lesnikov (APM); Simon Newbold (Barossa Village); Tracey Murray (Anglicare); Vonny Edwards,(Country Home Services); David Dann (ECH Melissa Burgemeister (Uniting Communities);
3. **CHAIRPERSON**
Corinne Bruer offered to Chair the meeting.
4. **MINUTES OF PREVIOUS MEETING: 26/10/2016**
Accepted
5. **BUSINESS ARISING:**
 - 5.1 “After the ACAT”
 - Fiona reported this is still an ongoing issue. ACAT assessors explain the process at time of assessment however for some, especially those who have no representative, it can be difficult to remember or understand. ACAT is notified when consumer receives the letter however they do not have the resources to follow up.
 - Barossa and Gawler Councils will be piloting an information service where people can make an appointment to discuss how to navigate the aged care system and to get information about the service providers that are available in the region. This may help address the above. The SA Country PHN is providing resources to assist with marketing the new service.
6. **REVIEW THIS GROUP**
 - 6.1 Purpose/Usefulness of meeting
 - Useful as a network meeting
 - A way of finding out latest issues and trends.
 - Useful to have face-to-face contact with people.
 - Important to have updates
 - Good spread of attendees operating at different levels
 - Good to read minutes if you can’t attend meetings
 - 6.2 Name change

- It was agreed to change the name to “Gawler Region Aged Care Network”

6.3 Meeting frequency

- It was agreed we would continue to meet every two months on the third Wednesday at 3:00pm

7. SCAP UPDATE

7.1 Collaborative Projects have been rolled over until 30/6/18 and are developing Activity Work Plans to cover the period.

Likely to be forums to develop a regional response to the Discussion paper on Stage 2 of Increasing Consumer Choice

7.2 Ageing in Style Expos -. First Expo for 2017 on Thursday March 30th in the Sport & Community Centre. Presentations on Centrelink Tips & Traps, Falls Prevention, Advance Care Directives and Aged Rights & Advocacy.

7.3 Training & Development

“A Taste of Resilience” workshop was delivered by Better Practice Project on 16th March

8. STAGE 1 INCREASING CONSUMER CHOICE

DoH will be attending the Collaborative Project Officers Network meeting in May and Deb is seeking feedback on Stage 1 to pass on.

https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/10_2016/provider_fact_sheet_-_national_prioritisation_-_v2_0.pdf

- Any unused home care packages as at 26 February 2017, will be reclaimed and form part of the national package inventory.
- Where a client has been issued a referral code before 27 February 2017 – either by their ACAT or from the My Aged Care contact centre – this referral code will no longer be valid. The client will need to wait for a home care package to be assigned to them from the national package inventory and will be issued with a new referral code.
- From 27 February 2017, those clients with an approval for home care and who are actively seeking home care will be placed into the national queue to await an assignment of a home care package.
- A client’s position in the national queue will be determined by their relative need for care and the time they have waited for care. This information is supplied by the comprehensive assessment undertaken by an assessor.

The department has started releasing home care packages through the new system, with approximately 11,300 packages scheduled for release throughout March 2017. As at 21 March 2017 approximately 1,200 have been released with an additional 10,100 to be released over the coming week. From next month, packages will be released on a regular basis, likely to be weekly. <http://us10.campaign-archive2.com/?u=1108de8332cef333bc1956686&id=d91edaa210&e=aee70f8f4d>

- Not sure how the wait list is being addressed
- RAS has noticed an increase in referrals to RAS of those who have had an ACAT and are on the wait list for a package as no packages are available so wanting CHSP in the meantime. ACAT should be able to refer directly to provider not refer to RAS.
- Concern that if consumers who should be on HCP are using CHSP services then low entry level consumers are at risk of missing out.
- Still not enough packages but at least before we could ring around to find out who had available packages in the region.

9. INFORMATION SHARING

8.1 Northern Carers Network

Providing going respite services, carer support and NDIS services. Running an Aboriginal Elders program funded by CHSP

Running Info Days on NDIS and MAC

Still nothing on the New Integrated Carer Support Model to be released soon for implementation in 2018.

8.2 Uniting Communities

Rachel is the new RAS assessor servicing Barossa and Gawler and also Aboriginal clients in the broader region.

10. GUEST SPEAKERS

Peta Braendler and Rose Mangan from Aged & Community Service SA & NT

- Co-design workshop held for Stage 2. Made up of consumers, service providers, RAS and other stakeholders eg PHN. Accelerated co-design workshop – called for nominations. 3 ½
- Day workshop – very effective way for DoH to work with consumers albeit resource intensive
- Identified 52 items that need to be addressed, either Policy & Process or System issues. Working on big system changes in time for next upgrade scheduled for 8th June.
- Single service being referred to RAS assessment is not going to change
- The workshop involved drilling down into issues using a consumer journey as a way of identifying solutions. 23 solutions were developed. 15 will be addressed in June system upgrade
- People with diverse needs are proving challenging to address.
- Still working through specialised assessment for Home Mods and OT.
- Gateway Advisory Group have acknowledged that the MAC system not working, particularly in remote areas and that a different approach is needed, however funding is difficult.
- Various sub-groups addressing individualised issues not systemic:
- Question: What happens at end of TCP if consumer has not been restored back to independence?
Answer: TCP provider considered a trusted assessor so can refer for CHSP and HCP so don't have to go back through MAC.
- Question: How to move them up the queue for a HCP so they don't have to extend their hospital stay?
Answer: TCPs may be extended. Still working on this
- Carers are falling through the gap as respite is not being referred as respite is aligned to care recipient and not the carer.
- Carers' Gateway – not successful
- ACSA has raised nationally that it's not working.
- Contact Centre issues - returned calls, consent – facilitated referrals
- Challenge remains : "How to work within legislation and support people."
- Stage 1 HCP – quiet. Referrals coming through for interim packages eg people eligible for level 4 who have been on level 2 now getting level 4. Service provider is advised not consumer.

- Outdated letter from ACATs have been sent to some consumers with now invalid referral code. Service providers may need to assist consumers. System fix in April will prevent this from occurring in future.
- Review of CHSP Fees and Wellness & Reablement currently underway.
- ACSA will be part of working group.
- Surveys for both will be sent out soon.
- DEX – ‘fees income’ to be included however providers were not forewarned. DSS want this info. ACS has lobbied Minister about this as there is no fee structure in place, so why do they want it?
- RAS Evaluation and Review – developing a Quality Framework using a workshop approach to get consumer point of view “How do you know you’re meeting standards?” ACSA Policy Team is advocating that there is one framework covering Aged Care, RAS and ACAT.
- 31st March – ACSA Workshop on CHSP – to develop a position about what it might look like in the future – will CHSP merge with HCP? Will use to lobby Minister and DoH.
- Probably working towards an ‘entitlement’ model same as NDIS
- DoH now providing information for aged care consumers at last
- Emerging issue: ATO are reviewing brokerage contracting model. Some contractors have had their ABNs cancelled as not seen to be complying with contractor status eg advertising, working for more than one provider, setting own rates, using own materials etc. Contradicts DoH’s push that contracting will increase consumer choice.
- Major issue for rural and remote providers.
- Contractors can appeal ATO decision themselves or through their accountants.
- Service providers may also be under review
- Timeline to respond is unrealistic consumers are being left without a service.
- ACSA is raising the issue at national level.

11. NEXT MEETINGS

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

- Wednesday 17th May 2017
- Wednesday 19th July 2017
- Wednesday 20th September 2017
- Wednesday 20th December 2017 (TBC)