



**Seniors Collaborative  
Action Project**

Barossa.Gawler.Light.Mallala

**Minutes of the Gawler Region Aged Care Network Meeting  
held Wednesday 17<sup>th</sup> May, 2017, at the Gawler Elderly Centre**

- 1. PRESENT:** Brenton Chappell (Country SA Primary Health Network); Caron Geracitano (Barossa Village); Deb Anderson (SCAP); Fiona Brown (Hyde & Partners); Jo Parker (Barossa & Light Home Assist); Karen Hammond (Resthaven Northern Community Service); Meredith Barrie (ECH); Peter Smith (Gawler Community Retirement Homes); Sanna Brannan, Kerrie Draper-Rose and Sandy Lehmann (Gawler Home Assist); Stacey Fox (ACNA-RAS); Tom Kennedy (ACNA-RAS).

**APOLOGIES:** Beth Hudman (Gawler Care & Share); Corinne Bruer & Rachel Koehne (Uniting Communities – RAS); Courtney Dswonitzky (Barossa & Light Home Assist); David Dann (ECH); Deborah Bolt (ARAS); Leanne DeVries (ACH); Leonie Zupanic (Helping Hand); Melissa Burgemeister (Uniting Communities); Morna Coats (Alzheimers Aust); Stacey Hewitt (Country Health Connect); Tracy Maynard (Country SA Primary Health Network).

**2. CHAIRPERSON**

Kerrie volunteered to Chair the meeting.

**3. MINUTES OF PREVIOUS MEETING: 22/3/2017**

Accepted

**4. BUSINESS ARISING:**

**4.1 Stage 1 Increasing Choice in Home Care Feedback – survey results**

Deb has sent out a couple emails regarding the survey along with the survey report. Key issues included

- i. The impact of the delay on CHSP service providers in a decision regarding Stage 2
- ii. The perceived lack of HCP's coming into SA since 27<sup>th</sup> February.
- iii. The capacity of CHSP service providers to provide interim services to a consumer waiting for a HCP
- iv. The need for clarification from the Department of Health regarding appropriate exit fees and exit notice periods

*Response from DoH to these issues is attached*

- Some service providers still experiencing issues with referrals. An example was provided where the referral indicated that the consumer needed 3 CHSP service types however was maybe already receiving a HCP. Neither RAS or MAC could confirm situation.
- Concern was expressed that the proposed approach could deter consumers from accessing services. Often clients were reluctant to admit they needed a service and they had been making do for as long as possible. To then be advised they needed to wait for a HCP and to find alternative supports is ignoring this.

#### 4.2 Aged Care at Home Information Service

Barossa and Gawler Councils have commenced offering this service to people seeking information about how to navigate the aged care system. Every Tuesday 9am-12noon. Will be providing information about local service providers. Funding for marketing (posters, ads etc) received from the PHN. Pilot project for 6 months will then evaluate.

#### **5. SCAP UPDATE**

5.1 Ageing in Style Expos: First Expo for 2017 held in Gawler 30<sup>th</sup> March. Next will be in Two Wells on 17<sup>th</sup> August then in Tanunda on 26<sup>th</sup> October.

5.2 Training & Development: Sexual Diversity Consciousness Raising Workshop Tuesday 23<sup>rd</sup> May, 10am-1pm, Barossa Council Chambers. Places still available.

5.3 SA Collaborative Projects 2017 Symposium: "No one Should Have No One" on loneliness and social isolation. Free event for aged care sector. Friday 7<sup>th</sup> July, 9am-4pm at Morphettville Racecourse. Bookings on line.

5.4 Community Information Sessions: Deb is available to organise info sessions for consumers on a range of topics. RAA will be running sessions on Mobility Scooters and Travelling Safely in August. Sanna interested in organising some for the Elderly Centre. Deb will provide a list of topics. Suggested topics included "NBN and Personal Alarms" and Government Concessions. Deb will up. Tom suggested that training church groups etc about the Aged Care system would be a good way of passing on information, especially in CALD communities. Deb will raise with Collaborative Projects

#### **6. CHSP & RAS EXTENSION**

- ***The department will negotiate new funding conditions with existing CHSP service providers that will deliver more choice for consumers, and a greater focus on supporting independence and wellness from 1 July 2018.***
- ***The new funding agreements, which will incorporate the new funding conditions and revised reporting requirements, will be offered to CHSP service providers from 1 July 2018 (1 July 2019 in Victoria).***
- ***The details of the new conditions have not yet been developed by the department and will be discussed with the sector over the coming months.***
- ***However, the changes to conditions will aim to ensure that service delivery is more focused on understanding client strengths and goals, provides increased choice for consumers and a greater focus on pathways and activities to support independence and wellness. There will also be an increased focus on reablement where appropriate.***
- ***Reporting requirements may also need to be revised to ensure they better reflect client outcomes and the new funding requirements.***

The above taken from: <https://agedcare.govcms.gov.au/programs/commonwealth-home-support-programme/frequently-asked-questions-for-chsp-funding-extension>

- Service Agreement will be negotiated later in 2017.
- New well being approach – CHSP will be like a rehab/restorative care program with or without Allied Health services.
- RAS teams will need to do work around goal setting so service provider can respond appropriately.
- RAS will not specify services needed but focus on the consumer's needs. Service providers will put service/s in place to best meet the goal.
- RAS assessment will likely move to WA model which is currently being piloted – "show me" assessment where consumer demonstrates what they are capable of doing and RAS can more accurately assess their capacity to maintain independence and possibly increase their capacity.

- Deb reported that some service providers are showing consumers the full cost of service delivery and the value of the subsidy and their co-contribution so consumers better understand the full cost of services.

#### **7. INFORMATION SHARING**

- Meredith reported that from 1<sup>st</sup> July ECH will charge no admin fees, case management fees, public holiday fees, or exit fees and clients will be required to give only one fortnight's notice to exit.

#### **8. NEXT MEETING/S**

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

- Wednesday 19<sup>th</sup> July 2017
- Wednesday 20<sup>th</sup> September 2017
- Wednesday 15<sup>th</sup> November 2017

## **ATTACHMENT: RESPONSE FROM DOH RE STAGE 1 SURVEY REPORT**

Last week the SA Collaborative Project Officers (CPOs) met with representatives from the Department of Health (Louise Hamilton, Bev Young and Margot Chiverton), to discuss feedback gained from the sector in the recent CPO survey “Stage 1, Increasing Choice in Home Care April – May 2017”. Refer attached report.

The survey and other sector feedback raised a number of concerns including:

1. The impact of the delay on CHSP service providers in a decision regarding Stage 2
2. The perceived lack of HCP’s coming into SA since 27<sup>th</sup> February.
3. The capacity of CHSP service providers to provide interim services to a consumer waiting for a HCP
4. The need for clarification from the Department of Health regarding appropriate exit fees and exit notice periods

Also, there was a release of information regarding the expected long wait periods of up to 12 months for a HCP to be provided. **Please note** that emails have been sent to all providers, and information is available on the MyAgedCare portal, regarding the release of this inaccurate test information. Currently there is no data on wait list times.

Regarding the first issue above, coincidentally on the same day of our meeting, the extension of CHSP until 30/6/20 was announced. This is obviously a great relief for all. Louise advised, however, that she would still pass on the feedback to Canberra so we do not find ourselves in the same position in two years’ time.

Regarding the second issue, DoH representatives stated that definitely HCPs have been released into SA. Prior to 27<sup>th</sup> Feb there were 42 HCP providers in SA, there are now 62. Consumers are approaching both smaller and larger organisations. There is also a 56 day take up period which may contribute to this perception of no packages since the February/ March HCP release.

Addressing the third issue, DoH representatives reinforced that CHSP is to only be provided for consumers requiring basic level/entry level services.

- **A consumer approved and waiting for a HCP** can only be provided with CHSP at an entry level, not at the level of the HCP they are approved for.
- The description of what entry level support is, in the CHSP is at section 1.2.2 on page 3 of the Manual.
- If above basic/entry level CHSP services are required, a discussion is required with the client about how they meet their needs **while they are waiting**. For example, can family or any people within their networks (if available) provide support in the interim?
- Another option is that a reprioritisation by ACAT be requested if the consumer is likely to require hospitalisation or enter residential aged care immediately without the required HCP.
- If reprioritisation is not approved this is an appealable decision by the consumer.

- However, in the first instance providers may want to advocate for the consumer to the **ACAT Manager** to discuss all the issues and the inability of the consumer to remain in their home safely.
- It also needs to be noted that ACAT can only give a higher priority in extenuating circumstances. Paying for private services is also an option while consumers wait for their HCP.

Additional sector feedback regarding the interaction of CHSP and HCP **for consumers already on HCP** was also discussed with Roy Inglis, Department of Health. Roy provided the information below in blue:

- Information and guidance about the interaction of CHSP and HCP **in relation to someone on a HCP** is in 3.1.2 of the Manual. [Interaction between the Commonwealth Home Support Programme and other programs](#)
- Consumers **already on HCP** can only access CHSP **in the circumstances as per 3.1.2 of the CHSP Manual** [CHSP Programme Manual 2017](#) HCP advisers need to be aware of this so they do not raise expectations amongst their consumers that they can receive both HCP and CHSP services in other circumstances.
  - The pertinent paragraphs regarding people assessed for and waiting on a HCP and receiving CHSP services are on page 64 where there is a reference to “entry level support consistent with the CHSP”.
  - Regarding a CHSP provider recouping costs from a Home Care Package (HCP) provider once a CHSP client who has been waiting for a HCP commences their HCP, there is no requirement, compulsion or expectation within the CHSP for a HCP provider to reimburse or otherwise pay a CHSP provider for services provided to the aged person **before the HCP commenced**. Also, HCP funds can only pay for HCP eligible services provided to the HCP client once the HCP has commenced, that is on and after the date of commencement of the HCP.
- In all circumstances advisers/coordinators should be discussing these issues with their senior management so that a consistent approach within organisations can be achieved. Organisations are well positioned to feedback issues such as those raised through their peak bodies to ensure future policy direction. In relation to the fourth issue , regarding appropriate exit fees, service providers are encouraged to view the Department of Health, [Exit Amount Fact Sheet](#) that includes requirements for exit fees. Consumers can also contact ARAS if they are concerned that their rights are not being upheld in relation to exit fees and exit notice periods. ARAS may support them in their dealings with the service provider.
- The [Changing a Home Care Provider](#) fact sheet provides guidelines regarding the notice a service provider states is required from a client to change service providers. The cessation day should **be agreed with the client in consideration of the circumstances**, the terms of the Home Care Agreement, and the **legislative rules** governing home care. Consumers have a right (under the Charter of Care Recipients’ Rights and Responsibilities

Home Care) to choose their provider, **and to change providers if they wish**. If the clients Rights and Responsibilities are not being taken into account then the client could lodge a complaint with the Aged Care Complaints Commissioner at [Aged Care Complaints: Lodge a Complaint](#)

The Department of Health Webinar, 'Home care reforms and ongoing improvements', 15<sup>th</sup> May 2017, has information on many of the issues raised in the recent CPO survey, it will be available again in the near future at [Webinars | Ageing and Aged Care](#).

The CPO's will be developing some training and development opportunities in the near future to better equip advisors and coordinators to have these challenging conversations with clients.

To receive regular e-newsletters and announcements to the aged care sector make sure you and your colleagues subscribe to the DoH e-newsletter:

<https://agedcare.health.gov.au/news-and-resources/subscribe>