



Seniors Collaborative
Action Project

Barossa.Gawler.Light.Adelaide Plains

Minutes of the Gawler Region Aged Care Network Meeting held Wednesday 18 April, 2018, at the Gawler Elderly Centre

- 1. PRESENT:** Craig Gogoll (ACNA – RAS); Deb Anderson (SCAP); Felicity Hage (Aged Care Assistance); Fiona Brown (Hyde & Partners); Jo Parker (Barossa & Light Home Assist); Kerrie Draper-Rose, Sandy Lehmann & Sarah West (Gawler Home Assist); Lucy McFadyen (Barossa Village); Penka Tayloe (Gawler Care & Share); Rachel Koehne (Uniting Communities - RAS); Sue Reid (Northern Health Network).

APOLOGIES: Alison Brighurst, Amy Foote & Kim Maurits (Country Health Connect); Corinne Bruer (Uniting Communities – RAS); Dorothy Hewitt (Remedy Health Care); Karen Hammond (Resthaven); (Morna Coats (Dementia Aust); Natalie Koufos (Southern Cross); Peter Smith (Gawler Community Retirement Homes); Sanna Brannan (Gawler Home Assist).

- 2. CHAIRPERSON**

Kerrie chaired the meeting

- 3. MINUTES OF PREVIOUS MEETING HELD 21/02/2018**

Accepted

- 4. BUSINESS ARISING**

- 3.1 Celebrate & Collaborate Workshop**

Following this workshop that was held late 2017, the Collaborative Projects are organising an event on 31 August at Sunnybrae Estate, regency Park, to build on the capacity of service providers to deliver wellness and reablement. Save the date flyer has been sent out.

- 3.2 Independent Contractors Survey**

Deb is putting together a program of T & D for Independent Contractors based on results of a survey of conducted late 2017. Most presenters are not available until after June.

- 3.3 Training & Development**

Keeping Connected Workshop which follows on from last year's symposium on Loneliness & Social Isolation was held on Thursday 12 April 10-12 in Barossa Council Chambers. Positive feedback received.

- 3.4 Visit by Mental Health Commissioner**

No further action from this however Deb and Felicity attended the two day Mental Health First Aid course offered by TAFE. Recommended that everyone do this as it creates a greater awareness of mental illness and also how to respond to someone experiencing a mental health crisis. Courses available on Mental Health First Aid website.

<https://mhfa.com.au/>

- 3.5 GRACN Review**

Deb sent members a link to a survey last week seeking feedback on meeting frequency, content etc. Will report on results at the next meeting

5. REFORM UPDATE

The best way of keeping up to date is to subscribe to the department of Health's e-newsletter at: <https://agedcare.health.gov.au/news-and-resources/subscribe>

5.1 Future care at home reform: Key insights from consultation

Summary of feedback received by 318 submissions. Very similar to the feedback we provided in our regional response.

https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/02_2018/summary_report_future_care_at_home_reform_consultation_feedback_july_-_august_2017.pdf

5.2 ACFA Respite Care Consultation - invitation to provide feedback - closed 13 April – no one present submitted feedback.

5.3 Reminder from DoH : please use 'My Aged Care' not 'MAC'

5.4 Noone has new grant agreement yet – should be soon

5.5 New Manual available

<https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/chsp-manual-effective-as-of-1-july-2018>

5.6 New Programme Guidelines available

<https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/chsp-guidelines-effective-as-of-1-july-2018>

5.7 MAC Contact Centre will now refer grandfathered clients direct to service provider without a RAS unless they need a new service type.

5.8 Details of grandfathered clients to be referred to DEx as part of new service agreement.

Issues:

- What if client doesn't want to register with MAC?
- If registered while in hospital service provider will not know about it.

6. WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

- Friday 15 June
- Unfortunately Deborah from ARAS was unable to attend due to accident.
- Deb has booked Coop Mall and will give out flyers and purple ribbons. Other service providers welcome to join her.
- Gawler in process of deciding what to do – did a staff morning tea last year
- Penka will ask if Gawler Care and Share would like to do something and / or invite ARAS to speak to participants in the future.
- Deb will drop in some purple ribbons to Hyde and Partners.
- Felicity advised that there is currently legislation being developed to mandate reporting of financial abuse in line with physical and sexual abuse – in residential care.

7. WHAT IS ENTRY LEVEL FOR CHSP?

There was discussion about service levels of CHSP ie what is considered to be 'entry level'?

- Barossa & Light Home Assist : 16 hours per year MAX FOR home maintenance and 1.5 hours per fortnight domestic assistance
- Barossa Village: 1.5 hours per fortnight domestic assistance
Gardening – only if a safety / security issue; Gutter and window cleaning – work in progress. Have been over servicing in the past. Trying to be fair and equitable.
- Country Home Services and Barossa Home Assist allow consumers to use their government subsidy and pay/ top up cost of additional work by private contractors if needed.

8. DISCUSSION

- For urgent need (Nursing, Transport, Meals, Personal care), for new clients only, MAC Call Centre will refer to service provider and then follow up with a RAS.
- For high priority plan review - will be referred to RAS – KPI dictates 10 day turnaround.
- RAS receives notification if service provider doesn't accept or reject a referral within 2 weeks.
- If client doesn't want a service, notification automatically goes to RAS and service provider saying it hasn't been activated even if notes contain information about reason

- Barossa gets lots of referrals for "might need" transport.
- For Future Planning purposes, RAS can put 'pending' then service provider has to call MAC when they need it – RAS gets it as a review and can put it through as a referral.
- Fiona confirmed that people have to get cab vouchers through GP and can't do "just in case"
- Carers get 50% cab voucher cost reduction

- RAS assessors can help consumer make informed choice
- MAC service finder is not reliable as service providers have not entered data that accurately reflects the postcode area they service, and it's not in alphabetical order
- DPS book not the best resource
- A local directory would be very useful
- Maybe a role for a volunteer – Deb to pursue

- New NSAF support plan format from 18 June – recommendation from NOUS Review
- Next MAC upgrade will be a different assessment & support plan page

- Consumers can access their assessment from My Gov website
- Support plans should have more information about Goals now and will look different.

- More streamlined home support assessment not just a tick-the-box, more conversational.
- Louise Hamilton – DoH – attending next SA Collaborative PO meeting on 10 May.

9. INFORMATION SHARING

- Gawler Ageing & Disability Expo, Friday 11 May, 10am – 2pm, Gawler Sport & Community Centre
 - Over 50+ registrations so far
 - The Youth Shak will be used for morning tea, information talks and entertainment
 - MAC speaker – Sharon Hoffmann, Northern Carers Network
 - NDIS speaker – Merindah Ward, Feros Care LAC
 - Devonshire Tea and fruit platter
 - Kiwanis sausage sizzle
 - Independent Living Centre caravan

10. NEXT MEETING

20 June, 2018, 3:00-4:30pm at the Gawler Elderly Centre, 37 Fourteenth St, Gawler

11. CLOSE

Meeting closed 4.30pm