



Seniors Collaborative
Action Project

Barossa.Gawler.Light.Adelaide Plains

MINUTES OF RAS/MAC TROUBLESHOOTING WORKING GROUP

Thursday 22 November, 2018

1:00pm – 3:00pm

Barossa Council Committee Room

PRESENT: Corinne Bruer (Uniting Communities - RAS); Courtney Dswonitzky (Barossa & Light Home Assist); Craig Gogoll (ACNA RAS); Deb Anderson (SCAP); Vanessa Loechel (Uniting Communities); Vanessa Helbig (Barossa Village)

APOLOGIES: Angela Schuster (Country Health Connect); Debbie Carter – (Carers' & Disability Link); Elspeth Morgan (Carers' & Disability Link); Emma Young (Country SA PHN); Gerry Lloyd (Abbeyfield); Heidi Chamberlain & Jacqui Jones (Country Health Connect); Jo Parker (Barossa & Light Home Assist); Kerrie Draper-Rose (Gawler Home Assist); Leonie Grant (Uniting Communities); Sanna Brannan (Gawler Home Assist); Stefan Nowak (CHSA - ACAT)

1. OPEN

Meeting opened at 1:10pm

2. MINUTES OF PREVIOUS MEETING

OK

3. CHAIRPERSON

Courtney offered to chair the meeting

4. BUSINESS ARISING FROM PREVIOUS MEETING

4.1 SA Collaborative Projects Symposium

Held Friday 31 August at Sunnybrae Estate, Regency Park. Good feedback.

Summary notes have been sent out to all participants.

Part of the event included a live theatre performance of three CHSP scenarios. These have since been filmed and will be available as part of a workshop resource kit to be used for T & D in 2019.

The Collaboratives are having a 'Celebrate and Collaborate' event on 12 December – follow on from last year's event which brought all sector support and development providers plus RAS, ACAT and others eg COTA, Volunteering etc to explore opportunities for collaboration around wellness and reablement. Will include the launch of the "Webazine" concept – which will be an online resource providing information about wellness for older people.

4.2 RAS Team Leaders & Assessors meeting

No further action. Remove from future agendas.

4.3 Embedding Wellness & Reablement

Deb will organise information sessions in 2019 for consumers and independent contractors to advise them of possible changes to their CHSP services when next reviewed, ie to address the wellness and reablement requirement.

Craig suggested NDIS providers also be involved as the NDIS has the same approach re promoting independence.

4.4 Wellness Reports

Everyone has submitted their report. Quite straightforward.

5. REFORM UPDATE

5.1 Department of Health is now comprised of stakeholder engagement (SE) and regulation. The SE unit's (Health Engagement and Representation Network - HERN) role is still being developed however they will have a relationship with the DSS Community Grants Hub – administration of the CHSP grants now sits with DSS, and all financial/reporting enquiries about the grants administration should be directed to DSS. Community Grants Hub transition phase is due to end on 13/12/2018, so more clear and concise information about roles and responsibilities should be available then. HERN and the regulation team will have responsibility for the non-administration part of CHSP including issues related to policy reform, stakeholder engagement, and interface questions re: CHSP and HCP including assessment queries.

5.2 New My Aged Care service provider and assessor helpline 1800 836 799. All My Aged Care enquiries should be directed via this helpline. ICT queries should be able to be dealt with directly; if enquiries are not ICT related should be triaged to Department for response, aiming for consistency of information provided. Users of the helpline are urged to pass on feedback, both positive and negative, via the My Aged Care feedback process. Collaborative Project Officers will provide feedback to DoH (Roy Inglis) about the benefits/challenges of the helpline.

5.3 Royal Commission into the Aged Care Sector announced - This Royal Commission will primarily look at the quality of care provided in Residential and Home Aged Care to senior Australians, but also include Young Australians with disabilities living in Residential Aged Care settings. The Royal Commission's interim report is to be provided by 31 October 2019, and its final report no later than 30 April 2020.

5.4 Aged Care System Navigator Request for Tender open – A Request for Tender is now open for 'the provision of services to coordinate and deliver the information hubs, community hubs and specialist support workers trials of the Aged Care System Navigator measure'. The Request for Tender documentation is available on the AusTender website and provides detailed information about the services and requirements that must be met by tenderers. Closing date for tenders 23 October 2018.

5.5 Mandatory publication of home care pricing information - All home care providers must publish their existing pricing information on the My Aged Care Service Finder by 30 November 2018. Providers need to use the My Aged Care provider portal to either upload a document such as a PDF or include a website URL link to their current pricing schedule. From March 2019 providers will need to use Department's template for providing pricing information.

5.6 Integrated Carer Support Service: Carer Gateway regional delivery partners. The Australian Government is inviting applications in an open process to apply to deliver services under the Integrated Carer Support Services from 1 July 2019 to 30 June 2024. This grant process will select a new network of Carer Gateway regional delivery partners (RDPs) across Australia to help carers access new and improved local and targeted services including:

- needs assessment and planning;
- in-person and phone-based coaching, counselling and in person peer support;
- information and advice;
- targeted financial support packages with a focus on supporting employment, education, respite access and transport;
- access to emergency crisis support; and
- assistance with navigating relevant, local services available to carers through federal, state and local government and non-government providers, including the National Disability Insurance Scheme, My Aged Care and palliative care.
- RDPs will also conduct outreach activities, and link to social, health, education, community and cultural groups, to better understand regional and rural needs.
- RDPs are expected to make the greatest contribution to the ICSS outcomes

6. NEW MAC/RAS ISSUES

Regional issues/ update

- Should be able to refer to more than one service provider for social support
Craig stated that this could occur but each referral needs to have its own goal.
- BV had a client with dementia assessed for a level 4 HCP but allocated a level 2. Waiting for 3 months. BV requested a review so it could be topped up the CHSP but this was declined. Client received a call from 'someone' and was asked if she needed extra services to which she said "No I don't want to be a bother." Need to determine who made the call and where the rejection came from.
Action: Vanessa H. to check notes and contact ACAT or call Helpline.
- Barossa Home Assist recently contacted HCP providers to identify need for full cost recovery transport. Demand was limited so this hasn't been pursued. It would be a huge task to develop a pricing schedule for this so unless demand increases it will not be available.
- Allied Health service provider has an internal waiting list and accepts referrals for Allied Health services even when at capacity. This means some clients eligible for a reablement program are waiting 5 -6 weeks before they receive services.
- RAS Managers now have a form they can use and send to DoH that escalates issues that Helpline can't resolve. Strict criteria.
- Service providers use Helpline when in client's homes to resolve issues – faster than going through MAC.
- Restahvaen, ACH, Southern Cross Care – have OT.
- Country Home Services is now providing window cleaning.
- Barossa Home Assist were receiving referrals for under 65's through MAC. This has been addressed. Referrals can be made directly for those eligible for State HACCC services (under 65 on DSP).

Issues to feed back to DoH

- What is happening to direct referrals for transport? Transport has 2 week referral period if service is needed immediately, however lately MAC has been telling clients requiring transport they have to wait for a referral or pay full cost. RAS observed they are not receiving many referrals for transport lately. Is this a Call Centre training issue?
- Some providers have had negative experiences when contacting the Helpline. Person has been very rude.
- Action: Deb to pass these onto DoH.

7. REVIEW GROUP AND MEETING FREQUENCY

- The group is currently meeting every 3 months.
- The need for this group to meet as frequently was questioned.
- Originally it was set up to be attended by Managers however they rarely attend, rather they delegate to staff who are dealing with MAC on a daily basis.
- It had become more of a network meeting than a Working Group.
- The Gawler Region Aged Network (GRACN) meets every two months and often the same people attend both meetings.
- It was suggested that GRACN continues and those who only attend this meeting are encouraged to go to Gawler.
- It was also suggested that this group could be responsive to issues and meet on an 'as needs basis', that is, if issues are identified at GRACN that need addressing, this Working Group could meet to resolve them.

Action: Deb will send an email to everyone asking for feedback.

8. CLOSE

Meeting closed at 2.25pm

9. 2019 MEETINGS

To be advised pending outcome of action in item 7.