



Seniors Collaborative
Action Project

Barossa.Gawler.Light.Mallala

MINUTES OF RAS/MAC TROUBLESHOOTING WORKING GROUP
Thursday 16th February, 2017
1:00pm – 3:00pm
Barossa Council Chambers

PRESENT:	APOLOGIES:
<ul style="list-style-type: none">• Corinne Bruer (Uniting Communities - RAS)• Courtney Dswonitzky (Barossa & Light Home Assist)• Chris Guerin (Uniting Communities)• Deb Anderson (SCAP)• Debbie Carter (Carers' Link)• Rachel Koehne (Uniting Communities RAS)• Rosie Ward (Barossa Village)• Tracy Maynard (Country SA PHN)• Sanna Brannan (Gawler Home Assist)• Stefan Nowak (ACAT – 0466 505 026)	<ul style="list-style-type: none">• Bev Galway (Tanunda Lutheran Home)• Catherine Balfour-Olgivy (Country Home Services)• Craig Gogoll (ACNA RAS)• Elspeth Morgan (Carers' Link)• Jacqui Bowden (APM RAS)• Jo Parker (Barossa & Light Home Assist)• Jodie Zimmermann (Barossa Village)• Lena Lesnikov (APM RAS)• Lynne Hosking (APM RAS)• Morna Coats (Alzheimers Australia)• Simon Newbold (Barossa Village)• Stacey Hewitt (Community Aged Care Services, Country Health SA)

1. OPEN

Meeting opened at 1:10pm with a round of introductions

2. CHAIRPERSON

Courtney offered to chair the meeting.

3. BUSINESS ARISING FROM PREVIOUS MEETING

3.1 Post-ACAT client confusion

This issue was raised by a practice nurse at a GASHAN meeting last year. There doesn't seem to be a way of resolving it other than for RAS and ACAT assessors to be aware that clients could be by confused by the whole assessment process and to provide as much information as possible about the process., including leaving a DPS Guide.

3.2 Proposed New Council service - 'ASAP'

Barossa Council's Home Assist team will be running a 6 month pilot of this service. They have partnered with Country SA PHN who will provide funding towards marketing the service – newspaper ads, posters, flyers, banners etc. May help to address previous issue as older people,

families and carers will be able to make an appointment to get information about how to navigate the aged care system, and about the services that are available in the region.

4. NEW MAC/RAS ISSUES

What is Working?

- It was agreed by most that “We’ve come a long way, and it’s generally working OK.”
- Clients are being assessed and receiving the services they need within a reasonably short time frame.
- “Request a Service Review” function is working well.

What’s Not Working?

There still seems to be ongoing issue with inconsistency of Call Centre information. *“It depends who you talk to.”*

Examples:

- Example of client seeking CHSP services but referred to ACAT. Sometimes clients will be referred for CHSP services until ACAT is completed. ACAT triage referrals . Will call client to determine if an ACAT is most appropriate. Sometimes refer to RAS.
- Call Centre has told ACAT they don’t accept hospital based referrals, ie hospitals can’t refer directly to MAC. This is not the case.
- Call centre told client to contact ACAT directly seeking service plan review. ACAT couldn’t do this because client was no longer on the system. Had call centre staff dug a little deeper they could have worked this out. Not checking all of the details. Too much pressure to meet KPI’s

Other issues:

- Gawler Home Assist has had numerous messages from MAC requesting wallet checks when they have already been completed (RAS and ACAT assessors do this at start of assessment). Could be a system glitch.
- Need clarification about how long to keep a client’s file active if they are seeking a one-off service, eg a gutter clean. If client’s file is still active and they request another service type, the RAS can request a service plan review and contact the client by phone to confirm need and organise a referral. If file is closed they need to back through MAC. It was suggested that all clients remain active even if they initially seek a single service.
Action: Corinne will check procedure with other RAS Managers.
- Some GPs are making direct referral to the Country Referral Unit (CRU) for nursing and physio. They should be doing a web-based referral to MAC.
Action: Corinne to provide specific examples to Tracy who will follow up with the relevant practices.
- Uniting Communities not getting referrals for Group social support.
Action: Chris to try to find out where the delay is occurring

5. STAGE 1 INCREASING CONSUMER CHOICE

General

- Commences 27th Feb. No broad banding of service levels. Anyone currently assessed for level 1/2 will default to a 2; if 3/4 will default to level 4. Can accept a lower level but not higher.
- ACAT prioritises high, medium or low. Existing assessed clients default to medium
- All referral codes will become void on 27th Feb. Once at top of priority queue client will receive a letter with a new referral code and will have 56 days to find a service. Can then apply for an extension up to 84 days total.
- Once assessed can opt to go on the queue or not. If opt not to, can join the queue at a later date when services required.

Feedback to DoH

Need to develop a process for providing feedback to DoH who will be attending the May meeting of the Collaborative Projects Network.

- It was agreed we would meet again on 27th April instead of in May to provide feedback on how Stage 1 is progressing.
- Would also be useful to seek feedback from consumers who have used the new system.
Action: Deb will contact HCP Coordinators.

HCP providers in the region: Barossa Village, Community Aged Care Services (INCHS), Country Home Services, Kincare, Uniting Communities.

6. REVIEW THIS GROUP

Sector Support and Development will be rolled over for a further 12 months until 30/6/18.

Deb needs to put together a Work Plan for that period. Will be meeting with Louise Hamilton – Grant Agreement Manager - on 1st March

- Hopefully there will be an opportunity for the region to feed into any consultation re Stage 2
- Likely to have a couple Regional Planning Forums to identify service gaps in the lead up the Stage 2.
- Local Councils needs to make a decision about whether to remain in the market
- The exit of Dom Care will have significant impact

Do we want to continue with this Group in 2017/18?

- Can be difficult to prioritise attending due to work load.
- Needs to stick to original purpose. *"It's not another network meeting."*
- Very valuable.
- Very useful to have a forum where you can speak your mind about the issues rather than having to "keep it positive" all the time as when at work.

- It was agreed we would meet on April 27th and see how things are going.
- May just need to meet every 6 months
- It was suggested that a survey could be undertaken between meetings eg following system upgrades to identify issues.

7. OTHER BUSINESS

7.1 Peta Braendler, ACS SA & NT, and member of National Aged Care Alliance (NACA), will be attending the next GASHAN meeting on 22nd March at 2:30pm at Gawler Sport and Community Centre. Deb will be seeking questions on notice prior to the meeting.

7.2 Que Ralph is on leave for 12 months so Uniting Communities Acting RAS State Manager is currently Cathy Blacker.

8. NEXT MEETING

Thursday 27th April, 2017

1:00-3:00pm

Barossa Council Chambers