southern services
reform group

SSRG Workgroup Meeting
Workgroup: Aged Care Pathways
Date: 28 April 2016

Present: Sally Warnes, Sam Berry, Leanne Taylor, Tiffany Davies, Prue Oake, Stevi Newman, Fiona Paterson, Julie Williams, Janine Callegari, Clare Kelly (minutes)

Apologies: Filomena Occhiodoro, Julie Turbill

Agenda Items	Discussion	Actions
Welcome and apologies	• Welcome and apologies	
Previous minutes & business arising	• Minutes read, no business arising	
Distribute and reflect on project plan	• Sally spoke about the project plan - it is attached to the minutes. • Suggestion to invite more service providers to the Steering Committee meeting – some providers are currently not represented	

Share the service information sheet developed by ACNA- discuss how best to circulate it	• RAS only receives basic information with no details about location, meals, transport and type of social activity. • If a spread sheet is organised, who will update the information? Will monthly reminders be needed? What are the expectations of the group? • Each organisation will have to update their own information. Reminders could be done by the SSRG. Must ensure all CHSP providers have access to the spread sheet. • Suggestion to add the email addresses of the RAS assessors to the spread sheet so they can be sent directly to them • The group will trial the spread sheet which will be produced in Excel, with drop down boxes to indicate service categories and types	Clare to put information into Excel with drop down boxes Sally to email the spread sheet to the group – to test the format Sally to present spread sheet to the Steering Committee Sally to contact each RAS re email addresses on spread sheet
Discuss possibilities of promoting the system to consumers, GP's	• This was not discussed, so it will be on the next agenda.	
Project officer update	• Footprints through the Clutter - A one day training package developing skills to understand and support people experiencing Hoarding and Squalor in South Australia will be held on Thursday 19 May at Woodcroft Neighbourhood Centre. • Community Aged Care Symposium will be held on 1 July at South Adelaide football club. • CPN and SSRG are working together on a project about driving and dementia. • Gerontology Conference will be held on Friday 6 May at Ridley Centre, Adelaide Showgrounds. • Better Practice Project is running a wellness program on 10 May, numbers are limited. • Distributed the Aged Care Reforms discussion paper	

| Information sharing | Prue (Life Care) – providing group information and exercise sessions for older people at Aldinga - is looking for more clients.

Stevi (Baptist Care) – Community link workers giving one on one support, over the phone support for mental health and aged care for over and under 65's. They are making sure the clients are connecting with the community, so they are not isolated. Under 65 referrals are going directly to Baptist Care, but over 65's need to go through MAC. | |

Next meeting date: Thursday 26 May 2016
Time: 2.00 - 4.00 pm
Venue: Mayors Parlour, City of Marion

SSRG Project Plan	
Coordinator	Sally Warnes
Workgroup Title	Aged Care Pathways
Purpose & Objectives	• Support the successful implementation of the aged care reforms • Support each other during the reform process • Identify solutions to address issues of concern
Background. Summary of available data/issues	Significant changes in aged care were implemented 1 November 2015 which included commencement of the Commonwealth Home Support Programme (CHSP), My Aged Care portal and the introduction of the Regional Assessment Service. Organisations have had to make significant changes and learn to work within a new system. Major change can be exciting but also involves challenges and difficulties. Some challenges are best resolved collaboratively by sharing strategies and working together to build a system which runs more smoothly. Information from DSS https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/about-my-aged-care My Aged Care is the main entry point to the aged care system in Australia. The vision for My Aged Care is to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to locate and access services available to them. My Aged Care was expanded from 1 July 2015. The changes include: • A central client record to facilitate the collection and sharing of client information between the client and their representatives, assessors and service providers. • The introduction of the My Aged Care Regional Assessment Service (RAS) to conduct face-to-face assessments of people seeking entry level support at home, provided under the Commonwealth Home Support Programme (CHSP). • My Aged Care contact centre staff and assessors using the National Screening and Assessment Form (NSAF) to ensure a nationally consistent and holistic screening and assessment process.

	- An electronic matching and referral capability. - web-based My Aged Care portals for clients, assessors and service providers: - clients will use the client portal to view their client record - assessors will use the assessor portal to manage referrals, use the NSAF and update the client record with assessment information - service providers will use the provider portal to maintain information about the services they deliver, manage referrals and update the client record. - The ability for service providers to self-manage information about the services they deliver, which will be presented on the service finders on the My Aged Care website. This information will be used by My Aged Care contact centre staff and assessors to send referrals for service(s). - Enhanced service finders on the My Aged Care website that will include information about non-Commonwealth funded services. My Aged Care contact centre staff and assessors will be able to provide information about these services to consumers. Non-Commonwealth funded service providers will not receive referrals for service.

Key Issues Identified (group brainstorm)	1. Education about My Aged Care for hospital staff, discharge planners, GP's and practice nurses 2. Educating the public – there is a lot of confusion 3. Understanding a market driven environment – how best to advertise aged care services 4. Referrals from the MAC contact centre lack adequate information 5. Palliative care services are often delayed when a service is needed straightaway 6. Increase information and awareness of services to the Regional Assessment Services 7. The importance of continually updating the sector regarding any changes, for example ACAT being included in the Portal
Project description	6) An information sheet will be developed, based on work already done by ACNA, to collect targeted information in a spread sheet format. Information will include details that cannot be added to the current service finder. Service providers in the Southern Metropolitan area will be given the opportunity to supply comprehensive information about individual services they provide to enable the Regional Assessment Services to ensure more targeted and appropriate referrals. Distribution of the information sheet will be through email, utilizing the SSRG Steering Committee in the first instance.
Stakeholders	Life Care, ACNA, City of Onkaparinga, Carer Support, Carers SA, Metropolitan Referral Unit, Clinical Care Professionals, ACH, Care and Share, SIS, City of Mitcham
Level of Impact anticipated: Outline degree of impact the outcome may have and what area it may have impact	Enable the Regional Assessment Services to ensure more targeted and appropriate referrals. Further strengthen relationships within the sector between providers and Regional Assessment Services.