



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Consumer**  
**Date: 25 March 2013**

Present: Jean, Bill, Michael, Geraldine, Donna, Louise, Sally (Project Officer), Bev (minutes)

Apologies: David

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none"><li>• welcome and apologies made</li><li>• Information sheets given out –<ul style="list-style-type: none"><li>• National Aged Care Alliance Communique January 2013</li><li>• consumer rights charter</li><li>• timeline of changes for the Aged Care Reforms</li><li>• results of Population Health survey</li><li>• the ability for older people to access suitable transport options</li></ul></li><li>• focus group</li></ul>	
Previous minutes & business arising	<ul style="list-style-type: none"><li>• Previous minutes accepted</li><li>• Business arising</li></ul>	

	<ul style="list-style-type: none"> <li>• put consumer rights charter on the SSRG website</li> <li>• discussion on the Population Health survey results – interesting that Consumers felt improvement was needed but many service providers felt ‘things are going well’</li> <li>• surprising that many service providers felt that there are enough transport options available</li> <li>• Donna was not surprised at the results - consumers that she has had contact with often find that transport is an issue</li> </ul>	
<p>Health and Community Informed Choices Project report</p>	<ul style="list-style-type: none"> <li>• Louise handed out discharge checklist and prehospital checklist factsheets for consumers and carers</li> <li>• overview on the app was given</li> <li>• almost ready to put the information in to develop the app</li> <li>• the layout has been decided upon</li> <li>• pictures were shown to the group of what the app will look like</li> <li>• description of who the app is targeted at and a description of what ipad and iphones are</li> <li>• an explanation was given of the three different categories within the app</li> <li>• Discussion – <ul style="list-style-type: none"> <li>• care workers need to be trained properly by their organisation not by the clients/carers in the home</li> <li>• good for care workers to have access to the app to help them with their work</li> <li>• need to train people in how to find the app and how to use it</li> <li>• if we want good care workers in the industry they need to be paid appropriately- there is a saying ‘we get what we pay for’</li> <li>• CDC will change things for clients dramatically</li> <li>• CDC will be based on client needs - people will be assessed individually to see what they require</li> </ul> </li> <li>• Brainstorm of ideas for things to add/take off the consumer checklists <ul style="list-style-type: none"> <li>• tell someone you are going into hospital, inform a friend or neighbour or someone</li> <li>• take an advocate/friend with you to your doctor appointments -</li> </ul> </li> </ul>	

	<p>you may be too ill to concentrate or too emotional to hear properly</p> <ul style="list-style-type: none"> <li>• you can ask the hospital to provide an advocate for you - chronic care nurse</li> <li>• on fact sheet clarify who/what a professional is – doctor, pharmacist etc</li> <li>• ask the doctor to write down what he/she said so you have clear instructions on what to do and what medication to take</li> <li>• put examples in fact sheets</li> <li>• ask to speak to someone on your pre-admission visit - discuss your discharge needs in advance eg 'I will need a chair in the shower' or 'need a hand rail'....identify your needs. Take another person with you to these appointments.</li> <li>• before leaving the emergency department check information and prescriptions etc You have the right to ask to see the doctor or have an advocate</li> <li>• have a fact sheet aimed solely at healthcare service providers to give them prompts to know and inform clients of available services</li> <li>• be as 'concrete' as possible...give examples, don't use jargon, use everyday words</li> </ul>	<p>Louise to make changes as appropriate</p>
<p>Aged Care Reforms</p>	<ul style="list-style-type: none"> <li>• aged care reforms include consumer directed care (CDC) and the Gateway (a central referral/assessment point)</li> <li>• members looked at the National Aged Care Alliance communique</li> <li>• workgroups – with diverse membership - are making recommendations on all the elements of the reform</li> <li>• members looked at the timeline on when things are due to happen</li> <li>• Gateway - tenders gone out for a call centre, have specified that it must be located in Australia</li> <li>• consumers don't like call centres and are hoping that the system will work</li> </ul>	

	<ul style="list-style-type: none"> <li>• it could be a 'nightmare' to start with....lots of issues to sort out</li> <li>• consumers in the sector can feed information to COTA who are represented in the workgroups on behalf of consumers</li> <li>• what do we want to pass on to COTA – concerns that it will be like Centrelink?</li> <li>• waiting time at Centrelink/phone calls - Jean waited 90 minutes then told it was the wrong department and then transferred and put on hold again for another 39 minutes!</li> <li>• staff have been taken away from Centrelink to work on flood relief issues – it's disappointing that the public are not informed about this as would have a better understanding of why wait times are so long</li> </ul>	
Other business	<p><b>Do you have something to say about the friendliness of public transport in metropolitan SA?</b></p> <p>'The ability for older people to access suitable transport options is important for maintaining social roles and well-being. We are conducting research into older peoples' perspectives of the "age-friendliness" of community transport in metropolitan South Australia. <b>Here's your opportunity to have your say!</b> For further information please contact Heidi Gould (program support officer) on 8302 2553 or <a href="mailto:heidi.gould@unisa.edu.au">heidi.gould@unisa.edu.au</a>'</p> <p>Focus Group Wednesday 17 April, 10.00 – 11.30 am Flyer was handed out</p>	

**Next meeting date: 13 May 2013**

**Time: 1.30 - 3.30 pm**

**Venue: Civic Area, City of Onkaparinga**