



SOUTHERN SERVICES
REFORM GROUP

SSRG Workgroup Meeting
Workgroup: In Home Services
Date: 28 August 2013

Present: Russell Humphrey (Chair), Fiona Paterson, Lyndall Gerrard, Theresa Howard-Jones, Frances Rennell, Shelley Simpson, Mark Liebich, Sue Bell, Janet Kelly, Leanne Taylor, Sally Warnes (Project Officer), Bev Bannister (Minutes)

Apologies: Franca Antonello, Keith Bettany, Rima Sallis

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none">• welcome and apologies• introductions were made around the table	
Previous minutes & business arising	<ul style="list-style-type: none">• previous minutes accepted	
Seniors Southern Services Directory App update	<ul style="list-style-type: none">• funding for the Health and Community Informed Choices Project was for one year• the project has finished and Louise has left• Louise has written a report about the project• the report covers the background, purpose and scope of the project, a summary of the project phases and the methodology	<ul style="list-style-type: none">• Sally to email Louise's report to all

	<ul style="list-style-type: none"> • Sally read out points of interest from the report – the report was passed around • the mail out to doctors is in progress (posters, postcards & pocket directories) • we could promote the resource on community radio - Radio Adelaide • there are some funds left over from the project – how could we best utilise this? • maybe we could use it to develop an android version of the app • possibly support the other collaboratives to ‘come on board’.... use the funding to go metro wide with the app • some of the collaboratives are interested in having the app but it means they have some work to do to get the information for their areas • would it be one app including all the metro areas or would each collaborative have their own app? • how many hits has the app had? Sally has approached Toucan to obtain this information • initially we were told that we could update the app ourselves but this has not eventuated and all updates will need to be completed by Toucan • there are some parts of the app that already need to be changed/ tweaked • if you find anything else that needs changing please let us know • we will do an ‘update’ soon • we probably did not engage well enough with the health sector in the development phase • Sally and Louise did a presentation at FMC to 30 social workers - they were positive about the resource • Promotion at the Disability and Ageing Expo – Sally and Louise spoke to 75 people • could pocket directories be sent to rate payers with their rates? • how do we best distribute the pocket directory? • the pocket directory can be printed in A4 size from the SSRG website • Russell to include postcards in his mail outs 	<ul style="list-style-type: none"> • Sally to obtain a quote on the cost of going android • Sally to go through all of the information on the app/resource and see how much work it would entail for the other collaboratives
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	<ul style="list-style-type: none"> • confirmed the Gerontology Conference attendance – 21 October 2013 • decided promotional pens would be an asset – orange with black writing • Sally should follow up with TAFE re using the app for assignments etc. 	Sally to contact TAFE
Where to now? Possible new projects	<ul style="list-style-type: none"> • Discussion about changes in Advanced Care Directives – should we put together some information regarding this? Organise a speaker? • apparently advance care directive document is not completed yet – Sally to follow up and share with the group • not sure what area/project to address next • discussion about My Aged Care website data base - not very user friendly yet - give it time, as the Gateway will be using it, it will get better • A2HC business as usual - hoping to stay alive until the Gateway is running properly • the group had a discussion on levels (1,2,3,4) versus packaged care 	Sally research Advanced Directives
Aged Care Reforms	<ul style="list-style-type: none"> • aged care reforms – points of interest taken from discussion with Peta Braendler at the Steering Committee meeting in July <ul style="list-style-type: none"> ➢ the new My Aged Care website http://www.myagedcare.gov.au/ has received positive feedback about the look and feel of the website but has out of date information on it – the database needs some work ➢ staff still need educating about service type descriptors ➢ in time, service providers will be given access to a portal and they can update their own information ➢ the contact centre contract was won by Stellar Asia Pacific – they are trying hard to sort out issues and are addressing issues as they arise – a large proportion of the staff are experienced in aged care and there are CALD and bi-lingual staff to cater to all clients ➢ timeline – 	

	<ul style="list-style-type: none"> ➤ to Dec 2013 - enquiries, information, client details collected, referral out through A2HC ➤ Jan – July 2013 – capacity for consumer to do online self-screening, assessment level 1 and 2 will be available ➤ March 2014 – Level 1 assessments commence ➤ 30 June 2014 – A2HC ceases ➤ July 2015 – HACC Program will transition into the Commonwealth Home Support Program ➤ Discussion on Levels 1 – 4: two different programs <ul style="list-style-type: none"> ➤ Home Support program - <ul style="list-style-type: none"> ➤ level 1 - 2 – home support, respite, eligibility, HACC ➤ level 3 – comprehensive - ACAT ➤ Home Care program - <ul style="list-style-type: none"> ➤ level 1- 4 packages ➤ Is Seniors Information Service still holding the vacancies list? – it is being negotiated ➤ waiting lists are difficult for the Gateway to take on ➤ it is a requirement for the Gateway to put ACAT referrals through A2HC ➤ how will Stellar know what service providers do/provide? - the quality of the database will help them determine this - the call centre can only work within the training they have been given and the correct information provided to them ➤ clients will have a choice to remain in disability sector and not move over to the aged sector when reaching 65yrs ➤ Home Care packages will have a base fee of 17.5% of the pension for all clients and a means tested fee for part pensioners and self-funded retirees which is to be collected by service providers ➤ Centrelink will do the assets and means testing and report to DoHA - if a person has capacity to pay then they will pay a greater co-contribution and the subsidy will be reduced – scheduled to commence 1 July 2014 ➤ there will be a rigorous ‘hardship’ process for those unable to pay 	
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	<ul style="list-style-type: none"> • lot of confusion re Home Support Program and Home Care Program and when ACAT is necessary and do both programs have levels...and what those levels are... • the group discussed all pros and cons of the Gateway and how they can work in a new system 	
Information Sharing	<p>Fiona - Metropolitan Referral Unit</p> <ul style="list-style-type: none"> • business as usual, focussing on awareness of services to clients • who can refer? - cannot be self-referral - medical professional referral eg doctor, nurse, OT, physio, hospital, ambulance <p>Leanne - SAPOL</p> <ul style="list-style-type: none"> • waiting for internal review - where their section sits within organisation • audit is in January <p>Mark – City of Marion</p> <ul style="list-style-type: none"> • interesting for him to hear conversation • uncertainty of what is happening with the changes <p>Frances – City of Mitcham</p> <ul style="list-style-type: none"> • new website changes to make it easier to navigate • upgrade to give the organisation a new look - new brochure, logos etc • audit for December now happening in January <p>Sue - ACH</p> <ul style="list-style-type: none"> • <i>ask</i> ACH - a service to provide information to enable clients to make informed choices and to connect with a range of services • personal service and independent advice • service is free • aim to enhance independence • can take action on client behalf - but there is a fee • brochures were given out 	

	<p>Lyndall – A2HC</p> <ul style="list-style-type: none"> • back log of referrals • if urgent please write urgent all over it so it gets done sooner • trying to get more staff on board • clinical support staff on board too <p>Janet – A2HC</p> <ul style="list-style-type: none"> • nice to meet all • interesting discussion <p>Russell – ACH Home Assist</p> <ul style="list-style-type: none"> • plenty of short term domestic • gardening requests gone quiet • expression of interest open - wait list • gutter cleaning - difficult to get trades person with qualifications and required insurance to do it 	
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Next meeting date: 25 September 2013

Time: 2.30 - 4.30 pm

Venue: Meeting Rooms, ACH, 17 Elizabeth Rd, Christie Downs