

SSRG Executive Committee Planning Day

1. Support the sector to transition to the CHSP by disseminating information and identifying and responding to transition issues and barriers to implementation:

Key Issues

- Older people, language barrier, disadvantaged people
- No advertising of CHSP
- Central Contact point for my aged care
- Client is going to 3 separate agencies for 3 different services, but this should all go back to one service provider
- Problem at call centre level – new staff at MAC call centre
- Time frame poor – consumer have to wait for services and sometimes more than one response
- Portal content needs expanding to explain services
- Consumer Directed Care (CDC) and wellness, helping people adapt and prepare for it
- Older people understanding the MAC process
- No restorative referrals
- Provide evidence where system isn't working

Actions

- Email issues and share at meetings
- Increase network include RAS in steering committee and workgroups
- Run focus groups for service providers and consumers to share issues/barriers and positives/initiatives
- Identify best practice
- Gather issues from providers and clients and feed back to Department of Health
- Support government campaign around MAC
- RAS partner with SSRG
- Continue good communication with RAS provider
- Report barriers to implementation

2. Provide an effective conduit for communication between the Commonwealth and the sector on transition issues, government reforms and priorities and other issues as they arise:

Key Issues

- Good communication
- Being responsive
- Understanding priorities
- Having a regional focus
- Special needs group
- Time frame is poor
- Understanding the role of the RAS
- Special needs groups
- What happens to carers, have their own

Actions

- Emails to network and beyond
- Consumer focus group
- Meetings
- Collect all info from Statewide Collaborative Projects & collate
- Invite Departments to meetings – set up info meetings
- Continue having Department project officers attend exec and steering meetings
- Collabs need to strengthen their position work together
- Need to show evidence to support why the system isn't working and where it is working
- Regional focus on priorities

3. Support the sector to embed a nationally consistent restorative care, reablement and wellness approach into their service delivery using Commonwealth supplied resources and tools:

Key Issues

- Consistent definition of wellness, reablement and restorative
- What the resources and tools are from DSS?
- No holistic approach any more, due to restructure
- No money to support the assessment, still an expectation that provides work with consumers to set goals, achieve and evaluate.
- WHS and wallet check still needs to be done by provider

Actions

- Education of region on wellness etc
- Dissemination of resources
- Explore using a holistic or multi-disciplinary approach like NDIS
- Consumer education on the wellness approach
- Seek out best practice and share the learning

4. Establish and maintain collaborative partnerships and projects between CHSP providers, other CHSP-funded workers such as Volunteer Coordinators, Indigenous and CALD Access Officers, and other relevant agencies including health and disability agencies:

Key Issues

- Partnerships
- Working with other Sectors
- The future of not for profit
- Competitive market place

Actions

- Identifying common element
- Think outside the box
- Meetings/info sharing
- Workshops
- Accessing the new service delivery group, include tools and assistance especially for smaller providers. Support the larger groups to mentor the smaller ones
- Advocacy for older people in hospital, rather than just sending them to nursing homes
- Older volunteer person could be an advocate
- Train the trainer packages
- Form new workgroups

5. Support CHSP providers to deliver quality services which respond to client needs, including special needs groups:

Key Issues

- Quality/best Practise
- Special Needs

Actions

- Education/training
- Define what is a quality service?
- Showcase how well we are doing
- HACCP principles, setting up for success, re: tweak for CHSP

6. Promote better practice in the delivery of the CHSP:

Key Issues

- What is better practise?

Actions

- Define better practise
- Sharing strategies that went well
- Innovative practice & promotion
- Engage better practice project
- Train the trainer model
- Setting up for Success

7. Broker, coordinate and/or deliver training and education to the CHSP workforce:

Key Issues

- What training and education?

Actions

- Develop partnerships with training orgs etc
- Innovative ideas
- Series of U Tube clips – re: education about the aged care sector
- Online training, or e learning
- Have staff log onto webinar from home
- WHS updates at home, workgroup, work on wellness make films etc

8. Build the capacity and knowledge of the aged care consumer community to enable effective participation in the new aged care environment including:

- support the department in rolling out a communication strategy to inform aged care consumers about the aged care reform directions;
- work in partnership with regional stakeholders* to ensure aged care consumers have access to information and resources that build knowledge and promote well-being (for example, wellness, consumer choice and control);
- provide regional structures, opportunities and networks to support the participation and engagement of aged care consumers.

**where regional stakeholders could be COTA, SIS, BPP, MAC, AASA, community groups etc.*

Key Issues

- information to Consumers
- Wellbeing choice and control
- Participation and engagement of consumers
- Power of consumers to discuss what isn't working for them
- Difficulty for older people don't have the energy to go through the My Aged Care process on line or over the phone

General Actions

- Projects on reform /initiatives
- Education
- Survey older people
- Advertising in newsletters etc

SSRG Action

- Education, engage better practice on 'Wellness practises'
- Engage Alzheimer SA on restorative care for dementia