



SOUTHERN SERVICES
REFORM GROUP

**SSRG Steering Committee Meeting
23 May 2022**

Chair: Janine Callegari (Care and Share)

Location: City of Marion & Online

Present: Maria Shialis (SSRG), Lui Di Venuto (City of Onkaparinga), Rima Sallis (City of Marion), Tali Warnock (Anglicare), Sarah Nicholas (ARAS), Joanna Golaszewska (Multicultural Aged Care), Prue Neumann (Life Care), Jacqui Bowden (GOCSA), Mel Olsson (NVTN), Carol Linder (Catalyst Foundation), Grant Edwards (Aged Care Alternatives), Tania Telfer (ACNA), Wayne Stueve (APM), Fiona Lynch (APM)

Apologies: Monica Du Plessis (City of Holdfast Bay), Molly Salt (Alwyndor), Tania Robertson (ACNA), Katrina Head (City of Mitcham), Kate Strauss (Kalyra Communities), Carly Hamilton (Baptist Care), Jayne Eckermann (Camden Community Care), Roy Inglis (Dept of Health)

Agenda Items	Discussion	Actions
1. Welcome and apologies	Welcome and apologies	
2. Introductions and review of previous minutes	Introductions were made Previous minutes reviewed and accepted	

<p>3. Guest Speakers</p>	<p>a. Fiona Lynch, General Manager – Assessment Services, APM</p> <p>APM delivers a range of services, including Assessment Services (RAS and AC-ACC).</p> <ul style="list-style-type: none"> • RAS: approx. 70 certificate level RAS assessors delivering approx. 29,000 annual assessments across SA, NT, NSW, QLD & TAS. • AC-ACC: approx. 55 OTs, physios and nurses delivering approx. 72,000 annual assessments across WA, SA, NT, NSW & QLD. <p>APM link in with service providers and stakeholders to find ways to make the client experience better – APM want to partner to achieve great client outcomes.</p> <p>The reform agenda is exciting – APM want to make sure clients are not daunted by this.</p> <p>Older Australians comment that the service system is confusing. APM have designed an App so that people can see exactly where they are in the RAS assessment journey – with videos and tips.</p> <p>APM ensure our staff are well resourced/trained e.g. all RAS assessors have mental health first aid training.</p> <p>APM have experienced great client feedback – in April 2022, RAS client satisfaction score was 4.93/5.</p> <p>Contact Details: Fiona Lynch General Manager Aged Care Assessment Services fiona.lynch@apm.net.au 0432 750 779</p> <p>b. Tania Telfer, Aged Care Network Australia</p> <p>Tania discussed and asked a range of questions with the group some of the key issues providers are facing, and what they have been hearing from their clients.</p>	
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c. Grant Edwards, Manager, Aged Care Alternatives Regional Assessment Service

Aged Care Alternatives provides a free information service that can assist people, carers and families, to navigate and understand about aged care services, with an unbiased approach, while providing information and helping to access the My Aged Care website. Friendly Volunteers (Options Guide) can assist with any query or concern they have in directing the individual to an appropriate service.

Aged Care Alternatives offers a personalised, face to face consultation at our centre, located at 1/445 Fullarton Road, Highgate SA 5063 and can provide a wide range of resources including:

- Provide information about My Aged Care, the Australian Commonwealth Government entry point to aged care services.
- Support through the registration process and initial screening interview with My Aged Care.
- When an individual has been assigned a Home Care Package, Aged Care Alternatives can find out more about aged care services available within their area and how to access them.
- Informing of any new changes to the Aged Care Pathway.
- Accessing the DPS Guide web page, for enquiries on Retirement Living and Aged Care Facilities.
- Basic knowledge of Home Care Packages/Aged Care Facility Care Costs.
- Delivering application forms – Personal Rebate Allowance System, CAPS Rebate Scheme, Advance Care Directive and Enduring Power of Attorney forms and many more.

For more information regarding Aged Care Alternatives:

Call: 8408 4600

Email: info@agedcarealternatives.net.au

Visit website: www.agedcarealternatives.net.au

	<p>This service is available to people living in the southern metro region. The older person, their carers and families may access this service by calling 8408 4600, Monday-Friday 9am-5pm.</p> <p>Additionally, please feel free to contact Mark for further information or if you would like to hold an information session in your area/community.</p> <p>Contact Details: Mark Trebilcock Aged Care Alternatives – Coordinator mark.trebilcock@agedcarealternatives.net.au 8408 4600</p>	
<p>4. Discussion & Update</p>	<p>a. Aged Care Reforms – new Support at Home</p> <p>i. Adelaide Region Team (ART): Stakeholder Update</p> <p>An email we sent out by ART regarding Stakeholder Update, in relation to the work that they have been doing on the Adelaide aged care system stewardship initiative.</p> <p>As part of this process, ART met with 29 organisations, including:</p> <ul style="list-style-type: none"> • Consumer and Carer Peaks and Advocacy Groups • Assessment Agencies (RAS and ACAT) • Aged Care Peak Bodies • Aged Care Providers (Residential, Home Care Package, and CHSP) • Adelaide based PHN and LHNs • Multicultural Aged Care Agencies • CALD Community Groups • Research organisations • Regulatory Agencies <p>ART were keen to hear examples where the needs of local consumers were not being met, where there were gaps in service availability in Adelaide, or where the system settings were negatively impacting on service delivery.</p>	<p>ACTION: MARIA – to send out email of Stakeholder Update to the SSRG Network.</p>

	<p>ART heard a number of consistent themes through this process, including:</p> <ul style="list-style-type: none"> • Some older Australians have limited understanding of My Aged Care and have difficulty accessing the system • The initial assessment process is confusing for some people – both in terms of who is assessing them and for what purpose • People are often finding it difficult to access services once they have been assessed and approved • There are significant workforce shortages issues impacting providers deliver services (across all types of aged care, and all types of positions) • The aged care and acute sector interface practices are negatively impacting on older Australians <p>The group then discussed the identified themes and their experiences.</p> <p>ii. Same Same but Different Regional Reform Forum: Key Outcomes</p> <p>The group reflected on the forum. Overview of the Forum:</p> <ul style="list-style-type: none"> • 78 registered, 71 attended from 45 organisations. • 45 completed feedback survey (69% have participated consultation activities about Support at Home program; 96% found the forum valuable; 98% would attend again). • Forum Summary Report to be sent out and SSRG website to host post-Forum information. <p>Common feedback from most tables:</p> <ul style="list-style-type: none"> • Many strong discussions on the eight topics. More time was needed. • Care Manager – Most tables said they would like a whole session just to discuss the Care Manager role. It is complex and it's important to discuss all the issues and get it correct before it is rolled out. • Care Finders/Navigator – Providers feared losing their experienced Coordinators to these roles. Specific training required for this role is key (TAFE/Tertiary). 	
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<p>5. What's coming up?</p>	<p>a. Who's Who in the Zoo Regional Reform Forum</p> <ul style="list-style-type: none"> • Forum is co-hosted by the Collaborative Project Officers from Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce, Hills Positive Ageing Project, Riverland Murray Coorong Taskforce and Southern Services Reform Group. • Scheduled for late October 2022, 9.30am – 3.30pm at Monarto Zoo. • Guest speakers to be announced. 	
<p>6. SSRG Project Officer Update 23 May 2022</p>	<p>COVID-19</p> <ul style="list-style-type: none"> • A number of our face-to-face workgroups have been modified (delivered online or through hybrid format – online and face-to-face) or postponed following government recommendations. For more information, contact the Coronavirus Health Information line on 1800 020 080 or go to sahealth.sa.gov.au/COVID2019. • Information sharing with networks, including but not limited to government updates, webinars, service provider updates, linking service providers to appropriate avenues. <p>SSRG Website</p> <ul style="list-style-type: none"> • Maintaining website <p>Hot Topic Interactive Webinar</p> <ul style="list-style-type: none"> • Hosted by SSRG and the Hills Positive Ageing Project, delivered 10-11am, via Zoom. • This year's Hot Topic theme is Reforms, Milestones & Actions. • Upcoming Hot Topics scheduled for July and September. • "Hot or Not?!? Licorice All Sorts" scheduled for Thursday 10 November. <p>Pathways Workgroup</p> <ul style="list-style-type: none"> • The workgroup meets monthly to find workable solutions to address problems where possible by using discussions, brainstorming and research to develop and implement ways to improve processes for both providers and consumers. 	

- The purpose and objective of the workgroup is to:
 - Support the successful implementation of the aged care reforms
 - Support each other during the reform process
 - Identify solutions to address issues of concern
- First meeting held 19 April, via zoom. Attendees: 5, with great interest from others.

Social Programs Workgroup

- The Social Programs Workgroup has participants (n=25) attending from Southern metro region (and a few from the East). Average attendees per meeting: 11.
- Information sharing format, focusing on sharing different social program models and activities, COVID-19 and impact on programs.
- Meetings will be held face-to-face, according to COVID-19 restrictions. In the event of tightened restrictions, meetings will be held online.

Dementia Carers Co-Production Workgroup

- City of Onkaparinga Wellness for Carers (Respite Program) and City of Mitcham working with the workgroup to co-design a resource to give to new carers joining the respite program. The carers are exploring a wellness approach.
- The project developed is the Carers Toolbox and expected finalisation by June 2022. The resource, in the form of a book, aims to assist carers in navigating experiences of day-to-day life.

Quad-Council Initiatives

New Wellbeing Program

- Supporting the quad-council collaboration with a new wellbeing program.

	<p>ABC of Unit Costing for CHSP Service Providers</p> <ul style="list-style-type: none"> SSRG organised Carrie Hayter Consulting to deliver ABC of Unit Costing for CHSP Service Providers workshop specifically for councils. Workshop held 10 May, 11.30-1pm. Attendees: 17. <p>SA Collaborative Projects</p> <p>Same Same but Different Regional Reform Forum</p> <ul style="list-style-type: none"> SSRG, Hills Positive Ageing Project, Riverland Mallee Coorong Taskforce and Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce have partnered to deliver a forum on Friday 20 May, 9.30am – 3.30pm at the Marion Hotel, Mitchell Park. Attendees: 77 Special guest speakers: Marni Curtis (OFAW), Leanne Davis-King (City of Port Adelaide Enfield), Jane Mussared (COTA SA), and Craig Frost (ACSA) Forum Summary Report currently underway and to be distributed to each network/taskforce, and to federal and state representatives. <p>Who's Who in the Zoo Regional Reform Forum</p> <ul style="list-style-type: none"> SSRG, Hills Positive Ageing Project, Riverland Mallee Coorong Taskforce and Southern Fleurieu & Kangaroo Island Positive Ageing Taskforce have partnered to deliver a forum in October 2022, 9.30am – 3.30pm at Monarto Zoo. 	
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Next Meeting: Monday 25 July 2022

Time: 2.00 - 4.00 pm (Exec meets 1.30 – 2.00pm)

Venue: City of Marion