



SOUTHERN SERVICES  
REFORM GROUP

**SSRG Workgroup Meeting**  
**Workgroup: Consumer**  
**Date: Monday 12 November 2012**

Present: Jean, Geraldine, Bill, Michael, David, Donna, Jen, Louise, Sally, Bev

Apologies:

Agenda Items	Discussion	Actions
Welcome and apologies	<ul style="list-style-type: none"><li>• Christmas lunch meeting</li><li>• Welcomes and apologies noted</li><li>• Welcome to Jen Day and Louise Fuller</li><li>• Introductions were made around the table</li><li>• Louise will present about her project later in the meeting</li><li>• List of rights/charter written by David</li></ul>	
Previous minutes	Previous minutes accepted.	
Business arising	History of 'rights' given for Louise's benefit	
What does a	<ul style="list-style-type: none"><li>• The group had a brain storm session on 'Our rights, get them right'</li></ul>	

<p>quality service look like – develop the ‘right service’ charter</p>	<ul style="list-style-type: none"> <li>• All ideas were written on the whiteboard <ul style="list-style-type: none"> <li>• Our rights, get them right</li> <li>• Right training to fit the individual</li> <li>• Ask the right questions to achieve the right solutions</li> <li>• Right service delivery to the right person by the right carer using the right equipment within the right time frame with the right follow up and management plan</li> <li>• The right information shared with the right people and given the right respect</li> <li>• Right activity</li> <li>• Right laws</li> <li>• Right regulations</li> <li>• Right stay/history</li> </ul> </li> <li>• A discussion was had on packages, the gateway, Access 2 Home Care and Consumer Directed Care and what it means to the consumer <ul style="list-style-type: none"> <li>• Information about Consumer Directed Care from the forum: Demystifying Consumer Directed Care</li> </ul> </li> </ul> <p><b>Ben Vincent:</b> Department of Health and Ageing</p> <ul style="list-style-type: none"> <li>• From July 2013 all NEW packages offered CDC then.....July 2015 ALL packages will be CDC</li> <li>• Number of high care packages increasing</li> <li>• From July 2013 – Level 1,2,3 &amp; 4 <ul style="list-style-type: none"> <li>Level 1 – basic needs</li> <li>Level 2 – equivalent to CACP</li> <li>Level 3 – Intermediate needs</li> <li>Level 4 – equivalent to EACH (high needs)</li> </ul> </li> </ul> <p>Also behavioural supplement for Dementia and Veterans EACH D will be level 4 with supplement</p> <ul style="list-style-type: none"> <li>• more choice and control</li> <li>• Will be offering 3 levels of control – lower level high case management fees / higher level low case management fees</li> <li>• Some different models, one being....Capacity building model – intensive case management initially and then tapered off and client takes over</li> </ul>	<ul style="list-style-type: none"> <li>• Sally to collate all ‘rights’ and write some sort of charter</li> </ul>
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	<ul style="list-style-type: none"> <li>• 2 phases of development Phase 1: define and design elements with working groups (National Aged Care Alliance – NACA) Questions would include eligibility, how to control, how to set budgets Phase 2: includes program guidelines, evaluation framework</li> </ul> <p>What is likely to come about?</p> <ol style="list-style-type: none"> <li>1. Individual transparent budget</li> <li>2. Scope of services should be broader</li> <li>3. ACAT – when assessed if eligible for level 2 then also eligible for level 1, if eligible for level 4 also eligible for level 3</li> <li>4. Development of detailed information for assessors, consumers and providers</li> <li>5. Evaluation strategy developed</li> </ol> <p>Want the sector and Government to work together – co-design model</p> <p>A seamless continuum of care will be established</p> <p>Home support will have a reablement focus.</p> <p>No substantial changes until after July 2015</p> <p>Gateway: My Aged Care Website National Call Centre National Assessment Framework</p> <ul style="list-style-type: none"> <li>• Standardise assessment</li> <li>• Seamless and equitable</li> <li>• Graduated continuum of services</li> </ul> <p><b>Pat Sparrow: COTA</b> <b>Rights Issue....Consumers directing their care is a fundamental right – fair, equitable and transparent</b></p> <p><b>Coral Trowbridge: Flinders University</b></p>	
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	<p>Client centred care – ‘Client being the ‘cog’ of the support. The services are the spokes. If one is missing the wheel can’t turn easily.</p>	
<p>Health and Community Informed Choices Project report</p>	<p>Louise gave a report about the Health and Community informed Choices Project:</p> <p><b>Summary of Research and Planning to Date</b></p> <p>❖ <b>Suite of Resources</b></p> <p>A suite of resources that will connect to already available information in a user friendly, quick and informative way  To achieve this outcome a combination of resources will be required. At present, considering a paper based directory (i.e. pokitpal). The pokitpal will contain main service types and contact details including websites. Through the use of a number of QRcodes attached to some services, the user will be directed to specific information and websites. It will also link into the app which will enhance available information. The health professional will also be able to download the free app and retrieve the same information from a different starting point.</p> <p><b>More than just facts - Enhance Community Services</b></p> <p>The resources will highlight/enhance the importance of community services which will result in an increased understanding of services and knowledge that will lead to appropriate referrals. Include prompts or questions for the users like</p> <p>Is there a carer?  Are they linked to council services?  How will your client access domestic assistance?  Is your client requiring ongoing or short term services?</p> <p><b>Pilot Project</b></p> <p>Due to budget restraints it will be most unlikely that we can trial resources at specific sites and then refine the design before releasing the resources to the target group. (Small print runs much more costly)  Therefore, it has been suggested the need to develop a relationship with</p>	

	<p>a couple of organisations (or sections of) where management is keen and encouraging about the project and will provide quality feedback types of resources, vital information and on draft versions of the resources. Jacqui suggested an inner south and an outer south project site.</p> <p>Finally, the development of presentations (i.e. PowerPoint) will accompany the introduction of the resource.</p>	
David's presentation	<p>David delivered a power point presentation about community accessibility – he delivered the same presentation at the Blind Citizens Association Conference. A great presentation!</p>	
SSRG Project Officer report	<p>No report today</p>	

**Next meeting date: Monday 14 January 2013**  
**Time: 1:30 to 3:30 pm**  
**Place: City of Onkaparinga, Civic Area**