



SENIORS ADVISORY COMMITTEE MEETING

MINUTES

SECTION 5.9(2)(c) LGA 1995

Committee Brief

The duties of the committee are:

- a) Examine services provided to seniors in the Shire of Plantagenet.*
- b) Monitor the change in service providers and actual services to aged care.*
- c) Report back to the Council by 26 March 2019.*

A meeting of the Seniors Advisory Committee was held at the Shire of Plantagenet Committee Room, Mount Barker at 4:00pm on Wednesday 24 October 2018

Rob Stewart
CHIEF EXECUTIVE OFFICER

Committee Members:

Cr K Clements, Cr S Etherington, Mrs L Sounness, Mrs J Leahy, Mrs B Mulvihill and Ms F Pengel - (Resolution NO. 201/18)

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Membership

Cr K Clements
Cr S Etherington
Mrs L Sounness
Mrs J Leahy
Mrs B Mulvihill
Mrs F Pengel

1 DECLARATION OF OPENING / ANNOUNCEMENT OF VISITORS

4.00pm The Presiding Member declared the meeting open

2 RECORD OF ATTENDANCE / APOLOGIES

Members Present

Cr K Clements (Presiding Member)
Cr S Etherington
Mrs B Mulvihill
Mrs J Leahy
Mrs F Pengel (Manager Community Services)
Mrs L Sounness (Deputy Presiding Member)

Visitors

Mr R Stewart
Hellen Dunwoodie – Regional Assessment Services (RAS)

3 CONFIRMATION OF MINUTES

Moved Cr S Etherington, Seconded Mrs J Leahy:

That the Minutes of the Ordinary Meeting of the Seniors Advisory Committee held 10 October 2018 as circulated, be taken as read and adopted as a correct record.

CARRIED

4 PROGRESS REPORT AGAINST ACTION PLAN

4.1 In accordance with the action plan Hellen Dunwoodie from the RAS was in attendance to provide the committee with information about her role in the aged care service assessment process, and the services provided in the Plantagenet – Cranbrook Multi-purpose Service (MPS) area.

Hellen provided some background to the Commonwealth Home Support Program (CHSP) community care services:

- Over eight years ago the system was disjointed and there was little coordination between the services which lead to over demand in some areas and unused services in others.
- Eight years ago, the RAS was implemented and the process was:
 1. A Referral from a Doctor, Hospital or family member would be made to the RAS.
 2. Depending on the priority given, a RAS assessor would visit the home between 4 and 21 days.
 3. The RAS would 'shop around' and provide client advocacy to ensure a service provider delivered the required services.

4. The services would be in place within approximately 7 days after the provider accepted the client.
- In the Plantagenet Cranbrook Multi-MPS the Home and Community Care (HACC) was the only service provider for community care services.
 - Approximately two years ago RAS was informed by HACC that they would no longer be accepting new clients for outlying areas.
 - In late 2017 the HACC ceased accepting referrals for any new clients.
 - From 1 July 2018 the process changed. Community care services are now only for the provision of one service type for short term and the process is now;
 1. All referral are made through 'My Aged Care' (MAC) either website or call centre.
 2. A referral can still be made by an individual, hospital or doctor
 3. RAS now have to make the assessment between 10 and 21 days from the receiving the details from MAC.
 - Long Term, or more complex needs now are assessed for a Home Care Packages. This requires an assessment by the Aged Care Assessment Team (ACAT).

ACTION: The Manager Community Services will invite a representative from ACAT to attend the next meeting.

Hellen provided an overview of the process for the Home Care packages and the referral process which still involved an assessment by RAS, however, once it was assessed that someone had more complex needs, the RAS would refer that client to the ACAT who would undertake another assessment. ACAT use the original RAS assessment to help streamline the process.

The issue of the unavailability of home care packages was discussed and it was noted that waiting times for packages can be up to two years. To expedite access to the higher level packages, clients are accepting lower level packages that do not deliver the full suite of services required. The system allows for the upgrade of packages in a shorter period of time than accessing a higher level package directly.

Service availability in the Shire of Plantagenet was also discussed. Concerns were raised that there did not seem to be a mechanism in place to inform people, or their carers when services ceased or had not commenced. This was something RAS used to monitor but since the implementation of MAC, there is no ongoing interface between RAS and the service providers. Any concerns need to be raised by the clients and many older people will not raise these issues.

Hellen provided a list of the providers in the Great Southern Region and the types of service they provide. This list is attached to these minutes.

Helen Dunwoodie was thanked for her attendance and the informative session.

4.2 Mrs Sounness informed the meeting Plantagenet Village Home was awaiting the delivery of the survey draft and will meet with the Chairperson, the CEO and Manager Community Services to discuss the survey questions.

It was reported that a survey had also been undertaken by the Shire of Cranbrook and that they were willing to share their results. Appropriate transport for shopping and medical appointments and been identified and a major issue in the Shire of Cranbrook.

5 NEXT MEETING

Wednesday 7 November 2018 – 4pm

6 MEETING CLOSURE

5.30pm The Presiding Member declared the meeting closed.

CONFIRMED:

PRESIDING MEMBER _____ DATE: ___/___/___