

Service Coordination Practitioners Network MINUTES 14 September 2017



DATE: Thursday 14 September 2017, 9.30 to 11.30 am

LOCATION: Horticultural Centre, Forest Hill

CHAIR: Lynda Waterman, Villa Maria Catholic Homes

Attendance:

Name	Organisation	Name	Organisation	Name	Organisation
Aaron DiGuilmi	Care Complete	David Matthews	Home Instead Senior Care	Ing Tjahjono	Uniting Age Well
Aidan Searle	Care Complete	Gemma Morris	Home Instead Senior Care	Agata Kasprzyszkak	Uniting Life Assist
Victoria Laios	Care Complete	Kindeep Kaur	Monash Council	Janice Parfitt	Uniting Life Assist
Kylie Hughes	DHHS	Fiona White	Own Body	Bashilika Dassanayake	Villa Maria Catholic Homes
Marita Dhav	DHHS	Peter McGrath	Salvo Care Eastern	Jessica Spargo	Villa Maria Catholic Homes
Tricia Collins	Donvale Rehab	Erin Prater	Salvo Care Eastern	Lynda Waterman	Villa Maria Catholic Homes
Alyson Kennedy	Eastern Health, ACAS	Ali Shields	Southern Cross Care	Patricia Carvana	Whitehorse Council
Ayesha Fathers	EMR Alliance	Ben Karmay	St Vincents		
APOLOGIES:	7 Apologies were received				

Service Coordination Practitioners Network MINUTES 14 September 2017

ITEM	DESCRIPTION:	ACTION:
1. Welcome & Introductions	Welcome to all and guest speakers.	
2. Presentation	<p>Salvo Care Eastern ROAR Project - Peter McGrath & Erin Prater</p> <p>SEE PRESENTATION</p> <ul style="list-style-type: none"> • Project called: Eastern SRS Resident Opportunities After Reform Project (ROAR) • Collaboration with EACH and DHHS, and other partners - NEAMI, Wellways, EMPHN, Office of public advocate, MIC, Carers Vic, Maroondah and Knox Councils • Erin Prater is the Senior Project worker • SRS = supported residential service (private businesses). Some of the most vulnerable in our community live in SRS. Assist them to access right services at right time (NDIS trials in Barwon also showed need to engage more with SRS residents). • Working with 18 pension level SRS in the EMR and looking at how to best support those people. 8 are already part of SAVVI (i.e. Supported Accommodation for Vulnerable Victorians Initiative). EACH has worked with those for 10 years for capacity building but not case management. • Salvo Care has the Community Connections Program (CCP) which involves assertive outreach and case management. • Partners In Recover (PIR) also working in 4 SRS of the 18 to support clients with complex mental health issues. • As at end of 2016 the 18 SRS had total of 452 residents. Some older, some with mental health issues, some NDIS eligible. • Reference group and operational groups to advise/support. Operations groups involves staff working directly in SRS. • Benefits of operations group and bringing them together at the centre of the project • Using service coordination principles - shared processes, sharing information, referral processes, assessment of clients etc. 	

Service Coordination Practitioners Network MINUTES 14 September 2017

	<p><u>Note impact of NDIS:</u> Useful Resource for supporting people accessing NDIS who have mental health/psycho social issues: reimagine.today - Explores why people might be eligible and best options for them.</p> <p>MAC has 2 good workbooks as well about accessing aged care services. See attachment for referral advice.</p> <p><u>Next steps:</u></p> <ul style="list-style-type: none"> • NDIS roll out in EMR November 2017. • Latrobe Health is the Local Area Coordinator (LAC). • ROAR extended until June 2018. Can look at how NDIS rolls out for clients specifically; and for the proprietors as well. A number of agencies coming in or proprietors registering as service providers. There are some issues around this. • LAC are already contacting people. Clients should know they can request a face to face meeting. • Will look at building an SRS network for future. • Have an information sheet developed for clients: "If the NDIS calls you". Provides guidance on what to say and do next. Recommends that organisations develop their own depending on their client group. Could use this one as a guide. • PAGES - if you have space, SRS residents are looking for activities and could be eligible. SRS residents often don't get opportunities to get out/ <p><u>ACAS comment</u> – in referral give as much detail and priority about risk for clients to help them assess urgency. Add information to notes on the referral.</p>	
<p>3. Presentation</p>	<p>Regional Development Coordinator (RDC)– Ayesha Fathers</p> <ul style="list-style-type: none"> • Ayesha is in a new Commonwealth and State funded position to regionally support CHSP & HACC PYP funded organisations during transition and sector reform in aged care • There are 8 RDC positions being rolled out across the State, the last is due in Gippsland in coming month • The RDC role is new and still being defined, so information to support the sector in utilising the RDC is due for dissemination soon 	

Service Coordination Practitioners Network MINUTES 14 September 2017

- The RDC role is also designed to act as a regional conduit of information for Commonwealth and State government, so Ayesha welcomes the opportunity to discuss with you how the RDC role may be able to assist your organisation
- The Eastern RDC role sits with the rest of the Eastern Sector Development Team, at the EACH office in Patterson St Ringwood East in an auspice-like arrangement
- The Eastern Sector Development teams consists of the RDC, Diversity Advisor (Dale Park), Wellness & Reablement Consultants (Joanna Parlapiano & Lisa Dean). Aboriginal Development Officer (Cathy Austin) sits across all regions.
- Note: Pansy Lee is Regional Assessment Services Coordinator which is slightly different. Her role is about capacity building, creating solutions and providing one on one support to regional assessment services and to services providers in using the MAC referral system.
- Maintaining the issues log - The RDC is responsible for collecting regional systemic issues and lodging these monthly with the Commonwealth and State. There is more information about this on the EMR Website.
Recently identified systemic issues focused on communication barriers around use of systems and consumer pathways. The RDCs have been advised that a fact sheet may be release in the coming weeks to address some of these issues.
- Asking for feedback about training needs – There is currently no replacement to the HACC training calendar and there is no date for any replacement. In the meantime, the state and commonwealth are interested in what the regional demand and need for training is. Please contact Lisa or Joanna, the Eastern Wellness and Reablement Consultants, if your agency has any needs in this area.
- EMR Alliance - The Eastern Sector Development Team have the secretariat function of the EMR Alliance, there is more information on the website about the alliance. The alliance holds bimonthly meetings at Whitehorse Centre, membership is open to all staff of CHSP or HACC PYP funded service providers within the eastern region. The alliance will be undertaking a review in the near future and acknowledges that there is some regional interest in expanding the membership criteria. Information to the region is disseminate via emails to members and the website, where also resources for service providers can be accessed. More than one person from an organisation can register to be in the alliance and the RDC provides a weekly updates. Sharing good practice is another key focus of the alliance.
- EMR Alliance Website - <http://www.emralliance.org/> - also has regional contact information; list of electronic subscriptions recommended; update about RAS; resources such as inclusive access and

Service Coordination Practitioners Network MINUTES 14 September 2017

	<p>person-centred practice information; workshops. E.g. on goal directed care planning, evaluation, consumer engagement, diversity and inclusion.</p> <ul style="list-style-type: none"> • <u>Monthly e-Bulletin</u> – This resource is also disseminated to all alliance members. The Eastern Sector Development Team is always looking for hot topics or examples of good practice to share. Currently they are seeking interest in peer support groups on hot topics which are starting later in September. 	
<p>4. DHHS Update</p>	<p>Kylie Hughes</p> <p>DHHS is currently restructuring due to reforms and changes, especially <u>NDIS implementation</u>. NDIS estimated 15,000 people for inner and outer east. Have employed 140 planners - 60 for inner and 80 for outer east.</p>	
<p>5. IEPCP Update</p>	<p>Sharon Porteous</p> <p><u>Healthy Ageing Paper</u> – building on the older persons research IEPCP completed last year, IEPCP has engaged the National Ageing Research Institute (NARI) to write a paper about Healthy Ageing to help set the context and frameworks for future work. It is intended that IEPCP will work on Healthy Ageing collaboratively in the future.</p> <p><u>Dementia Friendly Community</u> update – a small group of representatives from organisations including IEPCP, Carrington Health and Whitehorse Council are working together to create a dementia friendly community in Forest Hill. We held a community event with Alzheimers Australian on 7 September which was attended by 70 people. Currently completing consultation phase including general surveys and interviews and focus groups with people with dementia. If you have any clients who may be interested in participating please let Sharon know. Aim is to start an advisory group to direct which actions will be implemented in 2018 and into the future</p> <p><u>IEPCP Strategic Planning</u> – currently IEPCP is funded by Victorian Government until June 2018. Statewide body is working with DHHS on future directions of Primary Care Partnerships across the state. Inner East PCP is currently developing strategic plan until 2021. Consulting with our members and holding a workshop on 27 September. If you want more information please contact Sharon. There will likely be a shift away from the areas of Chronic Disease Management and Service Coordination. This could mean some changes to the Network, noting there are other networks around that provide a similar function.</p>	

Service Coordination Practitioners Network MINUTES 14 September 2017

<p>7. Service Soap Box</p>	<p><u>UNITING LIFE ASSIST - Agata</u> Merged with 23 other Uniting agencies now all under umbrella of Uniting. Covering Tas & Vic.</p> <p><u>HOME INSTEAD SENIOR CARE BALWYN NORTH - David Matthews</u> Now an approved provider for packaged care.</p> <p><u>UNITING AGE WELL – Ing Tjahjono</u> Have allied health, social support, carer respite, domestic and personal care, home care packages</p> <p><u>VILLA MARIA CATHOLIC HOMES - Bashilika Dassanayake and Jessica Spargo, Lynda Waterman</u> Have aged care packages. White Rd PAG recently started Sri Lankan group. Also have Filipino, Chinese and Vietnamese groups. Angela Ng is contact New carers events booklet just out - support EMR carers who are over 65 or caring for someone over 65 Carer support now based on LGA's with case manager/coordination in each area. Using targeted approach looking at profile of each community. The team will focus on CALD carers in next few months.</p> <p><u>WHITEHORSE COUNCIL - Patricia Carvana</u> Very busy with lots new referrals in last 3 months; supporting workers on keeping up to date.</p> <p><u>HOME INSTEAD SENIOR CARE - Gemma Morris</u> Hoping for approval as package provider in next couple of weeks.</p> <p><u>ACAS – Alyson Kennedy</u> Very busy in changing environment focus on keeping the client at the centre.</p> <p><u>MEDIBANK CARE COMPLETE - Victoria, Aaron, Aidan</u> Care coordinator roles. Do home visits all over Melbourne. Have 3 programs with Medibank as primary funder: Care Transition (post hospital 30 days); Care First (health coaching for about 6 m based in GP Practice); Care Point (care coordination for complex health needs ie.keeping people out of hospital).</p>	

Service Coordination Practitioners Network MINUTES 14 September 2017



	<p>EMPHN now funding Health Coaching program for non-Medibank people. Targeted at people with chronic conditions. Referral via GP practices. Practice nurses will run in targeted clinics.</p> <p><u>UNITING LIFE ASSIST - Janice Parfitt</u> Care relationship and carer support</p> <p><u>DONVALE REHAB - Trish Collins</u> Offer mainly inpatient and some day rehabilitation services.</p> <p><u>SOUTHERN CROSS CARE – Ali Shields</u> Have home care and private services</p> <p><u>SALVO CARE EASTERN - Peter McGrath</u> Have range of assertive outreach services based from box Hill office. Cover the 7 LGAs of Eastern Region. There is a wait time for case management.</p> <p><u>Note: MAC & NDIS</u> - now have LOTE information online</p>	
<p>8. Next Meeting</p>	<p>MONDAY 20 NOVEMBER, 9.30 TO 11.30 am</p> <p>Horticultural Centre, 82 Jolimont Road, Forest Hill</p>	

Minutes recorded by: Sharon Porteous, Inner East PCP: sharon.porteous@iepcp.org.au or (03) 8843 2254