

**Multicultural Aged Care
Network for CALD Ageing Services
Minutes**

Date: Thursday, 4 May 2023

Time: 2:00 – 4.00 pm

Where: Zoom Meeting

<https://us06web.zoom.us/j/86956121642>

Meeting ID: 869 5612 1642

Participants:

1. David Frazer – Department of Health and Aged Care, Adelaide Regional Team
2. Susantha Athurugiri - Northern Collaborative Project
3. Lesley Habel – Adelaide PHN
4. Italia Mignone – MAC
5. Agnieszka Chudecka – PICAC SA
6. Vicki Kanakaris – MAC
7. Akos Nagy – Hungarian Caritas
8. Georgina Vella – Hutt Street Centre
9. Jacene Wiseman – Polish Federation
10. Marek Kobylecki – Polish Federation
11. Jane Brannen – iReach
12. Justin Estepa – Community Transitions
13. Kelly
14. Lal Rai -ARA
15. Liak
16. Rosalia Panepinto - CoAsIt
17. Luca Varriale – CoAsIt
18. Germaine Rowberry – COTA
19. Nick
20. Aash Sharma – MAC
21. Kiki Le -MAC
22. Nellie Rasgido- MAC
23. Marcel Grguric- MAC
24. Yuhan Peng – MAC
25. Viacheslav Mormylev (Leo) - MAC

Apologies: Anthony Cameron, Maria Johns, Vandana Rathore, Gamal Charmy

1. Welcome & Registration

2. Privacy and confidentiality

3. Business of the Day:

3.1 Standing items:

Updates from the Department of Health and Aged Care - David Frazer, Adelaide Regional Team

The Australian government has announced an \$11.3 billion investment in funding and support wages. This includes an \$8.5 billion increase for funding for residential aged care over four years, an increase in the



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Australian National Aged Care Classification price from \$216.80 to \$243.10, and additional funding for indexation.

There is also the introduction of a new \$10.80 resident day hotel link supplement, an increased funding of 215 care minutes commitment, and a 2.2 billion increase in funding for home care providers.

Additionally, there is a \$310 million increase in funding for providers of Commonwealth Home Support Program, a \$236.8 million increase to funding providers of flexible aged care programs, an \$82.5 million increase for veterans' care programs, and \$98.7 million for leave liabilities.

The Fair Work Commission has confirmed a 15 million interim increase to award wages for mainly aged care workers from the 30th of June 2023. These changes will take effect on the start of the employer's first full period that starts on or after the 30th of June 2023.

The wage increase is expected to benefit 250,000 registered nurses, enrolled nurses, assistants in nursing, personal care workers, head chefs and cooks, recreational activities officers, lifestyle workers, and home care workers.

The Australian government aims to have a skilled and diverse workforce, delivering safe, consistent high-quality care services for home care recipients and aged care residents. The government will continue to build trainers for the age workforce, better wages to attract more people in the sector, free TAFE, more university places, city clinical places, and targeted training programs.

There is an allocation of funding for flexible aged care programs, such as the National Torres Strait Islander Aged care flexible program, Indigenous services, short-term restoration care programs, transition care, and multi-purpose services. The government will work with providers and unions to implement the funding arrangements to ensure workers start receiving increased wages from June 30th, 2023.

Sector updates:

A new Model for Regulating Aged Care – Susantha Athurugiri - Project Coordinator - Northern Collaborative Project - Community Health & Wellbeing

In- Home Aged Care Program Design: Awaiting budget announcements

- Estimated \$29.6bn (23-24 FY) up from \$ 24.8bn in 2022-23
- Aged Care hold 5th largest position in federal budget
- Concern on future viability of according to Quarterly Sector Financial Reports
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Department's In-Home Aged Care Reform Update webinar (18 May 2023)

- <https://www.health.gov.au/resources/webinars/reforming-in-home-aged-care-update?language=en>

A New Model for Regulating Aged Care

- 8-week consultation to **23 June 2023**
- Seeking feedback on the key elements of the proposed model. Options include:
 - Quick 15-minute survey
 - Detailed survey to answer any or all of the questions included in the paper
 - Written submission via email

Key changes:

- Designed to facilitate a cultural change
- Regulatory stewardship: everyone has a role in lifting the quality and safety of aged care
- New controls, through registration, re-registration, enhanced complaints and feedback management, regulatory oversight and assessments, and other regulatory intelligence.
- All providers required to register through a new provider registration model
- Boarder new entrants are welcome.
- Registration categories for aged care services based on risk and service characteristics.



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Care Finder program– Lesley Habel - Older Persons, Aged Care and Palliative Care Lead Adelaide PHN

Adelaide PHN Overview

The Adelaide PHN region covers all of the Adelaide metropolitan area and is home to 1.2 million people - the vast majority of the South Australian population.

The care finder program was announced in the 2021-22 budget as part of the connecting senior Australians to aged care services measure.

It provides specialist and intense assistance to help people understand and access aged care and connect with other relevant supports in the community.

11 organizations providing care finder support and they've very much been chosen based on their networks as well and their ability to reach out and support the most vulnerable in the community.

Care Finder's role:

- Assertive outreach, engagement and rapport building
- Support through registration, screening and assessment
- Support post assessment to access aged care and connect with relevant supports
- Follow up

CHSP Program updates and Serious Incident Response Scheme (SIRS) from MAC Italia Mignone- General Manager.

SIRS has been extended to Home Care Programs, CHSP, and Short-Term Restorative Care (STRC)

- Effective 1 December 2022
- There are 8 reportable incidents. There are two priority time frames, with priority 1; incidents required to be reported within 24 hours, and priority 2 to be reported within 30 days. Reporting is through the My Aged Care portal. The AACQSC aged care ad quality safety commission
- Incident Management System IMS: Under SIRS all agencies require an Incident Management System including incident form, policy and procedure, a tool for recording incidents, and training for staff. MAC has and will provide SIRS and IMS training. Quality Reviews and audits will assess these under Standard 8 .
- SIRS covers staff members including employees, agency staff, contractors, subcontractors, key personnel, board members, executive team members, and volunteers. All levels of support within the organisation need to understand the SIRS.

Aged Care Reforms updates In-Home Care program to be effective on 1 July 2024, which will bring together CHSP, Home Care Package care program, and Short-Term Restorative Care(STRC). The Aged Care Standards were revised, and currently from April to June 2023 the revised standards are being piloted. The revised standards are expected to be effective as of 1 July 2024.

The Final Migration of missing CHSP clients opened on 9th January 2023 and is due to be submitted by Friday 26 May 2023. Clients that access CHSP services need to be recorded as your agency's clients through the My Aged Care portal. DHAC advised and distributed a template for the collection of Missing CHSP client information and it is available on the DHAC website. This can be done to record CHSP clients with their information and their Medicare number. Centrelink Reference Number, and Dept. of Veterans Affairs cards can also be used.

Further information and templates available at DHAC

DHAC link:

<https://www.health.gov.au/resources/publications/final-migration-of-missing-chsp-clients-faqs?language=en>



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HCP update Providers in the home care package can no longer charge exit fees.

National updates from MAC- Agnieszka Chudecka

18-19 May: MAC attending NACA Quarterly meeting in Melbourne

Aged Care Council of Elders: <https://www.health.gov.au/committees-and-groups/aged-care-council-of-elders>

PICAC updates from MAC – Vicki Kanakaris

- PICAC SA: delivering information, training and resources, mobile library.
- MAC symposium on Cultural Diversity in Ageing on 26 April 2023: consumer's snippets and resources are available on our website.
- Regional travel on 27 May – to Yorke Peninsula.
- Planning another MAC symposium at the end of the year
- MAC planning a Sector Support and Development (SSD) symposium in August
- Cultural in Ageing workshop 10am - 3pm on 7 June
- Updates on our MAC website – Aash Sharma

4. Information from MAC

- 4.1.1. All resources on the MAC Website: www.mac.org.au/mlearndev/ncas/
- 4.1.2. CHSP manual changes
- 4.1.3. Aged Care Quality Standards – changes in CHSP service delivery
- 4.1.4. Diversity Framework; CALD Action Plans are available
- 4.1.5. MAC Newsletters: Training Schedule (weekly); Information Circular (weekly).
- 4.1.6. MAC Website for accessing relevant resources and information: www.mac.org.au

Next meeting: 10 August 2023

NCAS Terms of Reference

- Provide a forum for the sharing of information and resources for organizations that provide services to CALD clients
- Provide a forum for networking and information exchange on better practice processes for managing services to CALD clients
- Identify and respond to learning and development needs of coordinators and managers of programs
- Provide peer support and mentoring to coordinators and managers



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