Aged and Disability Strategy Group

Meeting notes Thursday 3 May 2018

Date and time | Thursday 3 May 2018 11.00am – 2.00pm
---|---
Chairperson | Ro Marks, MAV
Location | MAV, Level 11, 60 Collins St Melbourne

### Attendees

<table>
<thead>
<tr>
<th>Region</th>
<th>Representative</th>
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<tbody>
<tr>
<td>North Eastern Melbourne</td>
<td>Steve Ward (Whittlesea)</td>
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<tr>
<td>Brimbank Melton</td>
<td>Coral Crameri (Melton)</td>
</tr>
<tr>
<td>Western Melbourne</td>
<td>Maria Weiss (Moonee Valley)</td>
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<tr>
<td>Hume Moreland</td>
<td>Leanne Della Vecchia (Moreland)</td>
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<tr>
<td>Inner Eastern</td>
<td>May Hassan (Whitehorse)</td>
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<tr>
<td>Bayside Peninsula</td>
<td>Joan Andrews (Bayside)</td>
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<tr>
<td>Southern Melbourne</td>
<td>Mandy Gatilff (Dandenong)</td>
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<tr>
<td>Loddon</td>
<td>Wendy Gladman (Loddon)</td>
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<tr>
<td>Goulburn</td>
<td>Amanda Tingay (Shepparton)</td>
</tr>
<tr>
<td>Western District</td>
<td>Jan Consedine (Moyne)</td>
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<tr>
<td>Barwon</td>
<td>Rebecca Smith (Geelong)</td>
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### Teleconference

Inner Gippsland: Helen Taylor (Latrobe)  
Outer Gippsland: Leanne Wishart (Wellington)

### Guests

Department of Health & Human Services:  
Jayne Power, Sarah Yallop, Fleur Campbell, Joanna Hall, Linda McKay

### MAV

Clare Hargreaves, Jan Black Ro Marks

### Apologies

Ovens Murray: Leonie Painter (Wangaratta)  
Central Highlands: Melanie Perks (Hepburn)  
Outer Eastern: Debra Styles (Maroondah)

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1. **Welcome / Acknowledgement / Introductions / Apologies**

- Ro Marks welcomed all attendees & expressed appreciation for attendance at today’s meeting.  
- Acknowledgement of the Traditional Owners of the land was given.  
- Introductions made & apologies noted.
2. MAV and Local Government Matters

Beyond 2020, The role of local government in community care
A discussion paper exploring the role of local government in community care beyond 2020 has been prepared and will be circulated by the end of May 2018. This paper has been informed by a research project regarding aged care reform undertaken by the UNSW Canberra and engagement with local government Human Service Directors and Managers of Aged and Disability Services at a Future Directions and Policy Considerations for Aged and Disability Services workshop in February 2018 at which policy and operational issues impacting on aged and community care in local government were explored.

Ageing in Communities, Danielle Arigoni, Director, AARP Liveable Communities
A reminder that the MAV is hosting a half day forum on Thursday 31st May for Human Services Directors and Aged and Disability Managers to explore the notion of ‘liveable communities’ and learn about how the AARP (American Association of Retired Persons) is working in partnership with states and localities to help create more liveable, sustainable and ultimately resilient communities. Part of the forum will be dedicated to highlighting place-based initiatives with a panel of council representatives.

Melton: Client in motion spreadsheet
As discussed at the ADSG meeting in March, the Shire of Melton has developed a ‘client in motion spreadsheet’ developed to monitor the client and organisational experience of transition. This template may be of interest to you. Refer to last page of these Notes.

Regional NDIA / DHHS / LAC / LG meetings re transition
The MAV has recently written to the NDIA requesting ongoing support of these regional meetings and with a commitment that NDIA staff and Local Area Coordinator organisations attend to discuss and facilitate client transition, as agreed. This request has come about in response to a local government manager being informed that the “LACs are not to attend meetings with local government officers unless it is specifically about a client’s needs”. In another instance the meeting coordinator was informed that a formal application must be lodged no less than 10 days prior to a scheduled meeting and this would be considered but attendance not guaranteed. The MAV continues to emphasise how important it is that LACs work together on transition with councils as key providers of services to current clients with disabilities, and that council staff have much to offer to enhance the client’s experience of transition.

Meetings with stakeholders will be initiated in the Bayside Peninsula and Hume Moreland regions by the MAV.

Tripartite Community Care Officials Group
A meeting of this Group is currently being scheduled for Wednesday 6 June. The agenda will include:

Commonwealth Department of Health
- CHSP future directions
- 2018/19 Federal Budget
- MAV proposal (outlined in our response to CHSP review) re a new program/funding stream for care & service coordination

Victorian Department of Health and Human Services
- HACC PYP NDIS
- Continuing Care Program

Municipal Association of Victoria (MAV)
- DSS funding to develop thin market solution(s) to support councils in Victoria to transition to the NDIS.

Intermediary model project
The MAV is partnering with the DSS to explore the ‘Intermediary model’ concept with Victorian councils in response to perceived thin markets in rural / remote areas.

Policy / Project Officer, Aged, Disability and Health
The MAV has advertised for a Policy / Project Officer to support the work of the Aged and Disability and Social Policy Advisers. Contact Ro Marks for further information.
DHHS and MAV collaboration
Clare Hargreaves recognised the efforts of Anne Congleton (Dep. Sec. Community Participation, Sport & Recreation, Health & Wellbeing) and Louise Galloway (A/Director Community Based Health Policy and Programs) who have attended the last two MAV Human Services Committee (Councillors and Directors) meetings, and their on-going commitment that councils will not be financially worse off as they support their clients to transition to the NDIS.

Clare also provided a summary of council discussions including a desire to understand the state’s role in assessment in the future; service access/equity issues; and how the Victorian experience can influence future directions. To gain an understanding of the State’s role post 2020, the MAV will agenda for discussion in strategic meetings with Louise Galloway.

The MAV continues to meet with the DHHS on a fortnightly basis to address strategic and operational issues pertaining to HACC-PYP, RAS & NDIS.

Other issues:
- Loddon is developing a decision-making framework to inform council’s ongoing role in service delivery. Wendy Gladman will further update this group as it progresses.
- Helen Taylor from Latrobe is waiting for feedback from DHHS re Method 3 which proposes that each client is given a 6-month transition date from plan approval. If the client chooses to go to another provider Council will ask the new provider to invoice the council for services provided.
- There was discussion around the role of DHHS beyond 2020 and the need for a clear direction from the Department to help inform local government decision making.
- There was also discussion around My Aged Care and issues with residents being able to access information. It was reported that 10,000 calls have to the Aged Care Helpline been unanswered in three months. Refer to article in The Guardian https://www.theguardian.com/society/2018/apr/27/aged-care-help-line-10000-calls-go-unanswered-in-three-months

3. DHHS Regional Assessment Service Update
Jayne Power

The status quo remains. Despite repeated attempts to get clarification regarding the status of RAS beyond June 2019, there is still no determination. Once again, it was reiterated to the DHHS that the delay in certainty regarding an extension of the Vic Agreement was deeply frustrating and having a profound impact on LG.

DHHS is keen to workshop issues and future considerations with local government. Ro and Jayne will discuss the content of this workshop and will forward some content to reps so they can have discussions with their regions prior to the workshop.

4. DHHS Building Inclusive Communities
Fleur Campbell

DDHS has confirmed that funding is available to continue the Building Inclusive Communities program for the final year of transition to the NDIS (2018-19). Beyond this, providers will need to consider applying for funding directly through the ILC commissioning process. The ILC will commence in Victoria on 1 July 2019.

Formal communications will be sent from the Department to all Building Inclusive Communities providers next week.
5. **DHHS HACC PYP Update**

- Linda McKay acknowledged the recent Victorian Government budget was silent on the aged care sector. The Department is looking to the Commonwealth budget to see what initiatives may be included in that.

- DHHS has developed a set of messages that can be used in council communications with potential NDIS participants whose SigBox status is ‘unable to contact’ or ‘phase-in declined’. See attachment to these Notes.

- DHHS has considered compensation options and a policy position on recompense has been confirmed but process not yet been determined.

- DHHS continues to provide consistent messages to Divisions / regions regarding the flexible use of HACC PYP funding to support transition.

- Process of notification: DHHS requests notice as soon as possible of council’s intention (even if a decision has not been formally made). Councils can notify their Division who will notify Head Office. This will help the Department to have a plan in place to find other providers.

- Processes councils are using to support clients from the time their plan is approved to getting a new provider differs. One council gives clients 6 weeks from plan approval to new provider. The client must contact council if they do not have a provider after the 6 weeks – or council will assume a new provider has been found.

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6. **Disability**

- The MAV was not successful in its application for an ILC grant. No Victorian LG submissions were successful this round.

- There were no major announcements in the Victorian Budget beyond the Changing Places Grants.

- The State Disability Plan now has an Economic Sub-Plan. This includes targets for people with a disability to be employed by the State to increase from current 3% to 6% by next year and 12% by 2025.

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7. **Other Business**

**Next meeting - Wednesday 13 June**

- George Pappas will give an overview of the announcements from the 2018 Commonwealth Budget.

- Jayne Power will explore future considerations for assessment delivery in Victoria.

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Ro Marks
MAV Aged & Disability Policy Adviser rmarks@mav.asn.au Tel: 9667-5514 / 0417 260 958
<table>
<thead>
<tr>
<th>City Manager Client Number</th>
<th>Client Source</th>
<th>Initial Contact Date (00/00/2018)</th>
<th>Phone Assessment</th>
<th>Phone Assessment - Time (Minutes)</th>
<th>Face to Face Assessment</th>
<th>Face to Face Assessment (Hours)</th>
<th>Assessment Comments and Outcomes</th>
<th>Identified Risks</th>
<th>Level of Support Provided</th>
<th>End of Service (fully transitioned - date 00/00/2018)</th>
<th>Transition Time (Days)</th>
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<tbody>
<tr>
<td>772</td>
<td>New</td>
<td>16/2/18</td>
<td>Yes</td>
<td>30</td>
<td>Yes</td>
<td>3</td>
<td>The transition was without event.</td>
<td>Nil</td>
<td>Med</td>
<td>29/8/18</td>
<td>194</td>
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<tr>
<td>226</td>
<td>Sig Box</td>
<td>21/2/18</td>
<td>Yes</td>
<td>90</td>
<td>No</td>
<td>Nil</td>
<td>The client self-transitioned following guidance over the phone.</td>
<td>Low</td>
<td>Med</td>
<td>22/2/18</td>
<td>1</td>
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