



## **Aged Care Interagency meeting**

**2 June 2016**

**Tom Foster Community Centre 10am – 12pm**

### **Attendance**

Mary Ciantar	Inner West Council (IWC) Petersham
Natalie De Sousa	IWC, Petersham
Leanne Elsworth	Tom Foster Community Centre (TFCC), IWC
Julia Phillips	IWC, Ashfield
Gabby Higgins	IWC, Leichhardt
Kerry Muldoon	Newtown Neighbourhood Centre
Dushanka Dobrich	Newtown Neighbourhood Centre
Deb Helmrich	4Cs Stars
Laurel Walter	The Gender Centre
Laura Angelone	Co.As.It
Assunta Irace	Co.As.It
Maryam Maghsaadi	MAC Regional Assessor: Catholic Healthcare
Denise Fewtrek	Bright Sky, Paraquad
Chris McCutcheon	Inner West HMMS
Freeda Economidis	Multicultural Health
Vi Pham	Community and Cultural Connections Inc (CCCi)
Tom Hinton	Ethnic Community Services Co-operative (ECSC)
Margaret Bernard	Uniting

### **1. Welcome and introductions**

Mary introduced herself as commencing in the position of Strategic Community Project Officer, Ageing at the former Marrickville Council. This position was held by Lyn Frankovich / Milne who now in Social Policy and Planning Advisor role within the IWC, still in Community development.

### **2. Apologies**

Robin Carver	Home instead
Sue Pace	IWC, Marrickville Library
Divesh Narayan	Department of Human Services
Anne Tunks	Health NSW
Constable Alyssa Heath	Marrickville Police Station
Karen Smith	Newtown Neighbourhood Centre
Bianca Inês Pedro	Sydney Multicultural Community Services (Sydney MCS)

Jennifer Adams	Road Safety Officer, IWC
Sharon Weston	Good Shepherd
Marnie Fitzpatrick	Older Women's Network

### **3. Minutes from previous meeting**

Adopted, seconded Leanne Elsworthy

### **4. Business arising**

Mary informed the interagency meeting that the former Marrickville Council has amalgamated with Ashfield and Leichhardt forming the new Inner West Council as of 12 May 2016. This is in line with NSW State Government reform and articulated in the Local Government (Council Amalgamations) Proclamations 2016 under the *Local Government Act* 1993. Information such as a Q and A is available on Council's website and until structures and processes are finalised it is 'Business as usual.

<http://www.lgnsw.org.au/> and <http://www.innerwest.nsw.gov.au/faqs>

No other business arising

### **5. Guest speaker**

Robin Millar, Financial Information Service of the Department of Human Services discussed the Pension Asset Test changes. All pensioners who are asset tested will be affected by the changes from 1 January 2017. The pension assets test free areas and the allowance assets test free limits will increase, and the pension taper rate for pensioners will increase to \$3 per fortnight for every \$1000 above the new assets test free areas. This measure will also affect the means test assessment for aged care fee purposes.

Income support recipients who lose payments as a result of these changes will automatically be provided with a Commonwealth Seniors Health Card, or a Health Care Card for those under the age pension. They will be exempt from the usual income test requirements for these cards indefinitely.

#### *Discussion points*

Financial Information Services available to present to seniors and other groups about these changes. Sessions can be tailored and interpreters provided for CALD groups.

There was comment about the lack of information about these changes such as media campaigns

A summary of these changes can be found:

<https://www.humanservices.gov.au/corporate/budget/budget-2015-16/budget-measures/disability-and-carers/social-security-assets-test-rebalance-assets-test-thresholds-and-taper-rate>

<https://www.humanservices.gov.au/customer/news-for-seniors-magazine>

### **6. General business**

#### **Inner West Council Community Development update**

Natalie provided an update about Active and Connected programs currently on offer such as:

- Marrickville feastings
- Dementia Dance - a joint program with the former Leichhardt Council
- Dementia Café
- Cyber for seniors

Planned ventures are LGBTIQ event for seniors, Aboriginal seniors and intergenerational projects.

IWC working with Tom of ECSC to discuss this year's multicultural dementia forum. Tom has a working group on 7 June @4pm, Burwood RSL after the sector meeting. This year in September cultural language groups will be targeted that missed out last year and sessions delivered in tandem throughout the week. Will be looking for people to participate from possibly Portuguese and Vietnamese communities in Marrickville area and this will be finalised at the meeting

### **World Elder Abuse Awareness Day**

Mary discussed **June 15** as marking the annual, internationally recognised **World Elder Abuse Awareness Day (WEAAD)**. WEAAD represents the one day in the year when the whole world voices its opposition to the abuse and suffering inflicted to some of our older generations and is reminder of the United Nations principles of working with older people. Resources are available from the NSW Elder Abuse Helpline and Resource Unit (EAHRU). Ideas are to encourage morning teas; wearing purple; holding a larger event for next year, encouraging seniors to enter the T.E.A (Talking elder abuse) art competition which is judged by Minister Ajaka and placement of an article in the Inner West courier.

<http://www.elderabusehelpline.com.au/for-everyone/WEAAD>

### **MyAgedCare MAC)**

Leanne raised issues with MAC within the social support program at TFCC. Many more issues need to be tabled in a working group – see action items.

Leanne raised the following points:

- She is continuing to receive a substantial number of out of area referrals
- The largest proportion of referrals are for shopping assistance, which is a very small component of the Marrickville Social Support Service. Leanne has a limited supply of volunteers, with a car, who are available during the week.
- Leanne is concerned that the traditional client who used to access her service is not being referred. The clients being referred are generally more complex in nature, for example, requiring personal care, transfer to wheelchairs, living with advanced dementia and this is beyond the capacity of the volunteers. Leanne is worried that the lower needs client is being missed under the new system. It may be that the requirements of MAC are off putting for people who have low needs. Leanne has heard anecdotal evidence of this. Leanne has also seen clients and carers become completely overwhelmed once they start hearing from services (post their assessment) as they may have 3 or more services contacting them at the same time. It becomes confusing. Also, a lot of service providers have their own paperwork to complete with the client and this, combined with the MAC assessment this simply becomes too much for some people.
- Leanne said that MAC was supposed to reduce assessment. Every time a person needs a new service they have to be re-assessed so people are in fact being assessed more than before. If a client is receiving meals through Tom Foster and

decides that they would like to have a home visitor through the social support service at Tom Foster, they have to be reassessed by the MAC.

Leanne also said that we needed to have a form to find out how other services are managing under the MAC. She said we need to become vocal about how it is impacting the clients and services. She is concerned that the small services will go once core funding is withdrawn – stating that once they go they are gone forever.

#### *Discussion points from agenda items*

- Tom Foster's social support program can match LGBTI seniors to volunteers. Leanne said she has not had great success matching transgender client.
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- Programs are aligned to previous budgets although some partnerships with Ashfield and Leichhardt have, or are going to be increasingly forged given the Council amalgamations.
- Uniting achieved the Rainbow Tick Accreditation, one of the requirements was the establishment of Consumer Advisory Group
- Deb stated that Stars are delivering two workshops for responding to abuse of older people after attending the Train the trainer on Identifying and responding to abuse.
- NCC and Uniting stated they are not getting referrals. General concerns about loss of referrals by June 2018.
- Mary and Tom (ECSC) suggested that the Inner West Service Provider forum is a good place to discuss issues as next meeting guest speakers will be ACS about MAC.
- Vi of CCC stated she explains the process to her service users and that they need to refer to MAC if they access an additional service within the centre.
- Tom stated that issues affect CALD clients
- Mary highlighted that written submissions on draft legislation about Increasing Choice in Home care – Stage 1 – will close on 9 June at 5pm.

## **7. Information share**

### *Newtown Neighbourhood Centre*

- Vacancies on bus services to the Marrickville Metro for shopping support service. Open to former Marrickville LGA clients. Support in accessing the bus, carrying groceries into the home and cost is \$7.00. Phone Kerry on 9564 7303.

### *4cs*

- Level 3 packages available
- NSW Volunteer of the year awards open and close 15/7/16. Stars are co - hosting with volunteer network
- Capacity for social support, small groups and individuals through social connections
- Elder Abuse Training (Recognising and responding) - 7/7/16 – Riverwood and 22/6/16 at Marrickville
- Feedback for submission to carer gateway to Deb (4C's).
- STARS volunteer information session at Marrickville library first Wednesday of each month – volunteer essentials
- Suicide prevention for older people – 1/7/16 Ashbury
- Engaging Men in Health Services discussed

- CDC forum for volunteers on Wednesday the 24<sup>th</sup> August 2016

#### *Community Cultural Connections Inc*

- Marrickville Granma festival on 22 June 2016, also launch Vietnamese Cultural group all welcome
- Computer class for seniors and carers to accessing My Aged Care, Aged Care Services, MyGov, and social media, start 2 June for 6 weeks
- Tai Chi for all - all welcome, Fridays at 10 am (except last Friday) – Herb Greedy Hall

#### *IWC – Ashfield*

- Bus outings listing on website has vacancies
- Senior theatre program a one off pilot

#### *IWC Leichhardt*

- Mens shed started in Leichhardt
- Programs for seniors in Annandale Community Centre Thursday mornings  
<http://www.leichhardt.nsw.gov.au/Community/Seniors>

#### *Other*

- Mary tabled brochures from Sydney Multicultural Services (MCS) about their Community Visitors Scheme and Multicultural Home Care Packages and Community Services – now available as a service in the inner West
- Anne Tunks has circulated a Save the Date flyer about a Dementia forum on 15 September with registrations to [events@baptistcare.org.au](mailto:events@baptistcare.org.au)

#### *Action items*

1. Mary to set a date for a meeting about consolidating case studies from service providers and residents stories. NNC and Uniting are interested to participate and STARS suggested that the document is circulated after the meeting for comment.
  - a. Leanne to lead this working group
  - b. Mary to contact Judy Hallet to ascertain names of people to refer issues to in the department
  - c. Include discussion of holding a service provider forum to show case to RAS assessors what services can offer
2. Deb from STARS to investigate training on engaging men to access services
3. All members to consider guest speakers for the next meeting. It was suggested that something on continence delivered by a CNC
4. Mary to circulate flyers as mentioned in the minutes as attachments.

#### **Dates for 2016**

3 March, 2 June, 1 September and 24 November

*Meeting closed 12.15pm*