

# AGEING CONSULTATIVE COMMITTEE

## MINUTES

17 August 2011 (Parliament House, Canberra)

### 1.1 Welcome

The Chair, Ms Carolyn Smith, First Assistant Secretary, Ageing and Aged Care Division welcomed members of the Committee to the second Ageing Consultative Committee (ACC) meeting for 2011. The Chair also welcomed Ms Rosemary Huxtable, Deputy Secretary with responsibility for Aged Care and Mr Graeme Head, Chief Executive Office, Transition Office to the meeting.

The meeting's attendees and apologies are at Attachment 1.

### 1.2 Minutes and Actions Arising

The Members *accepted* the Minutes of the 24 March 2011 meeting as a true and accurate record.

The Members noted that all the action items from the previous meeting had been completed and had been progressively uploaded to the ACC QuickPlace online portal as responses were received.

### 1.3 Prudential/Complaints Update

#### *Prudential regulation of aged care accommodation bonds*

Mr Damian Coburn, Assistant Secretary of the Prudential and Approved Provider Branch, Office of Aged Care, Quality and Compliance, provided an update on the progress of the proposed legislative amendments to enhance prudential regulation of aged care accommodation bonds.

Members sought clarification regarding:

- the reporting requirements and the provision of updates to residents - Mr Coburn and Mr Iain Scott (First Assistant Secretary, Office of Aged Care, Quality and Compliance) confirmed that the requirements would be relaxed under the new proposal.
- whether the Principles would be initially distributed as an exposure draft - Mr Scott advised that due to time restrictions the Principles would not be released as an exposure draft. Details of the amendment instrument were being made available through discussions with stakeholders. Mr Scott will discuss the proposed amendments with Mr Gray (representing Catholic Health Australia).
- whether the permitted uses of accommodation bonds would include the purchase of land for residential aged care facilities - Mr Scott confirmed that this would be permitted.
- whether COTA and National Seniors Australia had been consulted regarding the disclosure to residents - the Department confirmed that discussions with both organisations had occurred.
- the use of accommodation bonds being restricted to capital works associated with residential aged care - Mr Scott confirmed the use of accommodation bonds are not permitted to be used to support retirement village activity.
- the anticipated timing for circulation of a communication strategy to support the proposed amendments - the Department advised that the strategy would be released upon approval of the relevant legislative instruments.

COMMITTEE-IN-CONFIDENCE

The issue of small providers operating multi-site campuses was raised and whether it should be recognised that the new regulations may limit the operations of these organisations.

Mr Rod Young (Aged Care Association Australia) commented that the Department should be applauded for the level of consultation and engagement undertaken during the development of the proposed legislative amendments.

**Action Item 20110817-01**

Mr Scott advised details of what would be contained in the amending instrument for the prudential regulation of aged care accommodation bonds were being made available to stakeholders and agreed to meet to discuss with Mr Gray (Catholic Health Australia) in detail.

Update on reforms to the Aged Care Complaints Scheme

Mr Michael Culhane, Assistant Secretary, Aged Care Complaints Branch, Office of Aged Care, Quality and Compliance provided an update on the implementation of reforms to the aged care complaints scheme (the Scheme).

Recent activities include:

- pending Ministerial approval, the Complaints Principles 2011 will come into effect on 1 September 2011;
- the Complaints Principles 2011 gives effect to the new complaints management framework through which the Scheme will handle complaints, as well as the associated review mechanisms; and
- the release of the strategic plan for the Aged Care Complaints Scheme.

Members agreed that the plan for the Scheme was very clear and endorsed the work that had been undertaken in this area.

Members were advised that both the Department and the Commissioner recognise the mutual obligations to work with providers to ensure the scheme was adequately rolled out.

**1.4 Address by the Minister for Mental Health and Ageing, the Hon Mark Butler MP**

The Committee welcomed to the meeting the Minister for Mental Health and Ageing, the Hon Mark Butler MP.

Minister Butler discussed the Productivity Commission's (PC) Final Report, *Caring for Older Australians*, and his view of the role of the Committee in relation to other advisory bodies.

Minister Butler reiterated the Government's commitment to aged care reform with the Prime Minister announcing the release of the PC report. The PC report is a comprehensive, well designed report, that provides a substantial starting point for a discussion on reform of the aged care system.

The Government recognises the importance of the reform agenda, however it should also be considered in the context of the broader ageing agenda, and needs to encompass workforce issues and a range of other considerations. Minister Butler stressed that it is paramount that all the threads be pulled together into a single agenda.

Key points outlined by Minister Butler:

- the Government does not see aged care reform as an opportunity for savings, but recognises the need to develop a better and shared understanding of the system, noting that the reform agenda won't be quick or easy;
- the Government has questions around the costings outlined in the report, which projected savings of \$3.1 billion in the first three years of implementation;
- the Government considers the PC's proposed timeframe of five years is possibly too short and is of the view that a 10–15 year timeframe may be more appropriate;
- emphasised that it should not only be about the financing of aged care, but the need to focus on enabling older people to continue living in the community independently, health active ageing and better links between primary and aged care (both in community and residential care);
- the development of the Government's response to the PC Report will be underpinned by the 4 guiding principles of Access, Choice, Sustainability and Quality; and
- acknowledged that the reforms are very challenging along with the very difficult fiscal situation currently facing the Government.

Minister Butler advised that engagement with the sector will be a priority in terms of preparing its response to the PC recommendations, highlighting that the principle interface between the Government and the sector will occur through the National Aged Care Alliance (NACA).

Minister Butler advised that he would be hosting forums across Australia, giving him the opportunity to speak to consumers and older Australians about what they want from their aged care system. These forums will commence in Adelaide on Friday 19 August 2011 and continue over the next few months.

Minister Butler articulated that the role of the Ageing Consultative Committee was very important for both the Department and Government in consulting on important operational matters in aged care.

On behalf of the Committee, Mr Rod Young thanked the Minister and offered his congratulations on the Government's initiative towards aged care reform.

Discussion arising from the Ministers address to the Committee:

- to achieve the PC recommendations regarding information technology and its role in reform, consideration of integration will be essential as the sector currently struggles without government investment to assist with information technology;
- the importance of health, fitness and personal care and the benefits of approaching aged care holistically;
- the likely impact of the PC recommendations on different sized services, and whether modelling will be made available to reference groups and the NACA to save everyone doing their own modelling;
- expected timeframes for the reforms and that from a consumer perspective, action should start soon, and that there has been a strong expectation that the process will begin in the 2012 budget;
- the possibilities for innovation and the concerns about the sustainability of the nursing workforce, and the requirement for the nursing profession to be also engaged in the work of reform;

- interfacing with other areas of the health system has been a critical part of health reform and there are huge opportunities to achieve greater integration across the health and aged care systems;
- interest in broadening the range of issues the Committee discusses to include the interface with other parts of the Health system; and
- the complexity of the PC model and recognition of the sophisticated thinking in development of the model.

The Department noted that the consultation process provides a mechanism for 'bringing things to the table' and noted that the Government must undertake detailed analysis and comprehensive consideration in respect of each of the PC recommendations in developing its response.

## 1.5 Policy Updates and Discussion

### 1.5.1 *Health Reform New Agreement and Update*

Mr Graeme Head, CEO, Transition Office, provided a presentation on the new agreement on national health reform endorsed, by every state and territory government, on 2 August 2011. In particular, Mr Head discussed the differences between the new agreement, what has continued from the previous agreement, as well as the processes into the future.

- The Agreement will deliver a new funding model including:
  - hospital financing and GST arrangements, with GST not being specified as part of the agreement;
  - a growth funding component of 40 per cent in 2014 – 15 and rising to 50 per cent being factored in with one or two consequential changes and governance reforms; and
  - activity based funding, an Independent Hospital Pricing Authority and hospital funding through a single National Health Funding Pool.
- There are a range of features that allow the community to have a greater oversight of how monies are spent. The establishment of a number of national bodies and an independent hospital pricing authority to set the national efficient price.
- Hospitals will receive funding administered from a national pool administrator. The State governments will negotiate service level agreements with single administrators created through nine separate Acts of Parliament.
- There will be the development of a national framework for reporting. It will be the responsibility of the independent body to report against the framework and provide advice on the operation of the KPIs.

There were logistical challenges in relation to stakeholder engagement to comprehensively discuss the National Health Reform Agreement during 2010 due to a number of governments in caretaker mode.

Commencing 29 August to 13 September 2011, the Department will conduct a series of consultation forums across the country to provide an opportunity to present and discuss the detail of the implementation agenda.

#### **Action Item 20110817-02**

Information regarding the dates and locations of the consultation briefings on the National Health Reform Agreement to be circulated to the Members.

### 1.5.2 *E-Health*

Ms Rosemary Huxtable, Deputy Secretary, provided an update on the Personally Controlled Electronic Health Record (PCEHR) Program.

Ms Huxtable highlighted the release of the E-Health Strategy in 2008 and the ongoing collaborative nature of engagement, noting the strategy recognises the international system.

Features of the PCEHR:

- improved information availability when and where it is needed by the individual and those who care for them;
- better coordinated care for people with chronic disease;
- reduced personal frustrations of repeating information;
- reduced unnecessary duplicated testing;
- reduced avoidable medication errors;
- reduced unnecessary hospitalisations;
- workforce efficiencies; and
- capacity of consumer choice (opt-in).

Members enquired as to whether the program's milestones and timelines were being met.

Ms Huxtable advised that there are 12 eHealth sites operational, with two of these sites having a strong focus on the aged care and palliative care sectors, including advanced care planning. A further four sites are planned and will be targeting the aged care sector as part of their recruitment activities.

Linkages between GPs and aged care facilities is currently not covered by the program and this issue will be continued to be highlighted by Members to ensure that its importance is further considered. Additionally, Members highlighted the importance of including aged care providers in the consultation process with the ongoing development of the PCEHR program.

Ms Huxtable agreed and noted that there is huge potential in the eHealth field and much progress had already been achieved in other countries. The Government is pressing forward on many program issues, and it is important to take the opportunity to enable innovation to occur.

Members acknowledged the importance of the requirement for further discussions regarding eHealth.

**Action Item 20110817-03**

Ms Huxtable advised of the four sites and advised that information can be provided to Members regarding the sites and deliverables.

### 1.5.3 *Medicare Locals*

Mr Mark Booth, Acting First Assistant Secretary, Primary and Ambulatory Care Division, provided an update and presentation on the progress of Medicare Locals.

Mr Booth highlighted the importance of primary health and the critical role of Medical Locals within the health reform agenda. The presentation outlined:

- their role and functions;
- the selection process;
- governance;
- proposed funding options;
- performance and reporting requirements; and
- funding.

The issue of linkages with the 62 Medicare Locals was raised, particularly relating to the lack of available resources for rural, remote and smaller organisations. The Department confirmed that the national body will be focused on capacity building and linking best practice across all Locals. The challenge is to address how systems can be set up for small bodies which do not have the capacity, funding and ability to engage with each of the locals individually. There will be a flexible fund established enabling the Government to respond to emerging issues and balance national priorities with national need.

Discussion was raised on the number of Medicare Locals planned/established and their alignment with the Local Health Network's (LHNs) borders and Home and Community Care (HACC) planning regions. The Department advised that Medicare Locals borders had been established in accordance with data based on patient movements, along with the outcomes of consultations with local areas. At this time HACC planning regions will not align with LHNs, however this is an important issue and requires to be considered in the long term.

Members commented that a number of various primary care services have not been included in the new model and that nursing services are filling the gaps where these services are not provided. To the sector, it is not yet evident how services will be integrated and how nurses will fit into the new system.

The Department advised that Medicare Locals have the requirement and responsibility to look across all service types and identify what is working.

#### 1.5.4 *Home and Community Care (HACC)*

Ms Rachel Balmanno, Assistant Secretary, HACC Reform Branch, informed the Members that stakeholder consultations have now taken place twice each in Brisbane, Sydney, Adelaide, Darwin, Alice Springs and Canberra, and once across 17 regional locations. The consultation process has been received well by the sector with providers engaging positively and wanting to participate in the process.

Feedback from the sector suggests that they would like to see the changes occurring at a faster rate, however there have also been signs of nervousness from providers regarding the potential of a structured program delivery mode.

The Department advised that is not the intention of the program and that the strength of HACC is flexibility and diversity, and communicating this message to the sector remains a priority.

The Department is currently in the process of finalising the National Partnership Agreement (NPA) with the six participating states and territories. The NPA will be supported by relevant program documentation including a Program Management Manual and Program Guidelines that are currently being finalised. The Department will circulate the documents to Members once they are completed.

Communication resources relating to HACC reforms are available for service providers, consumers and carers. Distribution of these resources will occur at the upcoming industry briefings, with the FAQs regularly updated and available on the 'your health' website.

The Department, with the assistance of the states and territories, is in the process of developing funding agreements for HACC service providers. The Department anticipates the provision of funding agreements to HACC service providers through a three stage process:

- Stage 1 – Providers to receive a letter setting out the contracting process;
- Stage 2 – Providers to receive a letter of intent, setting out the arrangements for managing the Commonwealth/State and Territory division of responsibilities; and
- Stage 3 – Providers to receive a letter of offer.

The Department aims to distribute Stage 1 correspondence to service providers by the end of 2011.

Accompanying the Stage 1 letter will be fact sheets and Q & As to assist services providers with consistent information for staff and consumers.

As the funding and operational management of HACC service providers varies considerably in each State and Territory, there will be further consultation and information sessions prior to the commencement of Stage 2.

**Action Item 20110817-04**

Ms Balmanno advised that the Committee will be provided with a draft Program Management Manual and Program Guidelines manual which will be circulated out of session.

**Action Item 20110817-05**

Ms Balmanno advised the Committee that the HACC communications products are available. The Department will circulate the resources to the Members.

**Action Item 20110817-06**

Ms Balmanno advised that the timing of the three stages of the HACC correspondence will be circulated to the Members.

**3.5 One Stop Shops**

The Chair acknowledged the complexities involved with the implementation of the One Stop Shop initiative and that further progress with the reforms will be considered in the Government's response to the PC recommendations.

Ms Tracy Mackey, Assistant Secretary, Access Reform Branch, provided an update on the progress of the new front end for aged care:

- on 1 July 2011 a new national telephone number for information on aged care (1800 200 422) was established;
- information on the Aged Care Australia website ([www.agedcareaustralia.gov.au](http://www.agedcareaustralia.gov.au)) has been updated to ensure information is accurate and consistent on aged care services that are available;
- there are ongoing consultations occurring with consumers, the sector, CALD and ATSI representatives; and
- the Department is currently developing a national assessment framework to be made available in the near future.

Members sought advice on the Western Australian experience in relation to the development and implementation of the Western Australian Assessment Framework. The Department advised that Western Australian Government has been working positively with the Department and provided the outcomes of a review of the framework. A joint workshop is planned to discuss the assessment framework and its subsequent impact, challenges and benefits.

There was also discussion on people with a disability accessing the system and the aged care/disability split. The Chair clarified that the Commonwealth is taking responsibility of the funding of aged care services i.e. 65 years and older, and the states and territories responsible for funding of under 65 years disability services. These services currently delivered to consumers will remain the same it is just the process for funding the services that will change.

**Action Item 20110817-07**

Members requested to provide feedback on the new national 1800 number for information on aged care. The Department will provide an email address to communicate this feedback information.

Client Pathway diagram to be uploaded onto Quickplace for Members access.

**1.5.6 Aged Care Approval Round (ACAR)**

The Chair provided a verbal update on status of the Aged Care Approval Round (ACAR).

- The 2011 ACAR was announced on 18 June and applications closed on 2 August 2011.
- The Department anticipates announcing the results of the ACAR late 2011 or early 2012.
- As the ACAR is a competitive process, the Department does release data about applications while the assessment process is in progress.

**2 Member Discussion / Verbal Updates**

**2.1 *Australian Medical Association (AMA) Paper – Medical Practitioners authorisation for Urgent Residential Aged Care Facilities Admission***

Dr Kate Kelly spoke to the paper and highlighted the AMA's desire for medical practitioners to have the ability to admit or authorise patient to emergency care without an Aged Care Assessment Team (ACAT) assessment.

The Department advised that there is access to the National Respite for Carers Program (NRCP) and HACC respite services that do not require an ACAT assessment, and in respect to residential respite, the *Aged Care Act 1997* includes the provision of access to residential respite by providers on an emergency basis.

Members discussed:

- the issue of consumers not understanding or aware of the options available for respite services;
- difficulties encountered when trying to access respite services;
- the lack of respite services in regional areas;
- the need to provide prompt access to ACAT assessments for entry to residential care as the timeframe varies in each jurisdiction;
- the role of GPs in accessing emergency care; and



- if there is a role for the Respite Working Group.

The Department outlined the role of the Longer Stay Older Patients Patient program in accessing emergency care.

The Chair emphasised the importance of communicating to consumers the options available for respite care and that the issues of access to respite services will be considered in the Government's response to the PC recommendations.

**Action Item 20110817-08**

The Chair advised that consideration will be made regarding the role of the Respite Working Group and the possibility of reinstating the Respite Working Group. If the role Respite Working Group is considered appropriate a meeting will be scheduled.

2.2 *Consumer Directed Care Evaluation*

Mr Ben Vincent, Acting Assistant Secretary, Policy and Evaluation Branch, provided an update on the progress of the Consumer Directed Care (CDC) Evaluation.

The purpose of the evaluation is to assess the outcomes and processes of the initiative against the CDC principles, through the collection and analysis of data on CDC participant groups and service profiles.

The objectives of the evaluation are to:

- evaluate the implementation and the impacts or benefits of the CDC initiative on participants and their carers;
- determine the costs and assess the value for money of consumer directed care in community aged care; and
- identify barriers to success and key achievements along with the key lessons learned to inform future roll-out.

The evaluation considers both the packaged care and respite components of the CDC initiative with the Final Evaluation Report anticipated to be available early 2012.

Members discussed the importance of consumer choice and control and agreed that the outcomes of the evaluation would assist in informing the Government's response to the PC recommendations and future aged care policy and program development.

2.3 *Cultural Diversity Working Group (CDWG) Update*

Mr Russell de Burgh, Assistant Secretary, Office for an Ageing Australia Branch, provided an update on the first meeting of the CDWG that was convened on 10 August 2011.

Items for discussion on the meeting agenda were:

- the review of the accreditation standards including consideration of CALD clients needs;
- the design of the new front end for aged care and consideration of CALD requirements;
- Australia's multi-cultural policy and the use of the framework to drive changes in service delivery in aged care; and
- the research priorities are for CALD in aged care with the main focus of improving aged care services for people from a CALD background.

It was agreed that it is important to clearly define the scope and purpose of the CDWG in its role of assisting with the development of the ACC's overall ageing policy strategy.

Pieces of work identified by the members to be undertaken and considered by the CDWG:

- access and equity;
- the development of a series of principles; and
- the development of a strategy.

Members discussed the papers developed for the Alzheimer's strategy and the Economic Potential of Senior Australians (EPSA) for reference/resource purposes in informing in the development of a strategy.

Members supported the ongoing role of the CDWG.

**Action Item 20110817-09**

Mr Glenn Rees (Alzheimers Australia) to provide the Committee with a copy of the paper on the Alzheimer's Australia strategy.

**Action Item 20110817-10**

Paper on Economic Potential of Senior Australians (EPSA) and website address to be circulated to Members out of session.

**Action Item 20110817-11**

Secretariat to invite a representative from Treasury working on the EPSA Road show to address the Committee.

2.4 *Role of the Ageing Consultative Committee*

Discussion opened on the role of the ACC, whether there is duplication in ACC and NACA functions and the benefits of continuing with the ACC meetings.

Discussion included:

- Management of the committee:
  - should the ACC continue to be chaired by a representative of the Department or be the responsibility of an independent member. As the current chair of the ACC, the Department has limitations in its role as it representing the Government of the day and its policies;
  - Terms of Reference to be re-considered; and
  - meeting agendas need to be refined enabling productive discussion and outcomes.
- Purpose of the committee:
  - the Minister stated that the ACC has an important function in providing advice to the Department and Government on operational matters;
  - role of the NACA differs from that of the ACC; and
  - an opportunity for ACC to take on the emerging role of developing specific recommendations from the PC report.

Members agreed that that a key function of the Committee is to provide advice on operational matters relating to the implementation of the aged care agenda. The CDC initiative was highlighted as an example of how the ACC can be effectively utilised.

A small group comprising of the representative from the Australian Nursing Federation, United Voice, Aged and Community Services Australia, COTA, Australia and Aged Care Association Australia and the Department to convene a meeting to discuss options for further consideration of the Committee to improve the function of the ACC.

**Action Item 20110817-12**

A representative from the organisations of the Australian Nursing Federation, United Voice, Aged and Community Services Australia, COTA, Australia and Aged Care Association Australia and the Departmental to convene a meeting to discuss options to improve the function of the ACC and inform the Secretariat of the outcomes.

**3 Out of Session Invitations**

**3.1 *Hearing Services for Residential Aged Care Facilities***

Mr Ben Vincent advised that an invitation will be circulated out of session to members canvassing their availability to participate in a teleconference with the Hearing Services Consultative Committee.

**4 Items for Noting**

**4.1 *Aged Care Workforce and Skills Update***

Members noted the paper.

**4.2 *Medication Management Chart for Residential Aged Care Facilities***

Members were advised that an invitation will be circulated out of session to canvas availability to participate in a teleconference with the Department's Community Pharmacy Branch to discuss the planning and development of the medication management chart for residential aged care (under the fifth Community Pharmacy Agreement).

**5 Close/Next meeting**

The Chair noted the tentative date of 2 November 2011 for the next meeting.

Any changes to the tentative date will be communicated to members by the Secretariat.

The meeting closed at 3.45pm.

COMMITTEE-IN-CONFIDENCE

Action Items – Summary	Status
<p><b>Action Item 20110817-01</b> Mr Scott advised detail of what would be contained in the amending instrument were being made available and agreed to meet to discuss with Mr Gray to discuss in detail.</p>	Completed
<p><b>Action Item 20110817-02</b> Mr Head advised that further information regarding the Road show including dates and locations will be distributed to the Committee.</p>	Completed
<p><b>Action Item 20110817-03</b> Ms Huxtable advised of the four sites and advised that information can be provided to the Committee regarding the sites and deliverables.</p>	Completed
<p><b>Action Item 20110817-04</b> Ms Balmanno advised that the Committee will be provided with a draft Program Management Manual and Program Guidelines manual that will be circulated out of session once finalised.</p>	Pending
<p><b>Action Item 20110817-05</b> Ms Balmanno advised the Committee that the HACC communications products are available. The Department will circulate the resources to the Members.</p>	Completed
<p><b>Action Item 20110817-06</b> Ms Balmanno advised that the timing of the three stages of the HACC correspondence will be circulated to the Members.</p>	Completed
<p><b>Action Item 20110817-07</b> Members requested to provide feedback on the new national 1800 number for information on aged care. The Department will provide an email address to communicate this feedback information. Client Pathway diagram to be uploaded onto Quickplace for Members to access..</p>	Completed
<p><b>Action Item 20110817-08</b> The Chair advised that consideration will be made regarding the role of the Respite Working Group and the responsibility of reinstating the Respite Working Group. If the role Respite Working Group is considered appropriate a meeting will be scheduled.</p>	Pending
<p><b>Action Item 20110817-09</b> Mr Glenn Rees (Alzheimers Australia) to provide the Committee with a copy of the paper on the Alzheimer's Australia strategy.</p>	Completed
<p><b>Action Item 20110817-10</b> Paper on Economic Potential Senior Australians (EPSA) and website address to be circulated to Members out of session.</p>	Completed
<p><b>Action Item 20110817-11</b> Secretariat to invite a representative from Treasury working on the EPSA Road show to address the Committee.</p>	Completed
<p><b>Action Item 20110817-12</b> Australian Nursing Federation, United Voice, Aged and Community Services Australia, COTA Australia and Aged Care Association Australia, and a Departmental representative to convene a meeting to discuss options to improve the function of the ACC and inform the Secretariat of the outcomes.</p>	Pending

## ATTACHMENT 1

## ATTENDEES

Member Organisation	Representative	Attendance
ACH Group	Mike Rungie	Present
Aged and Community Services Australia	Patrick McClure	Present
Aged Care Association Australia	Rod Young	Present
Aged Care Commissioner	Rae Lamb	Present
Aged Care Standards and Accreditation Agency Ltd	Mark Brandon	Present
Retirement Village Association Ltd	Andrew Giles	Apologies
Allied Health Professions Australia	Penelope Mogridge	Apologies
Alzheimer's Australia	Glenn Reese	Present
Anglicare Australia	Sandra Hills	Present
Australian and New Zealand Society for Geriatric Medicine	Jeff Rowland	Present
Australian Local Government Association	Adrian Beresford-Wylie	Apologies
Australian Medical Association	Dr Kate Kelly	Present
Australian Nursing Federation	Jodie Davis	Present
Australian Pensioners & Superannuants Federation	Paul Versteegen	Present
Ecumenist Community Services	Jeff Davey	Apologies
Carers Australia	Mary Reid	Apologies
Catholic Health Australia	Richard Gray	Present
COTA Over 50s	Ian Yates	Present
Department of Veterans' Affairs	Gail Yapp	Present
Federation of Ethnic Communities Councils of Australia	Pino Migliorino	Present
Health Services Union	Monique Irvine	Present
LHMU	Sue Lines	Present
National Seniors Australia	Peter Matwijiw	Present
Retirement Village Association Ltd	Andrew Giles	Apologies
Royal College of Nursing Australia	Kathleen McLaughlin	Present
UnitingCare Australia	Vaughan Harding	Present

## DEPARTMENTAL ATTENDEES

ALSO Attending from the Department of Health and Ageing	
<b>Deputy Secretary</b>	<b>Rosemary Huxtable</b>
CEO, Transition Office	Graeme Head
First Assistant Secretary, Primary and Ambulatory Care	Mark Booth
First Assistant Secretary, Ageing and Aged Care Division (AACD)	Carolyn Smith (Chair)
First Assistant Secretary, Office of Aged Care Quality and Compliance, (OACQC)	Iain Scott
Assistant Secretary (Acting), Policy and Evaluation Branch, AACD	Ben Vincent
Assistant Secretary, HACC Reform Branch, AACD	Rachael Balmanno
Assistant Secretary, Community Programs and Carers' Branch, AACD	Tracy Mackey
Assistant Secretary, Office for an Ageing Australia Branch, AACD	Russell de Burgh
Assistant Secretary, Prudential and Approved Provider, OACQC	Damian Coburn
Assistant Secretary, Complaints Investigation Scheme Operations Branch, OACQC	Michael Culhane
Assistant Secretary, ACW & Better Practice Programs, OACQC	Leo Kennedy

## COMMITTEE-IN-CONFIDENCE

### 3.2 *Review of the Aged Care Funding Instrument*

Dr David Cullen, Assistant Secretary, Policy and Evaluation Branch, gave an overview of progress on the review and took questions on a range of issues from the members.

### 3.3 *2010 Aged Care Approval Round*

Ms Samantha Robertson, Assistant Secretary, Residential Program Management Branch, gave a presentation on the current status of the Aged Care Approvals Round and took questions on a range of issues from the members.

### 4. **Discussion with the Minister of Mental Health and Ageing, the Hon Mark Butler MP**

Minister Butler outlined his vision for the future of aged care and emphasised the need to build unity of purpose to achieve root and branch reform of aged care as consensus will be critical to ensuring the passage of major reforms.

Minister Butler took questions on a range of issues from the members.

### 5. **2010-11 Budget Measures**

#### 5.1 *Update on 2010-11 Budget Measures*

Dr David Cullen, Assistant Secretary, Policy and Evaluation Branch, gave an overview of the progress of 2010-11 Budget Measures and took questions on a range of issues from the members.

#### **Action Item 20101122-05**

Dr Cullen to contact Medical Benefits Division about issues raised by Mr Herdy concerning the measure to encourage GPs to provide services in aged care homes, namely that the eligibility thresholds were too low and that the design of the measure may inadvertently disadvantage GPs who specialise in this service, and so do not operate a 'surgery'.

#### **Action Item 20101122-06**

The Secretariat to raise with the team developing the One Stop Shop measure Mr Migliorino's concerns about the importance of consulting with CALD communities in designing One Stop Shops.

#### 5.2(a) *Consumer Directed Care*

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on progress of the Consumer Directed Care demonstration program and took questions on a range of issues from the members.

#### 5.2(b) *Consumer Directed Care Evaluation*

Dr David Cullen, Assistant Secretary, Policy and Evaluation Branch, gave an overview of the planned evaluation and took questions on a range of issues from the members.

The Committee *endorsed* the proposed Terms of Reference for the Evaluation Reference Group.

## COMMITTEE-IN-CONFIDENCE

### **Action Item 20101122-07**

The Secretariat to seek nominations out of session for the Evaluation Reference Group, including consumer, paid and unpaid carer, and provider, representatives.

### 5.3 *Transition of Home and Community Care*

Ms Shona McQueen, HACC Reform Branch, gave an overview of the consultations and stakeholder engagement activities currently underway in relation to the HACC Transition and took questions on a range of issues from the members.

### **Action Item 20101122-08**

The Secretariat to provide copies of the Gold Book and other NHHN publications to Committee members.

### 5.4 *Improving Information, Intake and Assessment for Aged Care*

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on this item, noting that consultations around what the front end of aged care would look like are about half way through at present and will continue through early 2011, and that an online survey will also be available on [yourhealth.gov.au](http://yourhealth.gov.au) on 30 November 2010.

Ms Mackey also informed the Committee that an Expression of Interest for IT infrastructure went out on 19 November 2010 and that the Minister will convene a national HACC conference from 4-6 April 2011 in Brisbane, which will give providers an opportunity to discuss the issues of transition to new HACC and One Stop Shop arrangements.

Ms Mackey also took questions on a range of issues from the members.

## 6 **Update from Community Programs and Carers Branch**

### 6.1 *National Carers Recognition Framework*

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on this item, noting that the *Carers Recognition Bill 2010* has now received Royal Assent and that discussion papers on the National Carer Strategy are available.

Ms Mackey also informed the Committee that the Department is currently engaging with key providers and stakeholders through 18 consultations around the country (half have been completed), and that those unable to attend consultations are encouraged to make submissions, the deadline for these is 5 December 2010.

Ms Mackey also took questions on a range of issues from the members.

### 6.2 *Improving Aged Care for Forgotten Australians project to develop a national Education Package for Service Providers*

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on this item and took questions from members.

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### 6.2 *Feedback from the HACC Indigenous Forum*

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on this item, noting that the forum involving 450 participants received overwhelmingly positive feedback, with the key issues discussed including literacy, respite care for Indigenous Australians, elders wanting to die on country (not nursing homes), encouraging local training of workers, holding a similar forum every 12 to 24 months.

Ms Mackey also informed the Committee that a report will be available on the website shortly and took questions on a range of issues from the members.

## 7 Residential Care Issues

### 7.1 *Release of 2008 Census of Community Care*

Dr David Cullen, Assistant Secretary, Policy and Evaluation Branch informed members that that the Census is available on the internet and that hard copies had been provided for members, thanked providers for participating in the census, and took questions on a range of issues from the members.

#### **Action 20101122-09**

The Secretariat to include the Census of Community Care and Community Care Standards as agenda items for the next meeting.

### 7.2 *Results of Survey of Aged Care Homes*

Dr David Cullen, Assistant Secretary, Policy and Evaluation Branch provided members with an overview of the results of the survey of aged care homes, informed the Committee that more detailed reporting on the survey's findings will be available on the internet in the future and will include state based breakdowns, thanked providers for participating in the survey, and took questions on a range of issues from the members.

### 8.1 *Review of the Aged Care Complaints Investigation Scheme*

Ms Lucelle Veneros, Assistant Secretary, CIS Operations Branch, informed the Committee that in response to the Walton review the Department aims to improve communication and response to complaints, with a focus on risk assessments to determine the type of response required, internal communications, how comments are fed back to consumers and implementing non-investigative techniques. The templates for making a complaint will be simplified and the website reviewed. A discussion paper will be released shortly.

#### **Action Item 20101122-10**

The Secretariat to circulate the discussion paper responding to the Walton Review when it has been released.

### 8.2 *Review of Accreditation Process and Standards*

Ms Lyn Murphy, Assistant Secretary, Quality and Monitoring Branch, thanked members for their comments on proposed changes to the accreditation process and draft Standards.



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Ms Murphy noted that the Technical Reference Group met on 19 November 2010 and that the standards are now being revised, noting that further changes may be required following the Report of the Productivity Commission.

### 8.3 *Community Care Common Standards Update*

Ms Lyn Murphy, Assistant Secretary, Quality and Monitoring Branch, informed the Committee that the Community Care Common Standards have been endorsed by all state and territory Ministers, to be implemented by 1 March 2011. She also informed the Committee that communication workshops are currently being held and training is being delivered to state and territory offices and HACC services.

#### **Action Item 20101122-11**

The Secretariat to arrange for Community Care Common Standards to be discussed at the next meeting as part of a HACC and Community Services agenda item.

### 8.4 *Implementing strengthened prudential arrangements to protect aged care residents' savings*

Mr Iain Scott, Assistant Secretary, Prudential and Approved Provider Regulation Branch, gave an overview of progress on the development of strengthened prudential arrangements to protect aged care residents' savings and took questions from members on a number of issues.

## 9 **Workforce Issues**

Ms Fiona Nicholls, Assistant Secretary, Aged Care Workforce and Better Practice Programs Branch, circulated a revised agenda paper with corrected figures in relation to VET and short course training. The Department are in the process of distributing information regarding the training packages.

Ms Nicholls noted that the Royal College of Nursing Australia are currently assessing applications for undergraduate nursing scholarships and that the department is working closely with Health Workforce Australia regarding clinical placements.

Ms Nicholls also reported on the National Aged Care Nursing Roundtable.

Ms Nicholls confirmed that Health Workforce Australia are looking at broader workforce issues and that Ms Carolyn Smith, First Assistant Secretary, Office of Aged Care Quality and Compliance has also had discussions with the Association of Gerontology about this issue.

## 10 **Working Groups**

#### **Action Item 20101122-12**

The Secretariat to circulate a list of all working groups, terms of reference and members to the Committee.

### 10.1 *Formation of a Cultural Diversity Working Group*

Mr Russell de Burgh, A/g Assistant Secretary, Office for an Ageing Australia, advised the Committee that the Department is developing a strategy on Cultural Diversity and Aged Care, to be supported by a Working Group of the Committee.

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### **Action item 20101122-13**

The Secretariat to seek nominations for the Cultural Diversity Working Group from Committee members.

### **Action Item 20101122-14**

The Chair to consider whether there should be a representative on the Committee representing Aboriginal and Torres Strait Islander people and to report back to the next meeting of the Committee.

#### 10.2 ***Carers and Respite Working Group***

Ms Tracy Mackey, Assistant Secretary, Community Programs and Carers Branch, gave a presentation on this item, noting that:

- the last meeting of the Working Group, which was held on 25 June 2010, had reviewed draft terms of reference;
- the next meeting of the Working Group will be 17 December 2010.

The Committee *endorsed* the Terms of Reference for the Carers and Respite Working Group.

#### 11 **Links between Hearing Services and Aged Care Homes**

Dr Cullen, Assistant Secretary, Policy and Evaluation Branch, spoke about correspondence received from the Hearing Consultative Committee, which suggested that the hearing needs of the aged are not being best met in residential aged care.

### **Action Item 20101122-15**

The Chair to invite the Chair of the Hearing Consultative Committee to make a presentation to the next meeting of the Ageing Consultative Committee and to request a paper from the Hearing Consultative Committee with additional detail for the next meeting.

#### 12 **Close/Next meeting**

Ms Podesta noted that the next meeting of the Committee should be held in March 2011 and that the Department would liaise with the Minister about available dates.

Ms Podesta noted that longer periods would be allocated on the agenda for Information Intake and Assessment for Aged Care as well as Accreditation Processes and Standards and Community Care reform.

Members also thanked Mr Greg Mundy who is leaving ACSA, noting that he has been a great friend and advocate and has made a difference in aged care.

Ms Podesta thanked the members for their participation.

The meeting closed at 1550hrs.

**COMMITTEE-IN-CONFIDENCE**

**ATTACHMENT 1**

**ATTENDEES**

<b>Member Organisation</b>	<b>Representative</b>	<b>Attendance</b>
Department of Health and Ageing (Chair)	Lesley Podesta	Present
ACH Group	Mike Rungie	Present
Aged and Community Services Australia	Greg Mundy	Present
Aged Care Association Australia	Rod Young	Present
Aged Care Commissioner	John Kelly	Present
Aged Care Standards and Accreditation Agency Ltd	Mark Brandon	Present
Allied Health Professions Australia	Penelope Mogridge	Present
Alzheimer's Australia	Chris Hatherly	Present
Anglicare Australia	Sandra Hills	Present
Australian and New Zealand Society for Geriatric Medicine	Jeff Rowland	Present
Australian Local Government Association	Adrian Beresford-Wylie	Present
Australian Medical Association	Wayne Herdy	Present
Australian Nursing Federation	Yvonne Chaperon	Present
Australian Pensioners & Superannuants Federation	Charmaine Crowe	Present
Baptist Community Services	Jeff Davey	Present
Carers Australia	Joan Hughes	Present
Catholic Health Australia	Richard Gray	Present
COTA Over 50s	Jo Root	Present
Department of Veterans' Affairs	Gail Yapp	Present
Federation of Ethnic Communities Councils of Australia	Pino Migliorino	Present
Health Services Union	Monique Irvine	Present
LHMU	Melissa Coad	Present
National Seniors Australia	Peter Matwijiw	Present
Retirement Village Association Ltd	Andrew Giles	Apology
Royal College of Nursing Australia	Laurie Grealish	Present
UnitingCare Australia	Susan Helyar	Present

**COMMITTEE-IN-CONFIDENCE**

<b>Also Attending from the Department of Health and Ageing</b>	
<b>Ageing and Aged Care Division</b>	
Policy and Evaluation Branch	David Cullen
Office for an Ageing Australia Branch	Russell de Burgh
Community Programs and Carers' Branch	Tracy Mackey
Residential Program Management Branch	Samantha Robertson
HACC Reform Branch	Shona McQueen
<b>Office of Aged Care Quality and Compliance</b>	<b>Carolyn Smith</b>
Aged Care Workforce & Better Practice Programs Branch	Fiona Nicholls
Complaints Investigation Scheme Operations Branch	Lucelle Veneros
Quality and Monitoring Branch	Lyn Murphy
Prudential and Approved Provider Regulation Branch	Iain Scott
<b>Transition Office</b>	<b>Peter Broadhead</b>

<b>APOLOGIES</b>	
Retirement Village Association Ltd	Andrew Giles