

NCAS Terms of Reference

- Provide a forum for the sharing of information and resources for organisations 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

**Network for CALD Ageing Services
Minutes****Date:** Wednesday, 28 February 2018**Time:** 3:00 – 5:00 pm**Venue:** Multicultural Aged Care Inc., 94 Henley Beach Road, Mile End

- 1. Welcome and Housekeeping**
- 2. Present:** See attached list
- 3. Apologies:** Maree McColm, Assistant Director, CHSP
- 4. Privacy and confidentiality**
- 5. Business of the Day**

5.1 Meeting Department of Health people

Roy Inglis and Catrina Gladwell, Department of Health, attended the meeting.

Roy Inglis, MAC's current Grant Officer made the following points:

- Indexation payments made
- There can be no roll-over of CHSP funds from 2017-18 to 2018-19; Agreements end 30 June 2018; new contracts will be rolled out with service provision agreements being the first priority; any underspends will be recovered
- CHSP funding has been extended until July 2020; no specific funds for advocacy. Sector support funding has also been extended until July 2020, these will be the second priority agreements.
- 2016-17 Acquittal letters have gone out
- Data Exchange has been re-opened for one month to allow updates, edits etc. This is the last time that providers will be able to change/update data. It is recommended that data is uploaded monthly; the system may become overloaded towards the end of the reporting period so don't leave data entry until the last days or the last minute. There is a DEX helpdesk that can be accessed. DoH use the DEX to check providers' performance. DEX now does the multiplication process. Providers and their subcontractors can both see the data that is entered into the DEX if they use the "Handshake" option.
- New common standards will be in use from 1 July 2018. This will be a single set of quality standards and will apply to all aged care services. There will be a 12 month transition; assessment against the new standards will commence on 1 July 2019.
- MAC is funded to support CALD agencies implement the standards, develop and deliver appropriate programs/activities and help with the Quality Review process
- all Commonwealth funding that is provided through a grant will eventually be administered through the DSS Community Grants Hub; CHSP will be operating under the framework of the Hub from 1 July 2018. This is for financial and reporting arrangements only; CHSP policies and programs will continue to be administered by the Department of Health

5.2 FECCA Update

Tina Karanastasis represents FECCA on a number of national bodies, predominantly focusing on ageing and aged care.

Tina provided the following updates:

- The Aged Care Diversity Framework was launched on 6 December 2017; the Government is prioritising three action plans: CALD, ATSI and LGBTI and is working closely with all relevant groups
- FECCA is currently inviting consumers and providers to participate in the Aged Care Diversity Framework CALD Action Plan Consultation; approximately 400 responses to the online survey have been received, including responses from 300 providers. The survey has also been translated into 8 languages. The deadline for responses has been extended until 15 March; it would be good if there was a solid response from SA.

- The CHSP Advisory Group met in Canberra in December 2017 to discuss how wellness and reablement will be embedded into the funding agreements. The report undertaken by the Nous Group into Wellness and Reablement (which it was hoped would inform this process) will not be released in its entirety but the Department is considering publicly releasing a summary report. It may be that both quantitative and qualitative measures, client data together with a self-reporting tool will be included in funding agreements
- The CHSP manual is being revised and updated but will not contain any major changes or amendments at this time given the more far reaching changes to be introduced as a result of the David Tune report.
- A review of CHSP sector development funding is to be undertaken during the first half of this year; current contracts have been extended until July 2020
- The Department is looking at grandfathered clients being registered with MyAgedCare within 2 years
- Tina participated in a round table discussion with Minister Wyatt on 16 February. The issue of transitioning CHSP clients from block funding to individualised funding was discussed. Minister Wyatt is aware of the importance of block funding for services such as social support (group) and transport. A firm decision has not yet been made so it is important to raise concerns directly with the Minister. He understands the barriers to consumer directed care for CALD communities and other special needs groups. He is also aware that some CALD community organisations and smaller providers will not be able to continue to operate if block funding is phased out.
- The Minister also understands language reversion and the need for services to be provided in languages of CALD consumers' choice. FECCA is advocating for free access to language services
- The new common standards for aged care are very broad, as expected, but will be accompanied by guidance material that supposedly will provide clearer instruction about how services should be demonstrating their performance and achievements under each standard. Tina emphasised the need for the multicultural aged care sector to be vigilant that this guidance material does justice to older people from CALD backgrounds and the cultural competencies required to respond to their needs.
- The Aged Care Workforce Strategy is currently being developed. FECCA has been closely involved in this process and has stressed the importance of bilingual/bicultural workers in aged care

5.3 National Committee Updates

- **Aged Care Committee Working groups**

Aged Care Sector committee – chaired by David Tune – responsible for aged care reforms and the aged care road map; advisory/working groups have the opportunity to comment on specific aspects of aged care. RC is on the Communications and Engagement Working Group, responsible for responding to the public information eg flyers/promotional material etc that is provided to older people about aged care

- **National Aged Care Alliance (NACA)**

NACA brings together aged care associations at a national level. PICAC Alliance and FECCA both sit on NACA. Both organizations were represented at the recent NACA meeting in February. Aged Care standards are being looked at; the guidelines need to be specific to the needs of older people from CALD backgrounds

- **PICAC Alliance**

Partners in Culturally Appropriate Care Program was set up in 1997; there is a PICAC Program in each State and there is a national focus. There is now an MoU amongst the PICACs which forms the PICAC Alliance. MAC has been the secretariat for the PICAC Alliance

PICAC Alliance works closely with FECCA

Discussion took place re the translation tools that organisations are using which are not appropriate or accurate. There continues to be real problems with providing resources in translation. Need to use more audio resources/ radio advertising etc

5.4 CHSP Managers Meeting Update – covered by previous speakers

6. Standing items

- CHSP and the Aged Care Reforms
 - Extension of CHSP until June 2020
 - Quality Review cycle underway
 - Draft Aged Care Quality Standards – need to demonstrate wellness and reablement
 - CHSP Programs: Wellness and Reablement Approach
 - Data Exchange: Service delivery
 - The Data Exchange will reopen for all users from 1 to 31 March 2018. This ‘data quality month’ is an opportunity to correct and enhance the reported data in the system for the immediate past reporting period (1 July – 30 December 2017) (<https://dex.dss.gov.au/>)
 - Resources
 - CHSP Programme Manual (<http://goo.gl/YlhyLn>)
 - Living well at home: CHSP Good Practice Guide (<http://ow.ly/TBQLf>)
- My Aged Care: (<http://www.myagedcare.gov.au/>)
 - Resources in Languages other than English are available
- Packaged Care
 - Challenges
 - Healthdirect Home Care Research Report

7. Information from MAC

- Setting up a NCAS page to access resources
- Review of the National Ageing and Aged Care Strategy for people from CALD backgrounds
- Diversity Framework Report
- Centre for Cultural Diversity in Disability: 3rd Symposium to take place on Tuesday 13 March
- Booklet: five steps to residential care is being reviewed
- Workforce Strategy Taskforce
 - Consultation Hub
- Upcoming conferences and events:
 - CALDWays 29-30 May 2018 in Sydney; Dementia 6-7 June 2018 in Sydney
- MAC Newsletters: MLD Training Schedule (weekly); MAS Information Circular (fortnightly); e-MAC (quarterly)

8. Information sharing around the table (if there is time)

9. Any other business

10. Next Meeting: Wednesday, 30 May 2018