



MINUTES

Agenda Item 1. Opening Remarks

The Chair welcomed members to the meeting of the National Aged and Community Care Forum (NACCF) and noted apologies from Mr Peter Lawley, Mr Graham Anderson, Mr Milton Kirk and Mr Nigel Murray.

The Chair welcomed Co-Chair Ms Gayle Anderson, First Assistant Secretary Client Engagement and Support Services Division, who will assist with Chairing future meetings¹. The Chair acknowledged the importance of NACCF for veterans particularly when engaging with the Royal Commission into Aged Care. The Chair advised that a review of the National Consultation Framework will be undertaken during the latter part of the year.

Agenda Item 2. Minutes & Actions Arising

The minutes of the 9 April 2019 NACCF meeting were accepted as a true and accurate record of the meeting. Members agreed to close all action items.

Agenda Item 3. Chief Health Officer Update

Dr Firman provided an overview of current issues which included:

- Dental implants are increasingly a treatment option for veterans. This is creating unintended consequences in which dentures are not fitting onto an implant adequately. Good practice as provided by Periodontist Specialist is being considered for adoption when approving dental treatment of this nature.
- Medicinal Cannabis will be approved for funding by the department when clinically recommended by the veteran's treating specialists and general practitioner and supported by evidence. Approval can be processed by DVA following completing the required approval processes from the State and Territory and the Therapeutics Goods Administration. The department is currently working on streamlining the approval process to assist those veterans for whom this treatment is of benefit.
- The Productivity Commission final report included a number of recommendations around the Gold Card. The Productivity Commission also provided a strong emphasis on wellbeing, rather than injury or illness, in the veterans' support system.

Members raised the recent re-branding of the Veterans and Veterans' Families Counselling to Open Arms and the need for ongoing marketing of the name. Dr Firman noted the comment and provided a further update on the development of the communications capacity. Members asked to be further briefed on the work of Open Arms at the next NACCF meeting.

<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/99	Open Arms update to be provided at the next NACCF meeting.	Dr Stephanie Hodson

¹ Since the July meeting of NACCF Ms Anderson has finished up in the Department.



Agenda Item 4. Treatment Cycle

Ms Moria Campbell provided an update on the revised commencement date of the Government package of reforms to GP referrals to Dental and Allied Health providers which was announced in the 2018-19 Budget. Changes to referrals from GPs to allied health services, known as the treatment cycle, were due to be implemented on 1 July 2019. The treatment cycle will now be introduced on 1 October 2019.

Until 1 October 2019 there are no changes to existing referral arrangements for DVA clients. Allied health providers will be able to continue to provide DVA clients with clinically necessary treatment under existing referrals.

Agenda Item 5. Department of Health update

Mr Robert Day, A/g Assistant Secretary, Residential and Flexible Aged Care Division, Department of Health provided an overview of changes to aged care which were introduced on 1 July 2019:

- Fees for Home Care services were reduced.
- Home Care providers are now required to publish all fees for services and include a full price list in all new agreements with clients.
- The MyAgedCare website has been improved with information now easier to find.
- Quality Standards must be met by all providers, with strong emphasis on appropriateness of services for the client. A new single set of consumer rights have also been put in place.
- Mandatory Quality Indicators on resident care must now be met by Aged Care facilities regarding pressure wounds, the use of physical constraints and weight loss.

Members asked if it would be possible to obtain the number of DVA clients who are in Aged Care Facilities.

<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/100	Members to be provided with the number of DVA clients who are Aged Care Home residents.	Secretariat
2019/101	Members to be provided with a copy of the 1 July 2019 regulation changes in aged care as discussed.	Department of Health

Agenda Item 6. Department of Health: Aged Care System Navigator 2018-19 Budget initiative

Mr Robert Day, A/g Assistant Secretary, Residential and Flexible Aged Care Division, Department of Health also presented this item. The Aged Care System Navigator Measure sees the implementation of four trial programs that will test different system navigator models to support people and build their capacity to understand and engage with the aged care system.

The Measure will target people who face barriers to accessing aged care services and people who are vulnerable, including veterans. A component of these trials is the provision of presentations to relevant groups.



<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/102	Members to be provided with the web and literature review on the Navigations Systems.	Department of Health
2019/103	A Department of Health representative to make contact with Pat McCabe regarding the provision of a presentation at the TPI National Congress.	Department of Health

Agenda Item 7. Commemorative Ceremonies at Aged Care Facilities

Members discussed the situation where some aged care facilities are choosing not to provide ceremonies on significant days such as Anzac Day, because of the cost of support staff. Further discussion centred on how ex-service organisations (ESOs) could assist their local aged care facilities with support.

Members resolved to reach out to their local aged care facilities to provide support where possible.

Agenda Item 8. Royal Commission into Aged Care Update

Ms Carly Partridge, Director, Royal Commission into Aged Care Directorate provided an update on the progress of the Commission.

- The Royal Commission into Aged Care Quality and Safety was established by the Australian Government on 8 October 2018 to look into the quality of care provided in residential aged care and home aged care settings.
- The Royal Commission issued a call for public submissions and will accept submissions until at least the end of September 2019.
- Hearings have taken place in Adelaide, Sydney, Broome and Perth.
- Future hearings will take place in:
 - July, August, September, October, November and December.
- Locations of each hearing will be announced progressively throughout 2019.
- The Royal Commission's interim report is to be provided by 31 October 2019, and its final report no later than 30 April 2020.
- Further information on the inquiry, including details of the submission process and hearings are available on the Royal Commission website (www.agedcare.royalcommission.gov.au).

<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/104	Members to be provided with the details of Veteran specific Royal Commission hearings when released.	Carly Partridge
2019/105	Members to be provided with the Royal Commission into Disability terms of reference when released.	Carly Partridge
2019/106	All future NACCF meeting agendas to include standing item on the Royal Commissions into Aged Care and Disability.	Secretariat



Agenda Item 9. Bolton Clarke Withdrawal from DVA Community Nursing and Veterans' Home Care Services (VHC)

Ms Catherine Walsh, Director, Client Programs Section provided an overview of the withdrawal of Bolton Clarke providing Community nursing and VHC services.

- On Tuesday, 2 April 2019 Bolton Clarke which was a provider of DVA Community Nursing and VHC under the business names RDNS Homecare and RSL Care, advised that they would no longer provide VHC or Community Nursing services to DVA clients.
- Bolton Clarke also advised it was withdrawing from Veterans' Home Care service provision nationally, with effect 1 July 2019. Approximately 3000 clients were affected by this withdrawal from VHC services and approximately 1300 Community Nursing clients were affected by the withdrawal of Community Nursing services.
- Community Nursing services were re-allocated through a process of telephoning potential alternate providers to ascertain their capacity, matching clients with providers and then contacting clients to advise them of their new providers. Clients could also select their own provider through referral from their General Practitioner.
- VHC clients were re-allocated by their Assessment Agency if they were due for a regular (six monthly) review or otherwise by DVA itself.
- Any DVA clients who are not satisfied with their new provider can have another one of their choice allocated. For Community Nursing this is done by obtaining a new referral from their GP. VHC clients should contact their Assessment Agency to make those arrangements.

While the Department has taken measures to ensure no clients were missed in the changeover if members become aware of any clients in that position, they were asked to encourage them to contact DVA or undertake the above actions as soon as possible.

Agenda item 10. Transformation Showcase

Mr Matt McKeon, Assistant Secretary, Portfolio Management Branch provided an update on the recent work undertaken in the transformation of the department.

<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/107	Members to be provided with the presentation as provided by Matt McKeon.	Matt McKeon

Agenda item 11. Mental Health Update

Ms Veronica Hancock, Assistant Secretary, Wellbeing Policy Branch provided an overview of the recent Mental Health Summit. The focus of the summit was on practical solutions, the department is developing a very specific and quantifiable action plan to be completed by the end of 2019. The action plan will be co-designed with veterans, their families, ESOs, providers and academics in the Mental Health field.

The implementation of the budget measure for assistance for veterans who are concerned about having taken the anti-malarial medications mefloquine or tafenoquine will deliver a national program that will



provide concerned veterans with the option to receive a comprehensive health assessment to identify service-related illness, disease and injury.

The first cohort of veterans accepted into the four-year trial of psychiatric assistance dogs for veterans with posttraumatic stress disorder (PTSD) with La Trobe University trial have commenced training and recruitment of the second cohort of veterans is underway.

The Minister announced on 7 May 2019 that DVA will be providing psychiatric assistance dogs to eligible veterans in addition to the treatment and management of PTSD in the coming months. This will allow DVA to support those veterans in need while continuing to build the evidence base through the work La Trobe University is doing.

Agenda item 12. Other business

A member raised the Productivity Commission final report and in particular its reference to support being provided from “enlistment to the grave”. The member asked the Chair if he sees any changes to how the department supports veterans in the aged care sector. In response the Chair indicated that the department has a very ‘light touch’ in the delivery of aged care services but would welcome feedback from members on how a value add could be incorporated into the work the department does in this area.

A member made a request for clarification on the implications of the assisted dying legislation that is in place in Victoria. The member would like to know the implications for a spouse if a veteran opts to access the assisted dying support to end their life.

<i>Item</i>	<i>Action</i>	<i>Assigned to</i>
2019/108	What is the effect on a widow/er if their partner accesses assisted dying support to end their life. Is the death deemed to be “war caused” in this situation.	Kate Pope

Meeting close

The Chair thanked all members for their attendance and participation. The meeting closed at 2:50pm. The next meeting is scheduled for 3 October 2019.