



Australian Government

Department of Health

# MY AGED CARE CO-DESIGN WORKSHOP DIVERSE NEEDS – REPORT

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Department of Health

October 2016



## Background

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In September, the Department ran four co-design workshops with the Aged Care sector and stakeholders. Many participants asked for a workshop to discuss improvements for communities with diverse needs.

In October, a workshop was held in Melbourne and attended by representatives of communities with diverse needs from around the country. Their feedback will be incorporated into the current stage of accelerated design.



“

An excellent session. A very helpful and productive forum. I'm hopeful that recommendations are acted upon.

”

**Service provider representing culturally and linguistically diverse, rural/remote community**



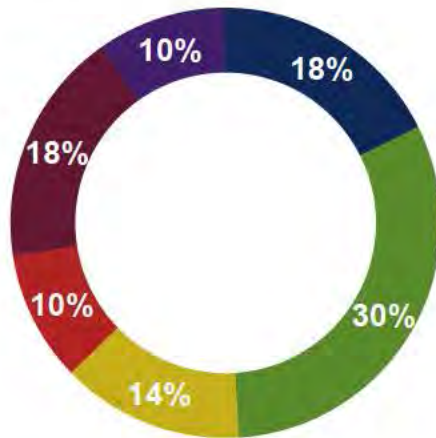
# Executive Summary

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- 1 **Access is the most difficult point** for users with diverse needs. Need to invest more in **building trust** and **resetting expectations** about what My Aged Care provides.
- 2 **Authorised advocates** with the ability to register and refer will help to **ensure consent** and culturally appropriate services. Service providers are well placed to fulfil this role.
- 3 Standard My Aged Care processes currently **don't support some communities**, particularly Aboriginal and Torres Strait Islander people and rural and remote communities. Each community has unique needs.
- 4 Asking questions in a culturally appropriate way is very important and needs improvement in NSAF, Contact Centre and across all stakeholders.



# Participants represented diverse groups



- Aboriginal and Torres Strait Islander peoples
- Culturally and linguistically diverse
- Homeless, financially and socially disadvantaged
- LGBTIQ
- Rural and remote
- Other (blind, dementia, mental health)

## 28 participants

Participants represented a range of communities with diverse needs, with some represented multiple communities. They were also service providers, assessors, health professionals and advocacy groups for consumers.

“

Great mix of stakeholders. Should be done more often on important issues such as these.

”

Service provider representing culturally and linguistically diverse, homeless community



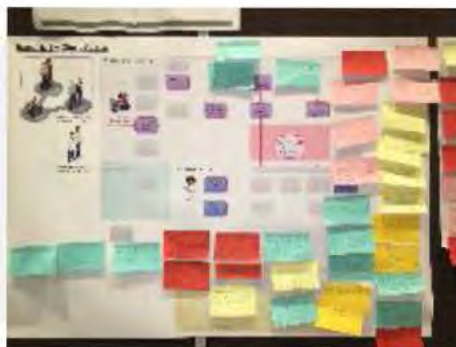
# Workshop Process

## Goal

Feedback collected

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Participants gave feedback on post it notes.



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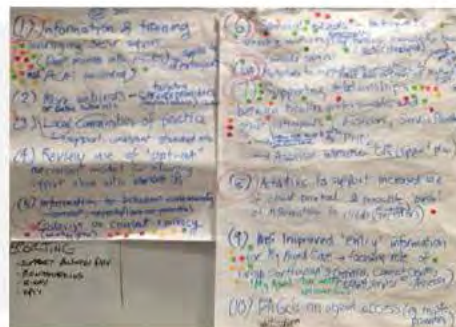
Participants then broke into groups to identify themes and brainstorm solutions.



Themes identified

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Participants came back together to vote on which mattered most to them.



Prioritised lists



## Identified Themes

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There were ten themes identified across the break out groups. Participants voted on their priority order with two being the most popular:

- 1 Face-to-face community presence for My Aged Care**
- 1 Client representation, follow-up and consent to track**
- 2 Advocacy and support for clients who can't speak on their own behalf**
- 3 Specialist support to ensure clients receive culturally sensitive services**
- 4 Flexibility for diversity at first point of contact to build trust with My Aged Care**



## Identified Themes

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- 5 **Specific processes** for service providers representing diverse needs clients
- 6 **Communication** of the right information to the right communities
- 7 **Identifying vulnerable clients** and reducing impetus on client to repeat story
- 8 Improve **access to assessment** for diverse communities, including interpreting
- 9 Improve cultural appropriateness of **NSAF data capture**



# Aggregated Feedback

## Post It Notes

126 post it notes were collected and transcribed into a spreadsheet. View this full data in the **Data pdf**.

Assessment	Source						Location			
	Service Provider	Health Practitioner	Consumer	State Government	Working Group	Questionnaire Feedback	NSW	QLD	SA	VIC
•							•			
•							•			
	•							•		
	•							•		

## Prioritised Themes

10 themes were identified across the workshop. A vote helped to indicate their priority. View the themes and their count in the **Themes pdf**.

Opportunities for Improvement
<b>Description</b>
Information and training leveraging sector support (Department of Health provides info packs)
Utilise local communities of practice - Department of Health support to ensure consistent and standard information
For special needs: link into existing workers/programs. Use this to update knowledge base and other materials
Materials to support organisations awareness of My Aged Care
Activities to support increased use of client portal and possible 'push' of information to clients (and possibly referrers)
Improved 'entry' information for My Aged Care focusing on role of various participants (e.g. My Aged Care Welcome Pack when you register)
New 'one pager' (5 steps that describe My Aged Care process)
Use of existing successful distribution channels (and peer education)





## Next Steps

### October to December

The Department will work collaboratively with individual users to address feedback in an **Accelerated Design** process. This will include the specific issues around clients with diverse needs.

Some changes, such as process and communications improvements, will be rolled out in the coming months. The Department will provide regular updates about progress.

### Next Year

The Department will continue to work in partnership with the sector to **implement policy, process and communication** improvements.

Major system enhancements will be introduced in June 2017.

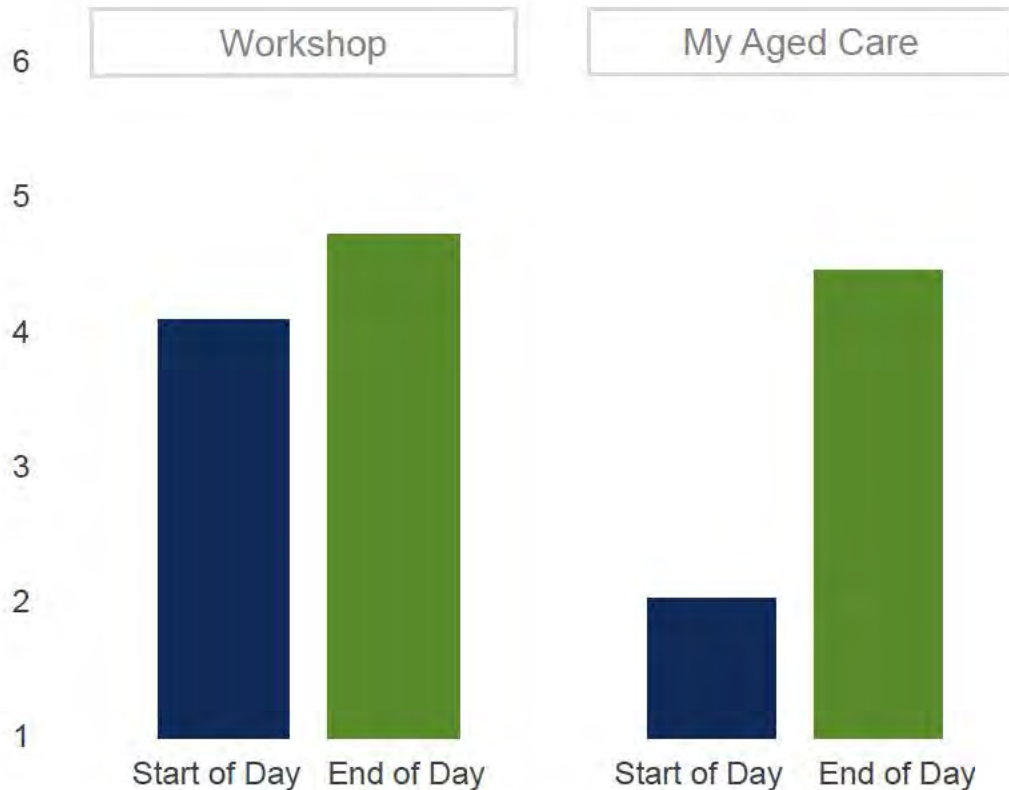
The Department will provide regular updates about progress.

“ Thanks for the opportunity to speak with the policy and decision makers. It’s great that you are aiming for continuous improvement. ”

Advocate for multiple groups



# Workshop Feedback



Participants indicated how they felt about the workshop and My Aged Care at the start and end of the day.

Results showed that participants at the Diverse Needs workshop felt **significantly more optimistic about the future of My Aged Care after the workshop.**

## Stay Informed

We will provide further feedback on our progress later this year.

My Aged Care support materials may be found at [agedcare.health.gov.au/myagedcare](https://agedcare.health.gov.au/myagedcare)