



University of  
Southern  
Queensland



30 July 2023

# West Moreton Care Collaborative Report

Report timeframe: May – June 2023

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## Document Purpose

This interim report is written to share progress of the West Moreton Care Collaboratives Project and Action Plan implementation. This report contains the Action Plan progress until July 2023 and outcomes of specific projects outlined in the Action Plans, community consultations and grant submissions.

# Executive Summary

The West Moreton Region Care Collaboratives include both the Care at End of Life Collaborative and the Older Persons Care Collaborative. The report is inclusive of an update from the Action Plans, and an evaluation summary until July 2023 for the funded PHN project.

The aim of the CaEoL and OPC Collaborative, now collectively referred to as the West Moreton Region Care Collaboratives is to bring together like-minded government and non-government services and community to optimise systems, processes, and outcomes in social care activities with the health professional and consumer community. Our success is dependent on member networks, links, and a co-designed, participatory approach to achieve the defined Action Plan implementation with community organisations and consumers of care. A focus on project translation and evaluation is a priority to assist the PHN with KPI reporting and to gain future external funding for long term sustainability.

The CAEOL Collaborative agreed to their 2021-2024 Action Plan mid-year. Work has progressed on this Action Plan since the time of the interim report in May and is outlined in the included action plan update. This year's focus is on community development education, liaison, and future funding opportunity. Mapping of vulnerable populations pathways for community was highlighted in the CaEoL Forum in February 2023. This project has gained momentum and is in consultation phase.

In February 2023 a member Forum reinforced priority areas and the Older Person Care Collaborative Action Plan. This year projects have progressed within the Action Plan and future funding opportunities for areas needing specific implementation and translation funding beyond the scope of this funding are being explored. Translation and evaluation projects include Somerset Assist, Emergency preparedness for Seniors, and local oral health pathways. Education of staff, students and unregulated professionals remains a priority.

The Action Plan is co-designed with the two Network groups in the Older Persons Care Collaborative – the Dementia Network and the Community / Rural Network. Co-designed participatory projects consider relevant West Moreton health consumer needs and the current situations that most affect the ageing population locally. Key projects focus on a self-managed aged care strategy, oral health, dementia awareness and community-based strategies in oral health pathways, integration of digital health applications and a UniSQ supported micro credential program in dementia care for unregulated health care professionals. Health professional supported applications in mobile clinic and community-based consumer health activities are being scoped with funding applications required for translation into practice.

The report provides an update of activities based on the Action Plans for the Care at End of Life Collaborative and the Older Persons Care Collaborative.

## Acknowledgement

We thank the PHN for their continued support to the West Moreton Care Collaboratives Project and for the recurrent funding to enable activities and progression of the Action Plan. We thank UniSQ for their in-kind support of the project for the past 2 years. Without the support of members and their dedication of time, commitment and loads of energy none of the projects planned, implemented, sustained or evaluated could have been made possible.

## Background

The West Moreton region has established two collaboratives which aim to develop partnerships across government and non-government services and community to optimise systems, processes and outcomes for the community. The Care at the End of Life (CAEOL) Collaborative was established in July 2018 and has fully delivered its first Action Plan (2018-2021). The CAEOL Collaborative developed and agreed their 2021-2024 Action Plan. In February 2021, the CAEOL Collaborative agreed to review and revise its governance structure. The West Moreton Older Persons Care (OPCC) Collaborative was established in February 2021, following the success of the CAEOL Collaborative. The OPCC has established a network of working groups across the West Moreton region to determine priorities and set the agenda for improvement. As a collective the West Moreton Regional Care Collaboratives are auspiced under the governance of UniSQ. As a key stakeholder in the West Moreton collaboratives, Darling Downs and West Moreton Primary Health Network (DDWMPHN) has approved funding for the collaboratives until October 2023.

## Project Deliverables

The deliverables for this project are inclusive of:

- To operationally manage the CAEOL and OPC Collaboratives, including governance, communications, memberships, and networks
- To co-design all activities of the Collaboratives with all relevant stakeholders (including community)
- To facilitate the collaboratives as co-design partners in relevant projects and initiatives throughout the region
- To progress the delivery of the CAEOL Action Plan 2021-2024
- To deliver the OPC Collaborative work plan 2022-2023, as determined by the OPC Collaborative Governance Committee.
- To represent the West Moreton Collaboratives at industry and sector events, forums and consultations. This involves advocating for the needs of West Moreton community, as identified by the relevant collaborative.
- To develop and deliver a sustainability plan for each of the collaboratives beyond June 2023.

For each deliverable, a project plan has been defined with activities to achieve goals and to further engage community and enhance the profile and outputs of the CaEoL and OPC Collaboratives.

## Progress and Deliverables Summary

This interim report (July 2023) outlines the work completed and work in progress in alignment with the funding agreement. The summary table provides a synopsis of the deliverables and an overview of activities in progress at the time of the report. The progress and deliverables are supported by several Appendices that provide more depth and detail with a full list of Actions now available in the Action Plans attached.

## Schedule 1A – 2 Service deliverables

Due Date	Deliverables	Measures (includes reporting)
Throughout the term	Delivery of the project in accordance with the fee breakdown	Appropriate funding expenditure without significant underspend or overspend
Throughout the term	To facilitate the collaboratives as co-design partners in relevant projects and initiatives throughout the region	Evidence of appropriate consultation and discussions at Collaborative meetings regarding local initiatives. Evidence of networking and promoting Collaborative participation in industry projects and initiatives.
Throughout the term	Represent the West Moreton Collaboratives at industry and sector events, forums and consultations.	Evidence of representation at industry and sector events.
30 April 2023	Submission of interim report which includes: <ul style="list-style-type: none"> <li>• Key successes / achievements</li> <li>• Work done since previous report</li> <li>• Planned work plan to next report</li> <li>• Risks and mitigation strategies</li> </ul>	Evidence of report

### Project Funding due diligence

Due Date	Deliverable	Measure
Throughout the term of the contract	Delivery of the project in accordance with the fee breakdown	Appropriate funding expenditure without significant underspend or overspend.

**Summary of outcome:** Funding expenditure is on track with required project expenditure. No over or under spend is noted. Acquittals presented with the May 2023 report.

### Co-design activity approach

Due Date	Deliverable	Measure
Throughout the term of the contract	To co-design all activities of the Collaboratives with all relevant stakeholders (including community)	Evidence of co-design in all activities. For example, evidence of relevant stakeholder working parties.

	To facilitate the collaboratives as co-design partners in relevant projects and initiatives throughout the region	<p>Evidence of appropriate consultation and discussions at Collaborative meetings regarding local initiatives.</p> <p>Evidence of networking and promoting Collaborative participation in industry projects and initiatives.</p>
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**Summary of Outcome:** A co-design approach is confirmed in all activities.

Collaborative forums are conducted twice yearly to review action plans and co-design defined areas.

**Consultation meetings**

Consultation meetings, occur individually, as a working party, industry engagement exercise, co-design focus group or in bi-monthly Network and Collaborative meetings.

These include a brief summary of each project:

**Emergency management information for seniors’ project** – the project has progressed from a PHN funded pilot to engagement and endorsement from four local council areas.

Consumer feedback on EMIB booklet received and feedback used to collate the Queensland Flexible Funding Grant. A Queensland Flexible Funding Grant has been submitted for broader translation to practice.

**Oral health pathways** - ARIIA grant submission in review for translation and implementation of oral health improvement strategy. Foundational work completed with PHN funding. Local community oral health pathways documented for dissemination into community, health services and aged care.

**Somerset Assist** – A self-managed aged care project in Esk. The **project is supported** by the Community/Rural Network and industry partners. A **co-designed evaluation** has commenced funded by PHN funding including operational datasets, client pathway journeys and carer experience.

**Care at End of Life Collaborative**

**Palliative pathways for vulnerable populations project** – This project is in inception and consultation phase. A **working party is established** including representation from the Care at End-of-Life Collaborative membership, West Moreton Health, Ipswich Hospice, Queensland Ambulance and Advanced Care Planning.

**Funding:** The project is funding through PHN funding.



## Last Aid

Last Aid workshops have been finalised with lower than anticipated.

Due Date	Deliverable	Measure
Throughout the term of the contract	Represent the West Moreton Collaboratives at industry and sector events, forums and consultations.	Evidence of representation at industry and sector events.

## Industry Representation

**Summary of Outcome:** The West Moreton Care Collaboratives are represented at local, state and national meetings. Bi-monthly Collaborative meetings with Care at End of Life and Older Persons Care Collaborative Dementia Network and Community/Rural Network.

Collaborative membership and representation in the organising committee for the Seniors Expo in Ipswich. This expo will be held on October 18, 10 – 2pm at the Ipswich Showgrounds. Member Ipswich Interagency Network.

## Action Plan Progress

Action Plans are used as the guiding principle for all Collaborative meetings. Each meeting is used to discuss business arising and to plan projects within Action Plans or to report on project progress. Action Plans are a consistent approach that is used utilising the World Café methodology.

Consistent with the methodology of action research, the World Café relies on an appreciation of local knowledge to gain solutions or actions to local problems with a focus on local resolve. The Action Plan and updates to both the Care at End of Life Collaborative and the Older Persons Care Collaborative is included.

### Summary of Outcome:

The West Moreton Care Collaboratives have revised Action Plans based on further PHN funding and co-contribution through workload management at UniSQ. An ongoing governance model has been drafted for consideration for future sustainability.

Project Coordinators have been appointed until November 2023 to progress social care and community integration activities as per the Action Plan. This is based on current funding with great appreciation from the PHN.

## Meetings and Attendance

### Summary of Outcome:

The Secretariat for all meetings is now centralised through the West Moreton Region Care Collaborative Coordinator.

A member login section has been created on the [CAEOL – The West Moreton Care at the End of Life Collaborative \(westmoretoncareconnect.com.au\)](https://westmoretoncareconnect.com.au) website.



The member login area includes the Action Plans, the last 4 sets of minutes and meeting agendas. Any supporting documentation including reports, proposals or subcommittee updates may be provided in this space.

Chairs remain responsible for meetings. Co-Chairs support Chairs and Secretariat is provided by Project Coordinator (PHN funded). The Project Manager and Project Coordinator for the Older Persons Care Collaborative are present at the meetings and are responsible for wider member inclusivity activities, project implementation plans and leadership of project deliverables. Interest and engagement in meetings is high with quorums met, multiple organisations represented and a commitment from members to progress the Action Plan.

Meetings continue second monthly.

### Funding Opportunities

Research opportunities and community engagement and development funding applications include:

**ARIIA Grant application** (\$1 60 000)– ARIIA grant submitted to translate West Moreton Region Care Collaborative oral health pathways project into residential aged care using the Smilo application to support oral health screenings and referrals. This project extends a PHN funded 2021 project and 2022 Care Collaborative project that seeks to improve oral health of Seniors in the West Moreton Region.

**Queensland Flexible Funding Grant** (\$100 000)- A Queensland Flexible Funding Grant has been submitted to support the PHN funded emergency management for Senior's project. This project commenced with a pilot at the 2022 Symposium and has resulted in the four Council areas of Lockyer, Ipswich, Scenic Rim and Somerset Council areas now offering the booklet to Seniors with a proposal to engage locally with Disaster Coordinators and Seniors group to self-prepare Seniors proactively ahead of fire and flood seasons.

**Ipswich City Council Event Funding** (\$5000) – Funding request to assist with Education Symposium being held on November 1 and 2. Specifically, this funding would assist with catering costs.

## Communication Strategy

**Summary of Outcome:** The communication strategy is most important particularly as community organisations and individual representation in the West Moreton region increases with membership of the West Moreton Region Care Collaboratives.

The communication strategy updates have occurred to ensure that all members can access key information on demand.

The improvements include changes to the [westmorecareconnect.com.au](http://westmorecareconnect.com.au) website. These improvements include:

- The website knowledge frameworks are in the process of being updated.
- A regular communique will be posted for all members to view.
- A rolling screen of achievements will be available publicly.
- A member online portal is available with a launch to be advertised.

## Education Symposium Coordination

The 2023 Education Symposium 'Illumination through Collaboration' is for health professionals and care providers supporting older persons and those with life limiting illness and will be held at UniSQ, Ipswich on November 1 and 2: *Illumination through Collaboration*.

- Symposium sponsorship remains open, trade exhibitors welcome.
- A program is now finalised.
- An event manager has been secured.
- The event is ticketed with a ticket booking system ready for launch with a budgeted attendance of 150 - 200 health professionals.
- UniSQ is confirmed as the venue
- Sponsorship is currently being sought with the following sponsorship 6 Trade Displays. The PHN kindly hold carriage of the Platinum Sponsorship
- Further sponsorship includes Pall Consult, Office of Advanced Care Planning, University of Wollongong, and Lutheran Services
- UniSQ has provided funding to support the Networking Function
- An application for community event funding through the Ipswich City Council event funding scheme of \$5000 has been requested.

We thank the PHN sincerely for their platinum sponsorship of this event.

## **Courageous Conversations.**

A combined approach to Courageous Conversations is occurring. This is inclusive of a joint West Moreton Health and West Moreton Region Care Collaborative planning, teaching and evaluation strategy.

### **There are 3 workshop dates.**

The dates are 27 September and 13 December 2023, and 3 February 2024.

### **Contacts**

For information relating to the project please contact

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**Introduction:**

The consequence of older people needing to wait for care packages can have serious health consequences and most definitely affects quality of life. The Royal Commission in Aged Care Quality and Safety identified a dire situation in Australia, particularly regional Australia where the demand for aged care packages is greater than the packages on offer.

**Somerset Assist** provides Senior's living in the region with support and guidance in navigating access to Home Care Packages or early intervention support.

**Somerset Assist Aims:**

The service aims to link locals with Aged Care packages with local options to provide care. The approach is threefold:

1. Local Senior's access MyAgedCare for care package assessment, advice and substitution.
2. Local residents are sought to undertake training in specific areas of care provision.
3. Through Mable, care workers are matched with locals requiring assistance

- Action plan goal to build workforce through local innovation and local engagement
- Community Consultation Meetings
- Establishment of incorporated Organisation - Somerset Assist
- Training of local carers
- Somerset Assist established



### Local Area

### Local People

#### Clients by Service Area

20	Local
2	Home
3	On Road
18	Regional
2	Business
1	Customer
1	Administrative
1	Somerset Care
1	Travel

### Local Care

#### Client by Application Status June 2023

20	Awaiting assessment
1	Transitional Care
1	Approved level 1
1	Approved level 2
1	Approved level 3
1	Approved level 4
1	Funded level 1
1	Funded level 2
1	Funded level 3
1	Funded level 4

#### Outcomes from Service Referrals

1	Transitional Care
1	Respite
1	From Hospital
1	DWP requiring reassessment
1	Reassessment
1	New service
1	Last prior package without services
1	Came with approved package but no services

**Directions for Change**

Changes are required that enable the responsive local capacity building:

- Leading care initiatives through self managed local approaches with local Seniors
- Planning for resident chronic care requirements, in a proactive rather than reactive way
- Being actively engaged in strategy and governance areas at a local, regional, state and national perspective
- Educating self and locals in Senior's care for the future
- Formally evaluating Somerset Assist, utilization, client and carer journeys and staff onboarding and satisfaction





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