



## Catch Up Chat with Sophie - CHSP Sector Support and Development February 2016

News about My Aged Care and Commonwealth Home Support Programme changes and opportunities

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### Introduction

I'd like to welcome you to my new Sector Support and Development Catch Up Chat. I am Sophie Davis, the Hornsby Shire Council Community Development Officer delivering Sector Support and Development across the whole Northern Sydney Region for the Commonwealth Home Support Programme. This project will be in place until the end of June 2017 and is basically here to assist entry level aged care services transition to the new My Aged Care system.

The other Sector Support and Development people and projects for the Northern Sydney Region are; Northside Community Forum's Home Support and Partnerships Coordinator Rosanna Commisso, Lynne Silverstone at CCNB Dementia Advisory Service and Jorge Ferrerosa Rojas from the Multicultural Access Project. We will be working together strategically to support Commonwealth Home Support Programme providers transition to the new programme and My Aged Care and increase access to aged care services.

I have found in my experience that whilst change is exciting and usually drastically needed it can be painful, time consuming and at the very least confusing. My little Catch Up Chat is an informal bulletin sharing information and the word on the street, highlighting things you might have missed and busting myths in this changing service delivery environment. I will be feeding back issues and proposed solutions to the Department of Health through various channels so please talk to me. I can be contacted on ph. 9847 6061, mobile 0438 777574 or email [sdavis@hornsby.nsw.gov.au](mailto:sdavis@hornsby.nsw.gov.au).

### CHSP update highlight

*Getting Referrals* – We all know the Regional Assessment Service (RAS) use the My Aged Care (MAC) Service Finder to refer clients to you, but the word on the street is that RAS's sometimes give a client a referral code and service brochures and off the client goes to pick and choose. So, Number 1, it's critical your services and programs are in the MAC service finder and the entries are up to date, accurate and detailed. Number 2, keep marketing your services and projects.....because, after conducting an assessment and checking for eligibility, a RAS can give a client a MAC referral code and a link to the MAC Service Finder or other service brochures and directories and the client calls around to see who they want to go with.

As another place to promote your service or refer clients to check out the new national Carer Gateway - helping carers access practical information, advice and services in their local area.

Visit [carergateway.gov.au](http://carergateway.gov.au) or call 1800 422 737. The Carer Gateway fills its service finder from the National Health Services Directory. See if your services are listed on the free National Health Services Directory by

visiting [www.nhsd.com.au](http://www.nhsd.com.au). If not, click on the link [www.healthdirect.gov.au/carers-gateway-registration](http://www.healthdirect.gov.au/carers-gateway-registration) to upload your details.

*Making referrals to ACAT* - From 4 February 2016 referrals to an ACAT need to be made through My Aged Care on 1800 200 422 or via the online [referral form](http://www.myagedcare.gov.au/referral) ([www.myagedcare.gov.au/referral](http://www.myagedcare.gov.au/referral)). The ACAT transition to My Aged Care means that all referrals for residential care, transition care, home care package providers and CHSP will be made through My Aged Care. For more information go to [www.myagedcare.gov.au/service-providers](http://www.myagedcare.gov.au/service-providers)

### **Catch up info – things you might have missed!**

*Home Care package consumers direct funding to the provider* – From 27 February 2016 the Stage 1 home care reforms commence. The Aged Care Legislation Amendment (Increasing Consumer Choice) Bill 2016 introduced into Parliament on 11 February 2016 will amend the *Aged Care Act 1997* and the *Aged Care (Transitional Provisions) Act 1997* in three main areas:

- Funding for a home care package will follow the consumer, replacing the current system where home care places are allocated to individual approved providers
- There will be a consistent national approach to prioritising access to home care packages through My Aged Care
- Arrangements for providers to become approved under the *Aged Care Act 1997* will also be streamlined.

These changes will enable a consumer to choose a provider that is suited to them and to direct the funding to that provider. The consumer will also be able to change their provider, including if they move to another area to live.

Providers will no longer need to apply for home care places through the Aged Care Approvals Round.

#### *Establishment of the Aged Care Complaints Commissioner*

The Aged Care Complaints Scheme (the Scheme) moved to the Complaints Commissioner from 1 January 2016, providing a more independent complaints system. The new website [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.gov.au) is up and running. With the transition of the Scheme to the Aged Care Complaints Commissioner, responsibility for receiving compulsory reports will remain with the Department of Health.

From 1 January 2016, approved providers are required to notify the department of reportable assaults and unexplained absences using the new compulsory reporting number, **1800 081 549**.

#### *Technical information*

You probably know, but just in case you don't...there is now a dedicated Data Exchange website at [www.dex.dss.gov.au](http://www.dex.dss.gov.au). Also, if you somehow missed the webinar in December (how did that happen you may ask yourself!) you can view the [Summary of My Aged Care System Changes Dec 15 2015 here](#).

**Next month** we discuss the NDIS roll out and what it means for aged care services, also how to make your areas serviced more accurate in the service finder.

Signing out.....

Sophie Davis