
Hi Everyone....

Jingle bells, jingle bells, jingle all the way....yes Christmas, and with it the end of year, is coming. It has been a pleasure working with home care and Aboriginal health services over the year. I have seen organisations and staff display intelligence, resilience and compassion for their clients in a time of great change in the sector. Keep it up guys!

There are a number of grants and submissions open to service providers at the moment, a couple of which I have highlighted in this Catch Up Chat. I encourage you to get involved with these as they help shape the future delivery of aged care and home support services. Recently I have contributed to two submissions about sector support and development funding, highlighting the role for sector support into the future for services and consumers. This is particularly pertinent as the Sector Support and Development funding is due to expire in June 2017. The first submission was written with a working party from the NSW Sector Support and Development Network. The second submission was written with a Community Care Forum working party. The Community Care Forum (CCF) is made up of sector support and other support services in NSW, with meetings facilitated by the peak body ACS at Rhodes. In addition, I participated in a CCF submission to the Aged Care Legislated Review. I have fed into these submissions the ideas and issues that you raise with me on a regular basis. Please contact me if you would like to know more.

Survey

It would be great if you could answer my very quick survey about my sector support and development service <https://www.surveymonkey.com/r/XZCK3BQ>

Aboriginal and Torres Strait Islander cultural awareness training for home support services

I'm currently organising Aboriginal and Torres Strait Islander cultural awareness training for home support services. I am looking at holding it late January/February for a half day. I have been able to attend a number of cultural awareness training sessions over the years and they have deepened my understanding of the far reaching implications of European settlement of Australia for Aboriginal and Torres Strait Islander people. It's also a great opportunity to learn about the joys and strength of Aboriginal and Torres Strait Islander culture and people. Let me know if you are interested in attending sdavis@hornsby.nsw.gov.au.

CHSP Update from the Department of Health

The latest update specifically for CHSP services just came out. You can access it [here](#). Some pertinent points in the update include;

- Information on how to record client contributions in the new 'fees' field and how to record carers.
- It is important that service delivery information is recorded for all clients accepted for service. This includes the service commencement date, service frequency, and service end date where a service has ceased. This information should be recorded within 14 calendar days of acceptance, and you will receive notification reminders prompting you to enter this information if it is not completed within this timeframe.
- Some of your clients may be receiving CHSP services temporarily while they wait for an available home care package. When a client is assigned a home care package and starts receiving services, you will get a notification through My Aged Care so you can discuss your ongoing involvement with the client. The care needs of a person receiving a home care package should be addressed through their home care package.

Some clients may choose to continue to receive services from their CHSP provider and this would generally be paid on a full cost-recovery basis from the client's individualised budget. Please refer to the CHSP manual for defined circumstances where a home care package client may access CHSP services in addition to their home care package services.

CHSP and packages – self managed or otherwise

A local Home Modifications CHSP service provider recently had a call from My Aged Care to notify them that a person managing their own home care package can seek assistance from service providers without a MAC referral on the portal. A package provider can also ask a CHSP provider to deliver a service without a MAC referral. This raised a couple of questions for the service provider – namely, what to charge them and how to manage the extra referral information that would normally come through the portal. Should the customer receive a subsidy at all or be charged full price? The answer is they should most likely be charged full price as the funds have been allocated through the package. In this instance the daughter who was managing the package had the Occupational Therapist specifications for the home modification but had not given them to the Home Mod service. It proved difficult for the Home Mod service to provide a quote without the OT specifications of the job.

It reminded the service provider that they need to tighten up their procedure in quoting - including identifying if a person has a package or not and how to manage the information flow with non-MAC, self-managed or package provider managed packages. Food for thought for your CHSP service?

Getting Support from My Aged Care

Remember you can ask My Aged Care technical or process questions on the Service Provider and Assessor help line 1800 836 799. I urge you to send a quick email to our State CHSP office nswact.chsp@health.gov.au if you have an issue that you are unable to resolve. It's a good idea to include the situation, the steps taken by your organisation to resolve the issue and your suggestion on what you need. I am also happy to have a chat as I may be able to help.

Working with people with diverse sexualities and gender identities

Free **LGBTI Sensitivity Training** - This training gives an introduction to working in an inclusive way to support older LGBTI people and people living with HIV. The *National LGBTI Ageing and Aged Care Strategy* outlines how we respond to the needs of older LGBTI people and support the sector to provide sensitive and appropriate care. For enquiries please email ageing.and.diversity@health.gov.au.

As we all know it's important everyone feels respected and accepted by their support workers.

The Dementia Behaviour Management Advisory Service (DBMAS)

The DBMAS is a 24 hour helpline 1800 699 799 with the capacity to refer to the Severe Behaviour Response Teams. The new national provider of DBMAS is Dementia Support Australia, an industry partnership led by HammondCare.

Dementia and Aged Care Services Research and Innovation funding round

Grants are available for six priority areas in dementia:

- support for existing and emerging challenges in dementia
- better support for services targeting people from diverse backgrounds
- developments that support innovation in aged care
- support for activities focussing on Aboriginal and Torres Strait Islander people
- capital support for activities focussing on Aboriginal and Torres Strait Islander people, and
- seed funding for adaptive technology projects to enable consumers to stay in their own home.

For more information go to www.health.gov.au . Applications close 20 December.

Volunteer grant funding

The Australian Government is inviting organisations and individuals representing volunteer based community groups to apply for Volunteer Grants 2016 funding. The grants are for \$1000 - \$5000. Applications close 20 December. For more information visit the [Department of Social Services website](#).

New Carer Service Delivery Model

The Department of Social Services invites you to share your thoughts and feedback on a draft Service Delivery Model for a proposed future service by making a submission or by participating in the carer survey. Please visit <https://engage.dss.gov.au/> to have your say. Survey open until 16 December. The focus of the draft Service Delivery Model is to:

- provide more services to more carers
- reach carers earlier in their caring journey by providing supports that build their capacity
- reduce strain
- enable increased participation in education and the workforce
- improve carer wellbeing.

For more information visit [the Department of Social Services](#) website.

Research on My Aged Care satisfaction

I encourage service providers to take the time to complete the AMR survey offered over the phone when you call My Aged Care. This way we can feedback to the government what the issues are and our ideas for resolution. When I completed the survey I suggested that a study is carried out with clients 3 or 6 months down the track from their first call to find out if they have what they need and how quickly they were able to commence with their services. Earlier this year the Department of Health commissioned research to evaluate experiences and perceptions of the aged care system and My Aged Care.

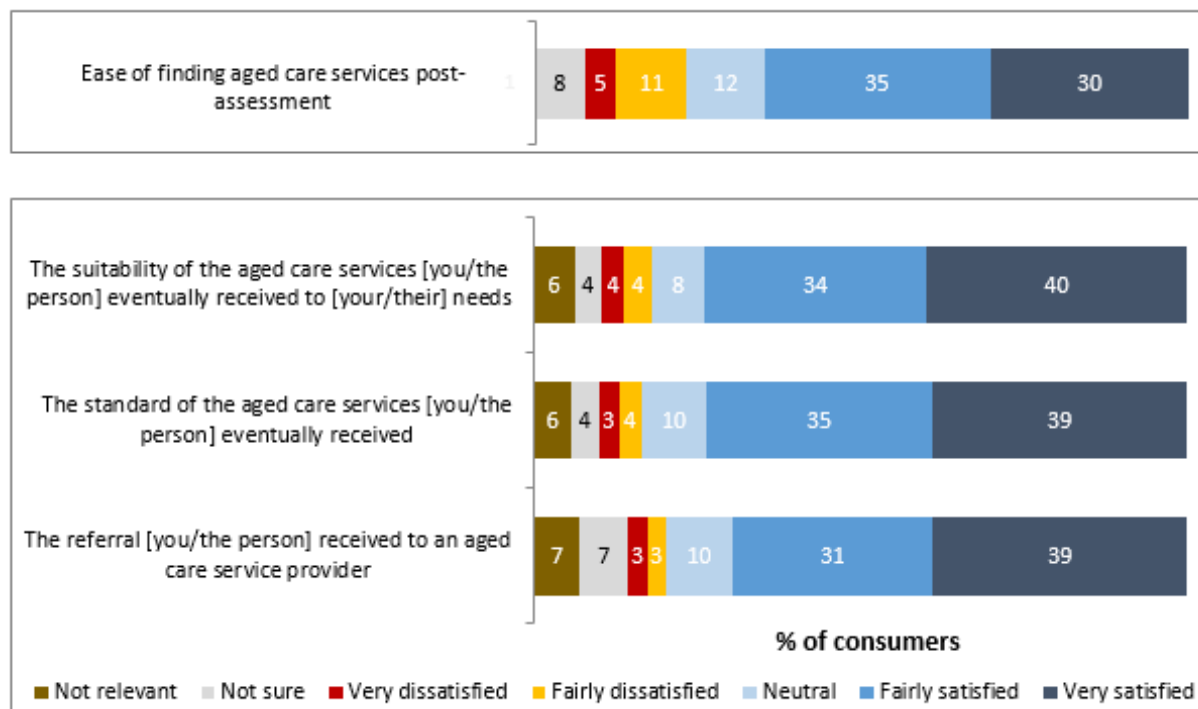
Overall, client satisfaction with the services offered by My Aged Care and the aged care system was strong, participants were positive about information provided by My Aged Care and their experiences with the contact centre. Clients were positive about the referral to service process with more than 70% stating they were satisfied or very satisfied with their ability to find services after the assessment. Clients indicated that access to information on fees and charges could be improved, including additional information on the website.

However, only 37% of service providers were satisfied with how My Aged Care had implemented the match and refer process. Reasons for dissatisfaction included the perceived unreliability of client information, as well as information about other providers, which they said necessitated further work before they could begin to deliver services.

Opportunities for improvement identified by service providers, included:

- The quality and accuracy of information recorded by the contact centre in the central client record.
- The appropriateness of referrals by the contact centre for both assessment and service provision.
- The administrative requirements for service providers when using My Aged Care.

The table below displays Consumer satisfaction with the process of being matched with aged care services. 65% were satisfied with the ease of finding aged care services, 70% with the referral process to reach services, 74% with the suitability of services received, and 74% with the standard of services received



For more information go to [Summary of Findings](#).

Resources for Co-design and Co-production

The recent regional forum run by Rosanna from Northside was very interesting with lots of talk about co-design and co-production with a wellness and innovation focus. One of the many useful points raised at the forums was that it takes trust for a client to tell you what they really want and to make decisions. The presenters also asked providers to not assume constraints, instead look for wiggle room and tweaks that can be implemented when trying to do something new. Community West from WA, designed the Step Forward - Together, pilot project on co-production with their clients and stakeholders and have made available their toolkit and resources at www.communitywest.com.au.

Costing and Pricing packages

As we move closer to the introduction of individualised funding for home care packages information on how service providers cost and price packages is in high demand. COTA has some resources available that covers costing and pricing, go to their website www.homecares.today.org.au

Mobile Packages and exit amounts

An exit amount can only be deducted from 27 February 2017 onwards. If a client ceases home care with your organisation *before* 27 February 2017, you can retain unspent home care package funds (other than home care fees paid in advance).

If a client ceases home care with your organisation *on or after* 27 February 2017, unspent home care package funds, less any exit amount, will need to be:

- transferred to the client's new home care provider; or
- if the consumer has left home care (for example if they entered permanent residential aged care or died), returned to the Commonwealth and the consumer (or their estate).

During transition time a number of other requirements need to be met including - if exit amounts are included in Home Care Agreements (either new or varied) before 27 February 2017, the department must be notified of the maximum exit amount before 27 February 2017. Notification is not needed for each client; it is only needed for the maximum exit amount. For more information on exit amounts and other new arrangements go to the [Department of Health website factsheets](#)

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