



Catch Up Chat with Sophie CHSP Sector Support and Development May 2016

Highlights from Subregional Forums

It was great to have Hermine Partamian and Candice Ungaro from the Department of Health attend the Lower North Shore Subregional Forum. We were able to nut out a few solutions in the discussions between providers, an assessor and the Department. Big thankyou also to Agnes from the Regional Assessment Service for presenting.

Hermine said she would take back a number of suggestions including the development of a more user friendly version of the National Screening Assessment Form (NSAF).

If the blank boxes on the very long form were able to be hidden providers could more easily use the form to infill their own assessments hence cutting down the number and length of assessments the client has to go through. If the NSAF was able to be printed out in a shortened format the client could receive a copy so they are more in control and have a record of the assessments they have undertaken.

Some finer points of the Commonwealth Home Support Programme were clarified and the direction of home support aged care services in Australia was made clear ie. shifting the power to the consumer. The funding model for the Commonwealth Home Support Programme when it joins with the Home Support Packages Programme from July 2018 is still in development and may involve a mix of block funding and individualised funding to the client. The second phase of the focus for the implementation of My Aged Care will be on raising awareness for the client of how the system works.

The meeting was also informed that there were plans for a new Continuity of Support project in June focusing on aged clients with high levels of disability. The Federal Department of Health are working with NSW Family and Community Services to deal with cracks in the system for people with disabilities.

For an overview of the direction of Aged Care reforms read the [Aged Care Sector Committee Roadmap for Reform](https://www.dss.gov.au/sites/default/files/documents/04_2016/strategic_roadmap_for_aged_care_web.pdf) https://www.dss.gov.au/sites/default/files/documents/04_2016/strategic_roadmap_for_aged_care_web.pdf.

Aboriginal Services and Events Updates

Need a way for staff or clients to learn more about Aboriginal culture – why not attend a Guringai Festival event? The Guringai Festival kicks off in May. Visit www.guringaifestival.com.au for great and varied events celebrating Aboriginal history and culture happening on the Northern Beaches and North Shore.

National Reconciliation Week starts on 27 May 2016 with the theme Our History, Our Story, Our Future. This theme asks all Australians to reflect on our national identity, and the place of Aboriginal and Torres Strait Islander histories, cultures and rights in our nation's story. Learn more and get ideas for hosting or attending events by watching the [NRW video](#), and visiting the [website](#).

Did you know there is an Aboriginal Women's hydrotherapy class happening in Hornsby through the Aboriginal Health Service? Also Bungee Bidgil the Aboriginal Health Clinic is open on a Tuesday at Hornsby Hospital. Plus an Aboriginal Health Check Day - Breastscreen is coming up on 1 June. Call 9462 9017 for more information and to book.

The new Aboriginal Northern Sydney Region Newsletter put together by my colleague at Hornsby Council Fallon Davis lets people know about Aboriginal events and services available and to build a sense of community, belonging

and identity in the Northern Sydney Region. Fallon and I would love to hear your suggestions and thoughts on a name and are happy to chat about regional projects and initiatives. Contact Fallon fdavis@hornsby.nsw.gov.au or myself sdavis@hornsby.nsw.gov.au for a copy of the quarterly newsletter which will be available on our Council website soon.

Peer Supported Workshops

The Peer Supported Workshops about referrals through My Aged Care on 12 May and 17 May at Narrabeen Northern Beaches Community College look like they are going to be really well attended. Thank you everyone for jumping on board a bit of a new idea. There are a couple of spots available still. Email me at sdavis@hornsby.nsw.gov.au for more info or book here <https://www.trybooking.com/KUNM> . A summary will be in the next Catch Up Chat in June.

Logging Issues about My Aged Care

CHSP issues and queries can be emailed to chsp@dss.gov.au or logged on the providers and assessors help line 1800 836 799. Doing this means that the issues are being recorded and collated which assists in resolution and change. You can ask for a log number if you want to follow up the enquiry.

As you know I have also been collecting issues to communicate with the Department of Health/DSS and sector support networks. All different avenues can assist in smoothing out the transition period and creating a system that works for everyone.

My Aged Care promotional resources

The link for ordering MAC brochures and fridge magnets is <https://www.dss.gov.au/ageing-and-aged-care/programs-services/my-aged-care/my-aged-care-resources>

CHSP Fees structure

A few people have brought up fees in discussions this month. There is a National Guide to the CHSP client Contribution Framework which may assist your organisation. Some interesting points from the Guide and the Framework;

- There is no 'one size fits all' approach to client contribution arrangements across the CHSP and providers can flexibly implement the Framework to best meet their clients and their organisational needs.
- Providers should move towards collecting contributions if they are not already doing so.
- Over time, those providers who have not previously required clients to make a contribution for the services they receive can introduce a contribution policy
- Client contributions collected should gradually increase to a minimum of 15% of the service provider's grant revenue.
- Client contributions policy should ensure that those least able to contribute towards the cost of their care are protected.
- National Guide to the CHSP Contribution Framework https://gallery.mailchimp.com/1108de8332cef333bc1956686/files/National_Guide_to_the_CHSP_client_contribution_framework.pdf
- The Client Contribution Framework https://www.dss.gov.au/sites/default/files/documents/10_2015/the-framework.pdf

Did you know...

My Aged Care clients and/or their representatives can view the information in the client record via the My Aged Care client portal through MyGov (the Australian Government online services login). Visit the [MyGov website](#) for more information.

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