



## Catch Up Chat with Sophie CHSP Sector Support and Development

June 2016

### Highlights

Service providers have been out and about this month taking up the many opportunities to stay informed, share with their peers and learn more about implementing the Commonwealth Home Support Programme and My Aged Care. One service provider shared with me that hearing Hermine Partamian from the Department of Health speak at the Hornsby Kuringai Sub-Regional Forum kindly brought to the front of her mind what the changes in aged care and home support really meant for the sector.

Service providers are already implementing some great marketing initiatives such as using script sheets for explaining My Aged Care and how to be referred to their service. At the recent Volunteers Forum at Roseville Carolyn Loton from Juntos Marketing gave service providers some tips to getting your message across well - be clear, professional, consistent, targeted to a need and use your stories to engage emotionally with people. Jessica Jones at the same forum spoke about the resilience donut which can be applied on an organisational and management level as well as a personal level. The theory is that a strengths based approach, including feeling gratitude and having a positive outlook creates resilience. This approach allows for recovery (bouncing back), sustainability (maintaining life during stress) and growth (moving forward). Jessica encouraged us to be role models and promote a resilient culture focusing on individual and team strengths. I have to say I have met some very positive service providers recently who are taking up the challenges at this time of transition. It stands to reason that clients (or customers in the new era) and volunteers will benefit from positive thinking in an organisation.

The Peer Supported Workshops went very well. It was great to be able to see the lengthy process that the Regional Assessment Service (RAS) goes through to gather the information for the assessments. The attendees discussed where to go to work out what the client needs. The first place should be the clients support plan but a provider can go through the NSAF. The assessors are working on getting more information into the support plan. Many providers need to know about mobility issues clients have and would like to use WHS assessments the RAS may have carried out to keep everyone safe.

We had a look at the service descriptors in the My Aged Care Service Finder and saw how to change them, including tweaking service delivery areas. Having up to date, informative and comprehensive information in the service descriptor helped assessors and the public to find your service – assisting you to get the right referrals through My Aged Care. I encourage all service providers to “google” yourself on the My Aged Care finder and see how you come up [www.myagedcare.gov.au/service-finder?tab=help-at-home](http://www.myagedcare.gov.au/service-finder?tab=help-at-home). Check out other services for inspiration, who’s doing it well and what can you do to make yours better.

Information about how to view, edit, and make changes to information about the services providers deliver –

- **My Aged Care Provider Portal User Guide – Part One** [www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/quality-indicators-for-aged-care/information-for-service-providers/my-aged-care-provider-portal-user-guide-part-one-administrator-functions](http://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/quality-indicators-for-aged-care/information-for-service-providers/my-aged-care-provider-portal-user-guide-part-one-administrator-functions)
- **Quick Reference Guide – Find a client, view information in the client record and update service delivery information using the My Aged Care provider portal – fact sheet**  
[www.dss.gov.au/sites/default/files/documents/06\\_2015/qrg\\_sps\\_-\\_staff\\_member\\_-\\_service\\_information\\_-\\_29\\_june\\_2015.pdf](http://www.dss.gov.au/sites/default/files/documents/06_2015/qrg_sps_-_staff_member_-_service_information_-_29_june_2015.pdf)
- **Quick Reference Guide - Create service delivery outlets and add service information using the My Aged Care provider portal – fact sheet**  
[https://www.dss.gov.au/sites/default/files/documents/05\\_2015/my\\_aged\\_care\\_quick\\_reference\\_guide\\_-\\_provider\\_-\\_setting\\_up\\_outlets\\_and\\_service\\_information\\_-\\_may\\_201.pdf](https://www.dss.gov.au/sites/default/files/documents/05_2015/my_aged_care_quick_reference_guide_-_provider_-_setting_up_outlets_and_service_information_-_may_201.pdf)

## Updates

The Department of Health sent an update to providers clarifying the direct to service referral process. Basically, as we heard at the Regional Forum as well, everyone gets an assessment. The Department of Health advises;

In very exceptional circumstances a client may need to access services immediately, prior to an assessment, to ensure their safety. In all other circumstances, services should **not commence** before an assessment.

In those exceptional circumstances:

- a CHSP provider may commence services before referring the client to My Aged Care
- the My Aged Care contact centre may directly refer the client to a CHSP service provider **while at the same time** referring the client to the RAS.

A service provider can only accept a client for services before an assessment where:

- there is an **urgent need** for a service based on the client's circumstances which, if not met **immediately**, may place the client at risk
- the services where this is likely to happen are Nursing, Personal Care, Meals or Transport.

[https://gallery.mailchimp.com/1108de8332cef333bc1956686/files/Fact\\_Sheet\\_direct\\_to\\_service\\_referrals\\_for\\_CHSP\\_providers\\_FINAL.pdf](https://gallery.mailchimp.com/1108de8332cef333bc1956686/files/Fact_Sheet_direct_to_service_referrals_for_CHSP_providers_FINAL.pdf)

## CHSP Resources

The peer supported workshop focusing on the My Aged Care portal and website highlighted how every organisation is very different. The myriad of roles in an organisation can impact who knows what and who does what. I encourage you to talk to each other and share what you know and what you don't know. Check out the resources below to make sure you are getting all the information you need. Sometimes it's useful to check back in with the basics.

### Commonwealth Home Support Program Manual 2015 – *start at the beginning*

[https://www.dss.gov.au/sites/default/files/documents/06\\_2015/chsp\\_programme\\_manual.pdf](https://www.dss.gov.au/sites/default/files/documents/06_2015/chsp_programme_manual.pdf)

### My Aged Care Guidance for Providers (48 page document)

[https://www.dss.gov.au/sites/default/files/documents/06\\_2015/my\\_aged\\_care\\_guidance\\_for\\_providers\\_-\\_june\\_2015.pdf](https://www.dss.gov.au/sites/default/files/documents/06_2015/my_aged_care_guidance_for_providers_-_june_2015.pdf)

### The Department of Health/DSS - *place to go for latest updates.*

<https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>

### Getting help for My Aged Care portal issues

Providers are encouraged in the first instance to review support materials and talk to colleagues to resolve any concerns about using the My Aged Care provider portal. If this does not help, contact the My Aged Care provider and assessor helpline on **1800 836 799**.

<https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers#3>

## Department of Health/DSS

National email contact [myagedcare@health.gov.au](mailto:myagedcare@health.gov.au)

NSW email contact [nswact.chsp@health.gov.au](mailto:nswact.chsp@health.gov.au)

### Changes to the Screening process - *update*

[https://www.dss.gov.au/sites/default/files/documents/04\\_2016/fact\\_sheet\\_-\\_changes\\_to\\_screening\\_1.pdf](https://www.dss.gov.au/sites/default/files/documents/04_2016/fact_sheet_-_changes_to_screening_1.pdf)

### Summary of My Aged Care System Changes 4 APRIL 2016 - *update*

[www.dss.gov.au/sites/default/files/documents/04\\_2016/summary\\_of\\_my\\_aged\\_care\\_changes-april\\_2016\\_1.pdf](http://www.dss.gov.au/sites/default/files/documents/04_2016/summary_of_my_aged_care_changes-april_2016_1.pdf)

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