



Catch Up Chat with Sophie CHSP Sector Support and Development

July 2016

Introduction - Welcome everyone to the new financial year 2016/2017! With the latest My Aged Care system release we have seen a number of changes to the My Aged Care referral procedures which I have outlined in this Catch Up Chat. It is pleasing to note that many of these changes are attempts to address the issues we have been feeding back to the department. Remember I am happy to feed back issues and you are encouraged to do so yourself using the email address nswact.chsp@health.gov.au. Problems with access to social support groups through My Aged Care were raised as an issue with Department of Health officers at the recent Local Government NSW Ageing and Disability Forum. There is no resolution at the moment, however it sounds like referral pathways development work is ongoing.

To meet some of the identified needs discussed by the Ryde Hunters Hill Community Interagency I will be facilitating a CHSP My Aged Care referral and assessment peer supported forum at Hunters Hill Council Chambers on Wednesday 24 August, 10am – 12:30pm. Please email me if you are interested sdavis@hornsby.nsw.gov.au.

Aboriginal project and community information - I am pleased to say that we had Nolda Baker from Sydney North Health Network come along to the Hornsby Kuringai Community and Interagency forum on 7 July at Hornsby Library (1:30 – 3:30pm). Nolda discussed their roles as Aboriginal Health Integrated Care Coordinators in the community and enjoyed meeting service providers as they often need to refer to local aged care services.

It was great to attend the Aboriginal Women's Health Check Day at Royal North Shore Hospital and talk about entry level aged care services we have and how to access them through My Aged Care. I also attended an Aboriginal community health event at Luna Park on Friday 1 July disseminating information about entry level aged care services and My Aged Care.

NAIDOC Week was 3 – 10 July and there were many activities going on around the place. Check out the Guringai Festival program www.guringaifestival.com.au for free or low cost fun Aboriginal and Torres Strait Islander cultural events for your staff and customers.

Cutting down "direct to service referrals" explained - In an attempt create less referral rejections and less confusion for customers The My Aged Care Contact centre are urged not to make direct to service referrals. The rationale is that the Regional Assessment Service have better local knowledge of what the services do and who best to refer a customer to. The Department of Health found that 50% of direct to service referrals are being rejected because: the customer doesn't actually want the service; the contact centre doesn't understand what the services do so refers the customer to the incorrect service; or the customer hasn't had the process explained to them sufficiently so rejects a service as they do not want to go through an assessment process.

Services should start to see more appropriate referrals come through. James Wilson from Health Direct, who have responsibility for the contact centre, mentioned there was some conversation around the concept of "light touch" referrals so I suppose we watch this space. James reported that the MAC Contact Centre is also focusing on expectation setting for callers. That is, explaining clearly the role of the Regional Assessment Service or Aged Care Assessment Team, so customers are ready when the RAS or ACAT call them to set up an assessment.

Cutting down the direct to service referrals from the contact centre also aims to decrease the number of times that a customer gets two different service providers in their home when they could have one. MAC wants the RAS to have the match and refer conversation with the customer using their local knowledge to refer to a service provider who is

able to deliver both the services the customer requires. The latest system updates allow an assessor to select multiple service subtypes to locate a service provider who can deliver all the services required by a customer at a particular location.

https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/06_2016/3_fact_sheet_direct_to_service_referrals_for_chsp_providers.pdf

Web referral form changes – In response to the broader aged care sector asking why the MAC Contact Centre can veto a nurse or medical practitioners' recommendation changes have been made to the inbound web referral form. The new form allows more information to be captured about a customer and enables health professionals to create a referral that will be processed automatically. The form is available at www.myagedcare.gov.au/referral. The changes are intended to:

- Improve customer and referrer experience by reducing the time for inbound referral handling in the contact centre
- Streamline the screening and assessment process by ensuring that accurate and more complete information is provided to assessors and service providers, reflective of information provided by the health professional when making the original referral
- Enable the referrer to more easily follow-up on their referrals to My Aged Care by provision of a confirmation ID.
- Achieve consistency in referral pathways.

Specialised Support Services available on My Aged Care - By the end of June the six specialised support services subtypes will be able to be added to the portal. These specialised support sub types are dementia advisory services, continence advisory services, vision services, hearing services, customer advocacy support services and other support services. Service providers will then be able to accept referrals for these service subtypes. Talk to your local RAS's to let them know that they are now available through MAC.

My Aged Care System Changes June 2016

Other relevant system changes include;

- enhancements to the **assessor and provider portals**, including:
 - o ability to view and request changes to the ACAT Delegate positions
 - o improved support plan review functions
 - o ability to sort and complete tasks
- enhancements to **accessing information**, including:
 - o ability to view PDF of customer record
 - o ability to view Delegate decision history
 - o improvements to the customer registration process in the assessor portal.

For the full information go to the Summary of My Aged Care System Changes June 2016 document

https://gallery.mailchimp.com/1108de8332cef333bc1956686/files/Summary_of_My_Aged_Care_system_changes_June_2016.pdf

Post June 2018 I have been trying to find out if there is any news regarding funding arrangements for CHSP after June 2018. Unfortunately as the government is in caretaker mode no decisions or policy directions can be advised on this matter and there was no clear direction prior to caretaker mode. Speculation is all we have at the moment. An interesting point from the Harper Review at the recent Local Government NSW Ageing and Disability Forum was highlighted by Jenny Bray, from Jenny Bray Consulting. The point was that whilst the direction for aged care provision was a market driven system they did not want to crowd out not for profit and volunteer organisations. The review also recommended the government allowed room for providers to innovate to meet changing user demands and used benchmarking of providers to ensure the needs of the community are being met. So it sounds like possibly more flexibility but more outcomes based evidence gathering. See <http://competitionpolicyreview.gov.au/final-report/> for further details.

Webinars - If you haven't been able to catch any of the webinars this year the latest one dated 23 May is still able to be viewed and is very relevant to many issues that keep arising. There were some technical issues for some users when it was originally live but I have since found it possible to view the webinar. I urge you to have a look www.dss.gov.au/ageing-and-aged-care-news-and-updates/webinars

DEX Data Exchange news A webinar was hosted for providers on 20 June regarding the data exchange and reporting. Go to the link <http://livestream.ssc.gov.au/health/20june2016/> to view.

Change in location of ageing updates and information - The system changeover from the Department of Social Services to the Department of Health means from 1 July 2016 information for aged care including department updates for CHSP will be located on the Department of Health website www.health.gov.au under "Ageing and Aged Care" or using the link agedcare.health.gov.au.

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