



Catch Up Chat with Sophie CHSP Sector Support and Development

August 2016 (revised)

Welcome everyone to the August Catch Up Chat – the (slightly informal and irreverent) newsletter for CHSP services in the Northern Sydney Region and other aged care services.

Reports due – I'm sure you're all over this and are sorted. CHSP performance reports are due on **30 July 2016** for the first reporting period, 1 January 2016 to 30 June 2016. All data needs to be submitted with the Data Exchange (DEX). You were not going to be able to submit information after **30 July 2016** – **however they have extended the deadline for 2 weeks until 19 August**. For more information see [Dept of Health Update 26/07/16](#). Dex resources are available at <https://dex.dss.gov.au/training-resources/>. STOP PRESS: the Department of Health has consolidated the CHSP 2015-16 Service Stocktake Report (SSR) with the Activity Work Plan (AWP) and the Financial Acquittal Declaration which are now all due 31 October 2016. For an overview of the reporting timelines revisit https://gallery.mailchimp.com/1108de8332cef333bc1956686/files/CHSP_Reporting_Timeline_PDF.pdf

The National Aged Care Workforce Census and Survey is due 23 September. This is an important mandatory census. Managers of services nominate a small number of employees to complete the survey. The employee can decline to do it however the manager will need to nominate another employee. See the website <http://www.flinders.edu.au/sabs/nils/research/projects/information-about-the-2016-national-aged-care-census-and-survey.cfm> to complete the survey online. There is also a webinar available <http://livestream.ssc.gov.au/health/30june2016/> or a helpline 1800 071 735. We found that we did not have our username and password in our package and had to call.

Aboriginal project and community information

I keep hearing from Aboriginal people and reading in Aboriginal Health Plans, Cultural Inclusion Framework's and other consultative documents that services for Aboriginal people need to be provided in a flexible, holistic and culturally appropriate manner, whilst recognising that each Aboriginal person will have their own individual preferences and experiences.

Did you know we have a local Aboriginal Health Service here in Hornsby? Bungee Bidgel Aboriginal Health Clinic operates out of Hornsby Hospital on a Tuesday. This is a bulk billed health service for Aboriginal and Torres Strait Islander people with transport assistance available. Call 9485 6200 to make an appointment or visit the hospital and look for Bungee Bidgel.

A little yarn goes a long way – The Aged Care Complaints Commissioner website www.agedcarecomplaints.gov.au has some nice resources titled "A little yarn goes a long way" for Aboriginal and Torres Strait Islander people. I pinched their cartoon – see up top.....

The Aboriginal Early Years Service employs an Aboriginal Early Years Worker to engage with their community and provide support around parenting and access to services and support groups. The service is designed to improve the wellbeing of young children and their families who are from Aboriginal backgrounds, across the Northern Sydney Region. Call Kylie at West Ryde Community Centre on 9814 5100 for more information.

Eligibility – recently a CHSP service provider let me know they were concerned that a potential client (who they felt were eligible) was told by My Aged Care that they should access private services rather than a funded service. There are a couple of interesting and important things to note from this situation. Firstly the My Aged Care Contact Centre has been filtering callers for eligibility based not just on their age. If it sounds really obvious that a person has the

capacity to access private services then that is what they are advised by My Aged Care. However with the “direct to service referrals” changes last month My Aged Care is trying to ensure that these eligibility decisions are made by the Regional Assessment Service when they conduct the home support assessment with the client and not by the MAC contact centre. Eligibility has not changed. Like HACC and the respite services previously, the Commonwealth Home Support Programme supports frail, older people living in their community and their carers. With regards to clients incomes and fees the current Client Contribution Framework encourages CHSP services to collect contributions from clients who can afford to do so and to protect those who can't. Find the Client Contribution Framework at https://agedcare.govcms.gov.au/sites/g/files/net1426/f/documents/10_2015/the-framework.pdf

Peer Supported Forum - 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. We will “...constructively share issues and collectively focus on solutions...”. The intended participants are managers and staff of CHSP funded services including Regional Assessment Service (RAS) managers and staff. Topics discussed include; managing referrals, working with the My Aged Care portal, understanding the Regional Assessment Service. Wifi will be available – bring a mobile device to access your MAC portal if you are able or the My Aged Care website. If you would like to come please book in through the link www.trybooking.com/MGAL or contact me sdavis@hornsby.nsw.gov.au .

New pdf version of client record on the My Aged Care Portal – I remember back at the beginning of the year, at the Lower North Shore Sub Regional Forum, when the service providers said to the Commonwealth CHSP Officer “Can't we create a shortened version (ie take out all the blank sections) of the NSAF that we can print out?” And guess what? We pretty much can now. It's available in the My Aged Care portal usually in the upper right of the page as its own tab ‘view pdf of client record’. The pdf has the client details, assessment history with the name of the assessor, notes and interactions.

My Aged Care portal tips

Waitlists for individual service subtypes – Managing waitlists is an important part of the My Aged Care referral system, so providers can receive the right referrals, assessors can find a service to refer to that is available, and in the end the client gets the appropriate service quickly. As you know there are some very specific service subtypes. “Home maintenance” has three subtypes “garden maintenance”, “minor home maintenance” and “major home maintenance”. Domestic assistance has three subtypes “general house cleaning”, “linen service” and “unaccompanied shopping (delivered to home)”. And so on.

You can manage the service subtype wait list independently of the main service type. This can stop you getting “general house cleaning” referrals when you only have the “linen service” available, for example. In the section of the MAC portal where you can edit your MAC entries you need to list each sub type under separate service items. Say you only ever deliver two of the subtypes and their availability needs to be managed separately. You would set up “Domestic Assistance” as a service item with

- “Linen service” as the service subtype.

Then add another service item

“Domestic Assistance” with

- “unaccompanied shopping” as the service subtype

Don't forget to do the “activate” step. You should then be able to manage the waitlist and availability of each service sub type individually. For instructions on how to edit your organisations information on My Aged Care including areas you service, managing outlets, adding service items, adding or deleting service subtypes and activating services see the quick reference guide at https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/07_2016/provider_qrg_-_create_service_delivery_outlets_and_add_service_information.pdf

Home Care Today is a resource hub hosted by COTA for new ideas and choices in home care. Check out www.homecaretoday.org.au for a wide range of resources for providers and clients. Home Care Today is holding a free webinar “Home Care Packages for Care Managers and Consumers” August 8, 2:00am - 3:30pm. Go to <https://homecaretoday.org.au/event/2314> - to register for the webinar. I was interested to see that COTA has a “volunteer peer educator program” where older people talk to other older people about healthy ageing and services they receive.

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