



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

September 2016

**Subregional Forums** – The subregional forums have proven to be extremely useful over the years, particularly through times of change. I encourage service providers to get involved with the executives of these forums where there are opportunities, to continuously keep them alive and relevant. Dates, contacts, agendas and minutes can be found on the Northside website [www.nsforum.org.au/sector-support/meetings](http://www.nsforum.org.au/sector-support/meetings). Dr Michael Fine from the University of Macquarie recently gave a presentation at the Sector Support and Development Network on consumer directed care and spoke about some of the opportunities and challenges. He noted in this era of market driven service provision there can still be collaboration and peer support amongst competition.

**Multicultural community and access to aged care** - We are happy to welcome back Jorge Ferreros-Rojas to the Multicultural Access Project. We know access to entry level home care can be particularly hard to navigate for people from culturally and linguistically diverse backgrounds. The My Aged Care website has information in other languages, which can be printed out. Check out the link [www.myagedcare.gov.au/other-languages](http://www.myagedcare.gov.au/other-languages). A client who does not speak English can call TIS on 131450 for free and ask for My Aged Care. Alternatively, they can call My Aged Care and ask for an interpreter. My Aged Care will make arrangements with TIS. During an assessment a client can use a TIS interpreter, which a RAS recently said happens quite regularly. The difficulty can be if the RAS is not told the person cannot speak English and tries to call to set up an assessment. The best way to assist from a provider's perspective is use TIS or family and friends to clarify with the prospective client that an assessor will call them to make a time to come and see them. Also highlight with the prospective client that they need to make sure the contact centre notifies the assessors they need an interpreter – which is free (over the phone through TIS). For more information on how to use TIS for CHSP, including registering visit

[https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/08\\_2015/chsp-interpreting-support-for-service-providers\\_0.pdf](https://agedcare.health.gov.au/sites/g/files/net1426/f/documents/08_2015/chsp-interpreting-support-for-service-providers_0.pdf)

**Dementia** - Lynn Silverstone from the Dementia Advisory Service has been part of putting together a valuable resource for health professionals, people diagnosed with dementia and their families to navigate support, health and even legal and financial options. The brochure can be downloaded at the Sydney North Health Network website - <http://sydneynorthhealthnetwork.org.au/memory-problems-new-resource-people-dementia-carers/> or contact Lynn at [lynn.silverstone@ccnb.com.au](mailto:lynn.silverstone@ccnb.com.au) for hard copies.

**Continuity of Support** is a programme to assist people with disabilities over 65 with their care needs. The Australian Government will provide continued support to older people with disability who are not eligible for the NDIS either through the new Commonwealth Continuity of Support (CoS) Programme, or through existing aged care programs such as the Commonwealth Home Support Programme (CHSP), if that better suits a client's needs. If you are delivering services to clients who are aged 65 and over, and you have not received a letter from the Commonwealth by 9 August 2016, contact the Commonwealth via [CommonwealthCoS@health.gov.au](mailto:CommonwealthCoS@health.gov.au) or call 1300 136 067. For more information see <https://agedcare.health.gov.au/programs-services/commonwealth-continuity-of-support-programme>

**Approved providers** – Speaking of the future....Did you know that it will be easier for CHSP (plus residential aged care and other organisations) to become approved providers of home care packages? The webinar in May clarified that CHSP services do not have to currently provide packages to become an approved provider.

The new streamlined system of approval (when it arrives) will depend on the capacity of the organisation to deliver home care packages rather than focus on key personnel in an organisation. CHSP services can currently apply to become an approved provider under the Aged Care Act 1997, but will still need to meet the “key personnel” requirements. New application forms are available for CHSP providers at <https://agedcare.health.gov.au/aged-care-funding/approved-provider-information/application-for-approval-to-provide-aged-care>

The quality framework which will be part of the new approval system is intended to be a single set of aged care standards, differentiated by service type which creates a streamlined quality accreditation process across residential and community aged care. The intention is that the consumer and competition will drive quality rather than a complicated regulatory framework. Refer to <https://agedcare.health.gov.au/quality/single-quality-framework-focus-on-consumers> for more information.

**National Home Care Package, Allocation, Prioritisation and funding changes.** Funding for packages will be allocated to individuals rather than approved service providers from 27 February 2017. The actual dollars will not go to the individual, but to the service they choose to use. If the client decides to go to another provider instead, the first provider has to transfer any unallocated funds to the second provider.

People who are currently approved and waiting for a package will be placed on the National Queue through the national prioritisation process. Basically people are prioritised according to how long they have been waiting since their approval and their relative need. People can still be receiving CHSP services and be on the home care package queue. The packages will not be allocated according to geographic areas, only time of waiting and relative need. The theory being that service provision will follow where the needs are. This of course means that services (and workforces) need to be very flexible and responsive to the market.

## Aboriginal projects and community



**First Australians Health and Wellbeing project** – Caroline Glass Pattison is heading up the new project *First Australian Health & Wellbeing Coordinator* role as a collaborative arrangement between NSLHD (Aboriginal Health) and CCNB agreement to embody the spirit of partnerships, address wellbeing of early intervention, prevention and health promotion for First Australian peoples with chronic or complex health conditions. Contact Caroline on [caroline.GP@ccnb.com.au](mailto:caroline.GP@ccnb.com.au)

**Needs assessment SNHN** – The Primary Health Network provider in our area Sydney North Health Network has released their latest needs assessment, which makes very interesting reading if you are looking for statistics and indicators of need. For instance their snapshot of the population;

- The SNHN population aged 65+ years is projected to increase by 43% between 2016 and 2031
- Compared to NSW, a larger proportion of the SNHN population is born in countries culturally and linguistically different from Australia
- **Over 2,400 people in the SNHN region identify as Aboriginal and/or Torres Strait Islander, however, the population appears to be significantly under-reported**
- The SNHN population is relatively less socio-economically disadvantaged compared to NSW and Australia. Pockets of high disadvantage in the region are obscured by the overall high level of advantage in the region

<http://sydneynorthhealthnetwork.org.au/snhn-health-needs-assessment-report-released/>

**Aboriginal Dementia Workshop** Gai Marheine from ACS is holding a free Aboriginal Dementia Workshop in Sydney Technology Park, Redfern on 29 September, 10am – 3pm, for workers, carers and Aboriginal community. Sharon Wall will be speaking about the Koori Growing Old Study and the Koori Dementia Care Project developed from research by Professor Broe AM. Contact Gai at [gaim@acs.asn.au](mailto:gaim@acs.asn.au) if you would like to attend.

**Wiradjuri language workshop** – you may know someone who is interested in learning the Wiradjuri Aboriginal language in a three day accredited workshop. The Wiradjuri people are from Central NSW, to the west of Bathurst, bordered by the Murrumbidgee, Lachlan and Macquarie Rivers. Free for Aboriginal people. Contact the AECG on [info@aecg.nsw.edu.au](mailto:info@aecg.nsw.edu.au).

**Peer support** – “Googling” yourself on My Aged Care can still prove to be cringe worthy. In our peer supported forums’ I encourage services to take a good look at how they are coming up on the My Aged Care service finder [www.myagedcare.gov.au/service-finder](http://www.myagedcare.gov.au/service-finder). You are able to rewrite your service descriptors so they better communicate, particularly to potential clients what you provide from a consumer perspective. You can check if you are coming up in the correct areas and change your postcodes if you need. You can also ensure that you have the correct service sub types selected in your set up – such as subtype “Community Access – Group” rather than just “Centre Based Respite”. See <https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers> for factsheets and other resources on using the My Aged Care portal.

**Elder Abuse** - At the Lower North Shore Subregional Forum we had an excellent presentation from the Police about Elder Abuse. They have experience in responding to calls where an older person may be neglected, in a violent situation or is being financially abused or scammed by family, acquaintances or strangers. The constable recommended the Seniors Rights Service (1800 424 079 or [www.seniorsrightsservice.org.au](http://www.seniorsrightsservice.org.au)) to help with financial abuse. When asked if they were called by people from culturally and linguistically diverse backgrounds they said not so much, but they were doing talks with community groups and leaders to build up trust and familiarise the communities with what the police can do in Australia to assist them. The Elder Abuse Helpline is 1800 628 221 or [www.elderabusehelpline.com.au](http://www.elderabusehelpline.com.au).

**Feedback**– one email address for feeding back issues you are having with My Aged Care or the implementation of the Commonwealth Home Support Programme is [nswact.chsp@health.gov.au](mailto:nswact.chsp@health.gov.au) As you know I also feedback issues to the Commonwealth regarding challenges the sector are facing, how we are tackling them and what we need to meet the needs of clients.

The Sector Support and Development Network are writing a submission to the Commonwealth as to how Sector Support can continue to assist implement the Aged Care Road Map into the future. I welcome any ideas or suggestions about what you need as a service provider in sector support now and in the years to come in the market driven, consumer directed era of aged care provision. Please email ideas to [sdavis@hornsby.nsw.gov.au](mailto:sdavis@hornsby.nsw.gov.au) and I will submit them to the submission writing team.

**Promotional resources** including posters about My Aged Care are available from Health Direct [www.healthdirect.gov.au/promotional-material](http://www.healthdirect.gov.au/promotional-material).

*Catch Up Chat written by  
Sophie Davis - CHSP Sector Support and Development  
Northern Sydney Region  
ph 9847 6061 or email [sdavis@hornsby.nsw.gov.au](mailto:sdavis@hornsby.nsw.gov.au)*