

Hi Everyone....

A visit from the Department

This month we had a visit from Hermine Partamian and Elizabeth Cheung from the Commonwealth Department of Health CHSP who attended the September Manly Warringah Pittwater Subregional Forum. Hermine indicated that more work was being done on the development of the Continuity of Support (COS) program to address the needs of people who may fall between the cracks of NDIS and My Aged Care funding. The COS program will broaden to provide home support to people under 65 not eligible for NDIS as well as people over 65 with disabilities.

The Department are still very interested in hearing constructive and well documented feedback about how to better implement the aged care reforms and My Aged Care. They have highly regarded our feedback to date. In regards to protests about stopping block funding they are interested in hearing about innovative pilot project ideas about what could go in its place to continue to meet the entry level home care needs of older people. The client contribution fee framework still stands and the Commonwealth is monitoring how it goes in the market place.

Hermine also spoke about;

- larger organisations ensuring that they educate their staff with regards to aged care changes
- the wisdom of merging and consolidating services in order to become more efficient and competitive
- the cessation of block funding possibly being delayed by a year but it was definitely on its way out and moving to a subsidy model. Hermine's point was that if a service has block funding but they are not competitive in their prices and quality they will have no clients, and therefore will lose their funding.

Funding

Sector Support and Development funding is scheduled to come to an end June 30 2017. I would love to hear from you what, if anything, you might need from my sector support and development project in the remaining time, but also into the future. Please email me on sdavis@hornsby.nsw.gov.au or give me a call.

Technology roadmap

Not only do we have an Aged Care Roadmap, but we are going to have a technology roadmap – which could be useful. The Aged Care Industry IT Company are looking to develop a technology roadmap, starting with identifying the technological needs of aged care organisations – so watch this space. For the full article by Darragh O’Keeffe go to the [Australian Ageing Agenda](#).

Aboriginal Projects and Community

Mana Allawah

Service providers working with Aboriginal and Torres Strait Islander people have been meeting to assist develop a Northern Sydney Region strategy for coordinated support – Mana Allawah. The last meeting I attended was held at the beautiful [Gawura – Aboriginal Learning Centre](#) at the Northern Beaches TAFE at Brookvale, a great resource for the Aboriginal community.

Aboriginal resource

I am currently updating the [Aboriginal Service Directory](#) which Hornsby Shire Council hosts on our website. If there is anything you are sometimes looking for and can't find, let me know and I'll include it.

Aboriginal Support Group

The Aboriginal Support Group on the Northern Beaches held a great evening with the amazing Uncle Wes Marne story telling. If you want to know more about what they are up to check out their magazine, Elimatta.

NDIS Aboriginal Support Planning

Lifestart are holding a number of NDIS preplanning support/outreach sessions for the Aboriginal Community and providers. The next two are;

Chatswood: 27th October 2016

11:30am – 2:30pm

Dougherty Centre 7 Victor Street, Chatswood.

Dee Why: 24th November 2016

12:30 – 2:30pm

Dee Why Public School

RSVP for catering, service provider stall or more information: Brooke Joy, Lifestart Aboriginal Practice Lead
0417 118 609 brookejoy@lifestart.org.au

The Clients perspective

Resources for clients

COTA has a series of resources you may find useful to give to prospective clients. The easy to read and print resources include a [Checklist for Choosing a Provider](#) and a [Checklist for Working With Your Provider](#)

Living Options for Older People

It's come to my attention that often things start to go wrong for older people with regards to their finances and home when they go to hospital and their circumstances change. For impartial assistance with housing choices service providers can refer clients to The COTA NSW [Home Options Information Service](#) on 1300 853 082 to discuss their present of future needs.

Setting up financial and other safe guards

The My Aged Care website has a [brief story](#) that may help introduce the idea of financial planning and other safeguards for older people and their carers. The page includes links to power of attorney and guardianship information.

Translator services

CHSP service providers are able to access the Translator Interpreter Service for free with a TIS National registration code issued to individual providers. Contact TIS on **1300 655 820** for more information regarding the code if you don't have one.

Brokering services

Questions have come to me regarding the possible increased cost to the client of brokered services in a home care package. Yes, it can cost more for the client. I suppose the vision is that competition will keep costs down. The most important thing is that the client knows what they are paying for out of their own pocket, how much and why. I found this statement on the My Aged Care website -

"You should not be limited by a standard menu of services or service providers. If you identify a type of service that you feel would best meet your care needs, your service provider must do what they can to help you to get that care or service. This may include arrangements to source services from other service providers. As this may increase the cost of service to you, any additional costs should be made clear to you prior to you agreeing to the service."

My Aged Care updates

Upgrades to the My Aged Care portal were released on 12 September. Let me know how these go for you. The most relevant for CHSP providers are;

- Two new service subtypes are able to be viewed on the My Aged Care portal
 - o Hydrotherapy (Allied Health and Therapy); and
 - o Hoarding and Squalor (Assistance with Care and Housing)

- More documents can be attached to a referral, assisting providers to know more about the client so they can better address their needs. Clinical documents can only be viewed by assessors. Documents include:
 - o Relevant Medical Summary
 - o Guardianship Order
 - o Allied Health Assessment
 - o Occupational Therapy Plan

- Comprehensive Assessors (ACAT) can recommend and refer to CHSP services

- Home Support Assessors are now able to add period(s) of linking support and/or reablement to a client's Support Plan, nominating the start date; recommended end date; reason for the period of support. The assessor will receive notifications when the end date is approaching.

- Changes have been made to the 'Summary of Needs' and 'Assessment Outcomes' pages in the NSAF to improve the flow of information into the Support Plan. *Let me know if this helps as it has been an area for improvement we have all talked about.*

- Assessors can now see the reason for rejection on a referral, including the free-text reason entered by a service provider. They can also edit and remove service provider preferences from the list of preferences a client has chosen – *so you don't unnecessarily get the referral again*. Removed preferences will no longer appear in the assessor portal.

- Providers can now directly request a review of a client's Support Plan. The request will be sent to the assessment outlet that completed the most recent assessment for the client, rather than to the My Aged Care contact centre for action. When requesting a review, service providers should contact the assessment organisation prior to submitting the request.

- Service provider Team Leaders can now 'revoke' a referral after acceptance but prior to commencing service delivery, for example, if a client withdraws their consent for service provision or their circumstances change. This action can be completed in the 'Accepted services pending' tab in the provider portal. If a referral is revoked after acceptance, other referrals (such as from a broadcast or preference referral) will be automatically issued. Referral codes will remain active.

- From August more contact centre staff are able to process fax referrals which means the amount processed and the time taken will greatly improve.

- The contact centre can provide a referral code for a service previously approved or recorded in the support plan.

- Due to the need for an occupational therapist assessment referral, pathways for home modifications services under CHSP is being looked at to try and improve it.

- A client can have a "Regular Representative" or an "Authorised Representative". The contact centre are improving how they record representatives' information in the portal, ensuring Regular and Authorised representatives are treated equally.

Flexible Care

CHSP services are able to apply to be a provider of flexible care through the [new approved provider application forms](#) available on the Department of Health website. If your service has not previously been an approved provider of aged care you fill out Form A

Did you know...

Clients on My Aged Care can not only request a particular service provider but also a particular RAS.

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