

Subject: Season's Greetings! HACC Flash- Dec 2010



## Cumberland Prospect/Nepean HACC Flash December 2010

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Once again, how fast time has flown! Here we are, at the end of the year, looking back once again to the year that has passed.

It was a busy year altogether for the HACC Development Project, marked by numerous consultations, submissions, convening/participating in forums/meetings, providing regional representation as best we could, developing resources (the regional HACC Fees Protocol and the *FAQs About HACC*). We saw the sector respond well to the call to have a say in the upcoming aged care reforms (“HACC age split”). We had regional representation/participation/inputs in the Better Practice (“enabling approach”) project, the NSW OH&S “Client’s Home as Workplace” project, NSW HACC Innovative Solutions Manual, the Productivity Commission Public Inquiry on “Caring for Older People”, among others.

Here are just a few more info to wrap up the year...

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### 2011 Calendar of HACC/Community Care Forum meetings

The 2011 Calendar of HACC/Community Forums in Cumberland Prospect/Nepean is now available at WSCF HACC webpage. The dates and venue details are based on current available information. Please notify us if you would like to make any correction to the details given.

To download the Calendar, please click on -  
<http://www.wscf.org.au/uploads/2010uploads/HACC/CP%20Nepean%20HACC-CC%20Forums%202011%20Calendar.pdf>

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### Rally to support “Equal Work for Equal Pay” - 15th December

The Australian Services Union (ASU) will be holding rallies in various locations in support of equal pay for community service workers on the 15th December. WSCF joins state and national peak bodies like NCOSS and ACOSS in endorsing the rallies. WSCF encourages the sector to participate in the 15 December event, to demonstrate support for both equal pay for sector workers as well as fair and proper funding for organisations so that any increases awarded in the Equal Pay Case can be met.

WSCF office will be closed from 11.00am on 15 December to allow WSCF staff to attend the Sydney “Equal Pay Day of Action” rally at Sydney Town Hall Square.

“Low pay come rain, halo or shine” Adele Horin, 27 Nov 2010 (with highlight on aged care and disability workers) : <http://www.smh.com.au/opinion/society-and-culture/low-pay-come-rain-halo-or-shine-20101126-18ajt.html>

“What price equal remuneration? ACOSS analysis of the Commonwealth's submission to Fair Work Australia”:  
[http://www.acoss.org.au/equalpay/acoss\\_analysis\\_-\\_commonwealth\\_submission/](http://www.acoss.org.au/equalpay/acoss_analysis_-_commonwealth_submission/)

Details on ASU Equal Pay campaign and 15 Dec rally: <http://www.asumembers.org.au/equalpay>

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## Western Sydney Regional Community Care Forum is looking for a new venue in 2011!

Our usual venue is unfortunately not available on the 2011 meeting dates, so we're issuing this call to the sector... Do you have a big meeting place in your workplace (can accommodate up to 60-70 people)? Is it a central/accessible location for Cumberland Prospect-Nepean attendees? If so, how would you like to host the 2011 meetings of the WS Regional Community Care Forum? The dates are Wednesdays 2 March, 6 July and 5 October from 10:00 am to 12:00 pm (pls allow an hour or so before and after the forum, for set up/packing away and the occasional light lunch).

If you could only host one or two of the three dates, please let us know. A rotating venue to cover sub-regions would be good.

If interested, please email [rocellital@wscf.org.au](mailto:rocellital@wscf.org.au). Thanks!

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## Note from ADHC “OHS Project”

Hi Everyone,

The **Work Safety - Providing care in the home** website went live in July 2010 (note: aka “OHS Client’s Home as Workplace” project. See <http://www.haccohs.adhc.nsw.gov.au/> )

This is an invitation to service providers to provide feedback on the website via a brief online survey.

The Ageing, Disability and Home Care (ADHC) Community Care Directorate and Workforce Safety and Wellbeing Unit are conducting an initial evaluation and review of the site content.

Could you please complete the brief on line survey and also circulate this request to service providers or staff in your networks. The survey is particularly targeted at service managers and program co-ordinators . The survey will take approximately 3 minutes to complete. Responses to the survey by Tuesday the 14th December would be appreciated.

<https://www.surveymonkey.com/s/L3Q3BF8>

Kind Regards,  
Ann Adams  
Senior Project Officer  
Workforce Safety and Wellbeing  
Ageing Disability and Home Care  
NSW Department of Human Services

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## Home Care’s preferred method of receiving referrals

Spotted this item in the latest newsflash from HSNet. Please note that, as explained in previous HACC Flash issue, the new “front end for aged care” (aka “one-stop shops”) is expected to eventually take over all referral and intake/assessment systems for people aged 65 years and over, as part of the health reforms under the current government.

*Kathy Pattinson is the Manager of the Home Care Service of NSW Referral and Assessment Centre. The Centre is a centralised point for assessment of client eligibility and allocation of service hours for services delivered by the ADHCs Home Care service of NSW. Home Care Services provide care and support in people's homes to prevent premature entry into aged care facilities. The core Home Care services include domestic assistance, personal care and respite.*

After a successful trial of eReferrals to the Referral and Assessment Centre in the Macarthur region, Kathy has invited all providers referring for Home Care Services to use HSNet to send the referrals. This is now the preferred method to send the referrals.

One of the main advantages of using HSNet eReferrals for referrals to the Home Care Service is the ability to track the work flow of each referral. This includes a set expiry period of 14 days for each referral and email confirmations of when the referral has been submitted, opened, accepted or rejected.

Kathy's encouragement of services to use HSNet eReferrals has been very successful with many service managers contacting HSNet for access and training, keeping HSNet staff very busy. Services recently trained include HACC services in Deniliquin, Wagga Wagga, Temora, Cootamundra, Junee, Tumut, Gundagai, Narrandera and Lockhart. Training will also be held in the Mid North Coast next week and in Broken Hill and surrounding regions in the New Year.

Kathy said that "the HSNet eReferral option has great potential to assist clients in accessing services, and will assist the community care sector in managing the high volume of requests for services". HSNet provides an opportunity for the sector to work collaboratively and to assist clients more effectively and holistically as a result.

If your service refers clients to the Home Care Service of NSW and would like to know more about eReferrals please contact the HSNet Support desk on (02) 9228 4200 or email [hsnet@hsnet.nsw.gov.au](mailto:hsnet@hsnet.nsw.gov.au)

**Source: HS Net eBulletin Dec 2010.** For more info, go to HS Net website (set up to login required): <https://www.hsnet.nsw.gov.au/login/login.aspx?ReturnUrl=%2fDefault.aspx>

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## Press release: New HACC DO Website Showcases HACC Innovative Solutions

"The NSW HACC Development Officers Network has a new website at [www.nswhaccdos.org.au](http://www.nswhaccdos.org.au) - providing a wealth of information about the Home and Community Care (HACC) Program, directions for contacting HACC Development Officers (HACC DOs) around the State and useful documents such as the **HACC Innovative Solutions Manual**.

Launched on 15 November, the 3rd edition of the HACC Innovative Solutions Manual is a guide to assist HACC workers with some of the key challenges of providing community care by sharing proven problem-solving techniques from around the State.

"This guide shares the knowledge that is out there in the sector and means providers can just get on with the job of providing quality services to clients - they don't have to reinvent the wheel", according to Melinda Paterson, Chairperson of the NSW HACC DOs Network.

"HACC DOs are constantly impressed by the energy and initiative of people in the HACC sector, and daily examples we see of HACC services doing more with less, and coming up with lateral solutions. It's been our privilege since 2004 to showcase some of these achievements in the HACC Innovative Solutions Manual. This 2010 edition is an easy to read guide for all HACC services users and offers practical solutions through a series of Ideas Sheets and corresponding Resources via <http://www.nswhaccdos.org.au/documents/innovativesolutions>. Each Ideas Sheet gives a statement of the key issue and some information about its history, an overview of how the issue was addressed and the outcomes of the innovative approach, as well as the contact for the HACC Development Project through which further information is available. The website also features the new HACC DOs Network logo and brochure, currently in the 'Recent Documents' section at the bottom of the homepage. The map of NSW, which was the most-visited section on the old website now appears on every page, so visitors can find contact details for one HACC DO or email all HACC DOs. Other functions include click-ons at the top of the page for larger text and 'Print Friendly' options, as well as 'Email a Friend'".

For more information about the NSW HACC DOs Network or the HACC Program, go to [www.nswhaccdos.org.au](http://www.nswhaccdos.org.au)

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## Other news and current items

- Working with people with acquired brain injury 2011 Workshops: <http://www.abistafftraining.info/>

- NSW Home Power Savings Program. Good info to share with your service users/clients who hold one of the following cards: Centrelink Pensioner Concession Card, Centrelink Low Income Health Care Card, Department of Veterans' Affairs (Gold) Repatriation Health Card, Department of Veterans' Affairs (White) Repatriation Health Card, Department of Veterans' Affairs Pensioner Concession Card. For more details, go to -- <http://www.savepower.nsw.gov.au/households/home-power-savings-program/about-the-program.aspx>
- Final Report of the NSW Legislative Council's Standing Committee on Social Issues Inquiry - *Services provided or funded by the Department of Ageing, Disability and Home Care*:  
<http://www.parliament.nsw.gov.au/Prod/parlment/committee.nsf/0/18A4D07B967F5640CA2577D800031A6D>
- A handbook for community services (enabling approach):  
<http://www.dadhc.nsw.gov.au/NR/rdonlyres/39C1876A-27F6-4C70-ABAD-CAD56D4F64E1/5376/Ahandbookforcommunitycareservices.pdf>
- Community Care Common Standards :  
<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-qualrep-standards.htm>

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Thank you for your support, contribution and participation in 2010. It was a most productive year all around. We look forward to working with you once more in 2011!

**Merry Christmas and a Happy New Year!**



**Rocellita and Christine  
WSCF HACC Development Officers**

Note: This note was sent through a HACC mail list. Please do not Click Reply. Instead, please create a new mail in your browser. Thanks.

**ROCELLITA LACSINA | HACC DEVELOPMENT OFFICER (REGIONAL RESOURCE WORKER)**

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