

CP-Nepean HACCC FLASH



Home and Community Care News for Cumberland Prospect- Nepean, NSW
August 2010, Western Sydney Community Forum (WSCF)

Western Sydney Regional Interagency HACCC Fees Protocol - still happening?

We have received queries on whether or not the Fees Protocol is still happening. Yes, it is. We expect it to be a valuable tool/resource that will outlive the community care transition in 2012-15, or until a nationally-consistent fees policy is put in place by Commonwealth.

The Reference Group (formerly Working Group) is almost done polishing up the Draft version. We are getting ready to invite a few service providers to TRIAL the Protocol, along with its tools. If your local HACCC Forum is interested to know more about the Fees Protocol and its tools (for assessing client financial disadvantage, fee reduction and fee capping), please contact Rocellita at rocellital@wscf.org.au or Ph 9687 6804. We expect to start engaging service providers for trialling by October. Detailed guidelines will be made available then. If your need is urgent and you would like to trial the tools asap, please contact Rocellita.

Productivity Commission receives 401 submissions to “Caring for Older Australians” Public Inquiry

What a sign of great interest and concern from the sector over the aged care reforms. The submissions reflect a variety of focus, from micro to macro. Your inputs were included in the 17-page NSW HACCC Development Officers Network paper.

To read our submission, go to--

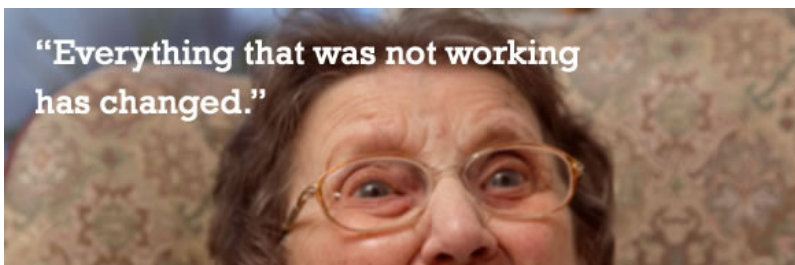
http://www.pc.gov.au/_data/assets/pdf_file/0010/100900/sub113.pdf

To browse through other submissions, go to--

<http://www.pc.gov.au/projects/inquiry/aged-care/submissions>

What happens in case of change in government?

Will the COAG National Health and Hospitals Network agreement, which contains the Community Care age split, push through then? This question has been raised at state Community Care forums. The answer is: Because these are happening at very high levels of government, we do not know. But not only do we have to work with what we have now, we have to start looking at how we (HACCC organisations) work, and be ready to adapt to any changes ahead (see Eugene McGarrell’s presentation next page).



ADHC (Metro North) Regional Deputy Director's presentation

Some highlights from Eugene McGarrell's presentation at the Western Sydney Regional Community Care Forum on 7 July 2010 --

- An overview of what the community care age split is about.
- "Since Home Care is the largest HACC provider in NSW, we directly share your questions..."
- "You are encouraged to contribute, not only questions about the new arrangements- but also highlight the practices, models and administrative supports that you know resulted in increased access for special needs groups, fairer service allocation, and more effective services for clients".
- "You will be able to send questions to ADHC via a special email address: hacc reforms@dadhc.nsw.gov.au"
- \$8M in new HACC funds for 2009-10 and 2010-11; new service models enumerated in speech.
- "Population change will significantly impact our work... the available workforce is likely to contract".
- "I...urge you to see the COAG reforms as an opportunity to do things better, and for more people, in the future".

Personal comments

- "Accurate MDS data has never been more important than it will be in this (sic) next few years. Now is the time to resolve all your MDS reporting problems." (see section on MDS stats below).
- "... discuss what business you want to be in after 2015 (based on your own MDS analysis)... do you want to diversify into disability as well as community care?..."
- "The changes in funding arrangements will be least painful for those organisations who have strong management systems. If you have management issues... I would encourage you to get help now..." (Check out ADHC-funded NCOSS Management Support Unit at <http://www.ncoss.org.au/content/view/950/154/>).
- Other items in Eugene's regional "wish list" - review of HACC/Community Care Forum structures (ADHC would not have a role in forums specializing in aged care- over 65 y.o.); continuation of "non-output" sector development workers; continuation of CALD strategies (eg. free interpreter service); building on learnings about: appropriate Aboriginal service models, person-centred (enablement approach), client intake.

To view the complete text of Eugene's presentation, go to --
<http://www.wscf.org.au/uploads/2010uploads/HACC/Eugene%20McGarrell-July%202010.pdf>



Sue Findlay is HACC Transition Program Manager (NSW)

As mentioned in previous issue, ADHC has engaged ACS (Aged and Community Services Assoc of NSW & ACT) to do consultations with the sector on transition issues. ACS has engaged Sue Findlay, who used to be ADHC Metro North's Senior Manager for Planning and Purchasing. Sue's task is to find out the sector's "non-negotiables" and put them forward to Commonwealth on ADHC's behalf.

Because nothing is fixed regarding transition, ADHC sees this as a good opportunity for us to recommend. Consultations are expected to happen between the end of September to November this year.

We will definitely submit the inputs already gathered from regional forums. We encourage all local HACC forums/service providers to participate and perhaps come up with new ideas/recommendations by then. Watch this space for consultation schedules and venues...

ADHC presentations at local HACC Forums on MDS statistics

By now, you would have seen (or missed) an ADHC presentation on HACC MDS (Minimum Data Set) statistics for your local area in the last 3 years. These stats reflect service outputs of HACC-funded services. One objective of the presentations was to look into the “cost-effectiveness” of HACC. There was special concern for service types where funding has increased but Outputs have remained the same or decreased over recent years. (This translates into increased unit cost/client).

At the July 2010 Western Sydney HACC Managers Forum, the following issues were raised regarding HACC MDS --

- The reflected cost of service delivery per client depends on many factors: some services are not at full capacity but are faced with rising cost of service provision (e.g. staff wages, consumer price index, travel to rural areas, high admin cost); some service providers are unable to raise funds or client fees to subsidize service cost.
- Service provision becomes labor intensive because of Occupational Health & Safety (OHS) issues on the field. Cost of recruiting, training and developing staff is expensive. Staff turn-over is an issue for some.
- Service providers should engage more with communities. We need to have service providers who have both specialised and local knowledge of the community.
- Changes in Service Description Schedule (SDS) may be affecting Outputs. Some SDS are very prescriptive and limit services.
- We need to include/count Social Support in some service types (e.g. food services/centre-based meals). Question raised- how much of Mental Health is HACC propping up?
- Service providers should only tender for services that they can deliver.
- Service providers should review their administration cost - is it disproportionately high?
- Service providers need to budget properly. Ask- are Expected Outputs reasonable? Is there room to negotiate with ADHC Project Officer (e.g. on SDS and service types)?
- Outcomes (based on quality) should be a measurement, not just focus on Outputs (numbers).
- Service providers need to be able to access MDS reports; a way to re-check that the data they’re sending is the data that ADHC is receiving. Also, make guidelines to access clearer.
- Service users need to be given proper assessment of level of care (to ensure equitable distribution of services).
- In the long-term, Commonwealth needs to explore self-directed funding in HACC. Also implement programs in person-centred approach which allow re-enablement of clients, with goal to exit from HACC, as necessary.
- Commonwealth also need to retain strong support for service providers through sector development and regional presence.

In a separate meeting, ADHC Central Office also acknowledges that MDS is under great scrutiny as it’s all about clients getting services and ensuring equitable distribution. Service providers are encouraged to work with their regional MDS Officers to fix any issue. In CP-Nepean, it’s Kazu Imai who you can book through your ADHC Project Officer.

ADHC Metro North’s Powerpoint Presentation on MDS stats (whole of CP-Nepean) will be uploaded at WSCH HACC webpage as soon as available.



To get HACC MDS resources, go to:

**ADHC website>
Doing Business With Us>
Minimum Data Set (MDS)>
HACC MDS**

Updates from ADHC Central Office (Sydney) at recent state forums/meetings

Note: For background info, please see previous issues of Western Sydney HACC Forums Flash at --

http://www.wscf.org.au/index.php/home/hacc_home_and_community_care



Working together still works.

Be updated!

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Email: rocellita@wscf.org.au

WSCF's HACC Regional Resource Worker/ Development Officer (Food) position - now filled

We will soon be welcoming Christine Mifsud into WSCF's small but dynamic family!

Christine will be working with Rocellita in the HACC team, resourcing Food Services as well as HACC forums in Blue Mountains, Hawkesbury and Auburn/Holroyd/ Parramatta. Rocellita & Christine will be working together on identified common issues in the region, as well as making representations at state forums.

Christine is expected to commence work at WSCF on 7th September.

More on Christine and her wealth of experience in Community Care at next issue...

- ADHC is regularly meeting with Commonwealth Department of Health and Ageing (DoHA) on transition issues.
- ADHC is “sending strong messages” to DoHA about the strengths of the HACC program (what needs to be safeguarded), including sector development projects/positions. It is up to us, HACC services, to reinforce our messages through upcoming ADHC regional consultations (to be rolled out by ACS- Aged and Community Services Assoc of NSW/ACT).
- ADHC also renews its “strong commitment to continue supporting HACC services at regional levels” through its regional offices, until the completion of transition. There is no waning in this support.
- The *HACC Learning and Development Framework* document is being prepared and someone will be engaged to assist in its implementation. This Framework is meant to streamline the way we train and develop our workforce, to meet the demands for the future.
- ADHC and DoHA are having meetings regarding Commonwealth’s proposed “one-stop shops”. Access Points in Hunter (with centralised client intake and assessment) remains operational. The roll-out to the rest of NSW is on hold until further recommendations from Commonwealth.
- The regional demonstration projects for *Better Practice* (Enablement) Project are happening in 4 regions: Metro (Sydney) South, Metro North (North Sydney), Hunter and Mid North Coast. These projects aim to pilot enablement approaches (aka “active ageing”, restorative, wellness, person-centred approach). ACS will be conducting *Enablement Awareness* training in October- November 2010 . At the moment, there are 6 sessions planned for Metro Sydney (20 people in each session). *Enablement* could be the “wave of the future” in HACC service delivery; you wouldn’t want to miss training. So watch this space!
- The *Better Practice Manual* will be published later this year.
- While there are various reviews of HACC food services happening around NSW at the moment, these are not a centralised effort. It will be up to regional offices to follow on with the results.

Looking for new tools to train/refresh your staff on HACC Occupational Health & Safety (OHS)?

Check out two new resources developed by two separate ADHC units.

- An e-Learning module developed by Home Care Regional Manager (Southern region) Kevin Reilly. The free-to-use interactive module allows you to read or review using the internet at your own time and pace, and then get a printed Certificate at the end. This module will be on the web for a limited time (up to 4 weeks), taken off, and then put back sometime October. Kevin is also looking at developing a similar tool for *Orientation to HACC* and possibly, specific content for Food Services, Community Transport, Domestic Assistance and Personal Care. As WSCF is currently developing its own HACC Orientation kit, we will be feeding into Kevin's work. To access OHS e-module:

<http://www.elearn.com.au/dev/hacc> (To view the correct interactive format, click on [OHS Induction for Field Staff in HACC Agencies](#) at top left hand side corner of the webpage, not on Module which is a single non-interactive document).

Username: hacc
Password: ohs

- Remember Ann Adams who went to HACC Forums last year for ADHC OHS "Client's Home as Workplace" project? The resulting website, *Work safety - Providing care in the home: Information to help home and community care organisations keep workers safe and health* is up and running. Navigate your way around the many links, powerpoint presentation, toolkits, checklists, handouts and printable materials at <http://www.haccos.adhc.nsw.gov.au/home>

HACC Forums Flash

Western Sydney HACC Forums Flash is published once a month by the HACC Development project of Western Sydney Community Forum (WSCF).

For queries and feedback, please contact the WSCF HACC Regional Resource Worker.

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WSCF's HACC Regional Resource Worker project is funded by the Australian Government and the Ageing, Disability and Home Care, Department of Human Services NSW.

For more details on HACC Forums and contacting forum convenors, see 2010 Calendar of Meetings in WSCF HACC webpage.

Welcome Cecily Michaels, TRI Community Exchange HACC Volunteer Support Service Coordinator- Cumberland Prospect

Cecily comes to the HACC sector with impressive credentials. She has a long history working in international humanitarian aid. Her overseas experience includes 13 years' work for an Australian NGO (Union Aid Abroad - APHEDA), which involved working with a HACC-like partner women's organisation in a refugee camp in Lebanon, undertaking case management, nursing, social support and transport provision for frail elderly people and people with disabilities as well as their carers.

Cecily understands volunteering, having once recruited and coordinated 45 volunteers to raise funds for the International Women's Development Agency. Cecily has a Masters in Development and Community Organisation, a Masters in Public Health and a Bachelor in Music Education. She is currently the Volunteer Project Manager for Indigo Foundation's project in the occupied Palestinian Territories, as well as the Board Secretary of the Springwood Neighbourhood Centre Cooperative.

Cecily works from the WSCF office in Parramatta.

