



Cumberland Prospect-Nepean HACC Flash November 2010

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<http://www.wscf.org.au/uploads/2010uploads/HACC/HACC%20Flash%20Nov%202010.pdf>

FLASH! “Evaluation of HACC DO Program: Directions Paper” now out

Dear Community Care Provider,

Please **see below a link to** the Directions Paper from the consultants conducting the Evaluation of the HACC Development Officer (HACC DO) Program for NSW Dept of Human Services (ADHC). It suggests future directions for our role, but aims to prompt discussion and sector feedback during the period 29 November to 10 December 2010 only. As stated in the paper, regional visits to individual HACC DOs have not yet finished.

Please consider giving feedback. It's only 6 pages long and there are key questions on the last page--

<http://www.ncoss.org.au/mail/HACC/101129-Directions-Paper.pdf>

Regional HACC Fees Protocol: last call for Expressions of Interest

Thanks to those who have registered their Expression of Interest in the Cumberland Prospect/Nepean HACC Fees Protocol. We have received 25 EOIs to date and will be sending out the Info Packs within the week. The pack consists of the Protocol document, Terms of Reference, Registration Form and a cover letter.

Once you receive the Info Pack, organisations will have until 15 February 2011 to register as a Pilot Participant. Training will then be provided in March 2011 (date tbc), and Pilot will be from April to September 2012. The Protocol is expected to be released as a general resource/tool to the sector by January/February 2012 (barring any release of a new nationally-consistent fees policy).

The regional HACC Fees Protocol aims to provide a simple, clear, consistent and equitable way to determine client financial disadvantage, reduce or cap fees where applicable, and co-ordinate fee capping for multiple service users. All terms in the Protocol are in line with the current National Draft HACC Fees Policy (2007).

Only organisations delivering HACC services in Cumberland Prospect/Nepean will be considered for Pilot participation.

To request a copy of the Info Pack/do an EOI, please email rocellital@wscf.org.au the following information by Monday 6 December: name, organisation, position, postal address and phone number. (Please create a new email and don't Click Reply to this mail, thanks).

“Front End for Aged Care”: what’s happening

The metro Sydney consultation for the “Front End of Aged Care” took place last 18th November at Mercure Sydney. The venue was packed with health and community care workers who had their say on the strengths of the current systems as well as features they would like to see in a new “front end”. An overview was presented on how this new front end is expected to interface with other streams of the current government’s bigger health reform program (i.e. Local Area Health Network, Medicare Locals, Super GP clinics). The results of these consultations will be published in due time—watch this space! (Please note that the new “front end” supercedes previous plans/efforts for “HACC Access Points”).

Meanwhile, here are more details:

- Access to aged care services is planned to be through one-stop (“front end”) shops - a single access point for basic community care through to high-level residential care; linked with Local Hospital Networks and other parts of the health system.
- Over four years, \$36.8 million has been budgeted to set up one-stop shops.
- The single entry point will use nationally-consistent screening and assessments to direct people to the most appropriate care. It will provide clients and their carers with:
 - information on the full range of community and residential aged care services, and carer support services
 - assistance in assessing options and filling out forms, *such as those for income assessment* (emphasis added)
 - centralised intake assessment, including eligibility assessment for basic maintenance and support services and a more detailed eligibility assessment for subsidised aged care services
 - referral to basic maintenance and support services
 - access to a capacity database and care coordination service to enable the public to find service providers who have the aged care services available to meet their assessed care needs.

For more details, see <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-03>

For an overview of the various streams under the bigger health reform, see <http://www.yourhealth.gov.au/internet/yourHealth/publishing.nsf/Content/ImplementationPlan-Overview>

Other interesting items in the health reform budget:

466.7 million over two years from July 2010 to establish a **personally-controlled electronic health record system (eHealth)**. See <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-ehealth-01>

\$38.3 million over the next four years to transition the Home and Community Care Program (except for in Victoria where existing arrangements will continue and Western Australia pending further negotiations between governments).

See “Full funding and policy responsibility for aged care fact sheet”, <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-02>

\$417 million to establish Medicare Locals, a nationwide network of primary health care organisations to support health professionals, improve delivery of primary care services at a local level and improve access to after-hours primary care. See [Establishment of Medicare Locals and better access to after hours care fact sheet](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-gp-01), <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-gp-01>.

\$310 million over the next four years, including an additional \$103.1 million through this Budget, to fund education and training and to better support aged care workers while they undertake training. See [Building a National Aged Care System: Professionalising the aged care workforce fact sheet](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-13), <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-13>

\$10.1 million boost to rural and remote community care providers. See [Increased Funding for Community Care in Rural and Remote Areas fact sheet](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-11), <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-11>

\$50.6 million to better equip the Aged Care Complaints Investigation Scheme and to strengthen current prudential arrangements to secure accommodation bonds paid to aged care homes by residents from their life savings. See [Building a Better Aged Care Complaints Investigation Scheme: Protecting Aged Care Recipients fact sheet](http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-09), <http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/factsheet-agedcare-09>

1,200 Consumer-Directed Care packages, through which “care recipients and carers have a greater say in how services are provided to them”.

What if there’s a change in government?

There have been news articles over the weekend on the looming possibility of Victoria and NSW withdrawing support for the health reform agenda in its current form, should the Liberal party win state elections. This has always been a big question mark for all observers. Because politics is always unpredictable, the message being sent out to the sector by funding bodies and peak bodies alike is: “Business As Usual” and “Be Alert But Not Alarmed”. We could only second that.

WSCF HACC DO resource: *Frequently Asked Questions About HACC*

Thanks for the great positive feedback you’ve given us about this new resource. Your feedback is always appreciated!

Because this document is always subject to updating, please access it from the web link that we’ve provided (below). Also, please don’t hesitate to provide any additional input, correction, information/link and we’ll endeavour to include it in the handbook to keep it current.

<http://www.wscf.org.au/uploads/2010uploads/HACC/FAQs%20about%20HACC-Nov2010.pdf>

New initiative from ADHC: “SP Connect”

ADHC-funded services would have seen by now the announcement regarding *Service Provider Connect* (SP Connect) which ADHC’s IT Department is developing. There are two key components to SP Connect:

- Enhance ADHC Service Provider Portal
- Electronically integrate service providers’ IT systems and ADHC systems

If you have grappled with your IT systems in the past, and would like SP Connect to consider your requirements while it is being developed, please accomplish this survey by **Friday, 3 December 2010**:

<http://www.surveymonkey.com/s/YZPBFFW>

For other queries, please call Dee Hughes, Senior Project Officer on 8799 6342.

The features planned for SP Connect include:

- Link to the Human Services internet (HS Net) and ADHC internet.
- Tool for Client Management (HADS online, client management, service management incl MDS data collection, eReferral, client reports)
- Tool for Minimum Data Set (MDS) Management (alerts, returns approval, MDS reports)
- My Profile (password changes, address changes, demographic info, messages, SP user management)
- Contract management (contract details, RCTI, output-based acquittal, annual compliance return, contract reports)
- Ability to export data from organisation’s IT system

Expected timetable for SP Connect

- Testing: Now till April 2011

- Pilot: May till end June 2011
 - Rollout: Client Management Component: 1 July 2011
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2011 Calendar of HACC & Community Care Forum Meetings in Cumberland Prospect/Nepean will be available next week at WSCF HACC webpage...

Current listings

- **ZEST Awards (Greater Western Sydney Community Sector Service Awards) deadline for nominations is by 1:00pm, Wednesday 15 December 2010 -- <http://www.gwsawards.org.au/>**
 - **2011 HACC & Community Care Conference -Call for Content** deadline by COB 3 December 2010-- <http://www.agedservices.asn.au/events/2011-nsw-hacc-community-care-conference-calling-for-content>
 - Community Care Common Standards (effective March 2011 and replaces previous standards for HACC, NRCP, CACP and EACH)-- <http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-commcare-qualrep-standards.htm>
 - A Handbook for Community Care Services (“enabling approach”)-- <http://www.dadhc.nsw.gov.au/NR/rdonlyres/39C1876A-27F6-4C70-ABAD-CAD56D4F64E1/5376/Ahandbookforcommunitycareservices.pdf>
 - To subscribe to monthly HACC Flash - http://www.wscf.org.au/home/hacc_home_and_community_care.html
 - Directory of HACC and HACC-like service providers in Cumberland Prospect (MAP Project) - <http://www.wscf.org.au/uploads/2010uploads/HACC/Directory%20of%20HACC%20HACC%20like%20services%20August%202010.pdf>
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Western Sydney HACC Forums Flash is published once a month by the HACC Development project of Western Sydney Community Forum (WSCF).

A hard copy is available for download at our HACC webpage:

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

For queries and feedback, please contact the WSCF HACC Development Officers (Regional Resource Workers).

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