

Subject: HACC FLASH - March 2011



## Western Sydney HACC Flash March 2011

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### Productivity Commission Draft Report Recommendations: how we replied

A big thanks to those who came at the last Western Sydney Regional Community Care Forum on 2 March. Your inputs at the small group discussions were sharp, relevant and most useful. The participants decided to make its own submission as a regional forum.

Christine (Mifsud) wrote a succinct and readable 7-page reply which has since been reviewed and submitted in time for the PC deadline (21 March). Here's the link to the forum's submission -

<http://www.wscf.org.au/uploads/2011uploads/HACC/WSRegionalCCForum%20reply%20draftPCReport.pdf>

After getting some understanding of key proposals, we made specific comments on the following:

- ❖ Australian Seniors Gateway Agency
- ❖ Building Block Approach
- ❖ Consumer-Directed Care model
- ❖ National Care Co-contribution scheme
- ❖ "Catering for Diversity"
- ❖ Development of the formal workforce
- ❖ New regulatory arrangements

In a nutshell, the forum supported the general direction proposed by the Productivity Commission in its draft report. The forum also urged the Commonwealth Government to proceed with caution, to consult widely, to acknowledge the existing expertise in the sector, and to make its implementation plans transparent.

Rocellita's presentation, summarizing the recommendations most relevant to Community Care, may be found in the link below -

<http://www.wscf.org.au/uploads/2011uploads/HACC/PC%20Draft%20report%20presentation-March%202011.pdf>

Much thanks to Blacktown City Council (c/ Amy Lawton) who hosted the venue at Ropes Crossing. The next 2 Regional Forums on 6th July and 5th October will be hosted by The Hills Shire Council and Penrith City Council, respectively.

For a copy of the 2011 Calendar, with dates and updated venue details, please see--

<http://www.wscf.org.au/uploads/2011uploads/HACC/CP%20Nepean%20HACC-CC%20Forums%202011%20Calendar-updated%20Mar%202011.pdf>

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## **Opportunities to support Health, Aged and Community Care Reform (ATTN: HACCC/Community Care Managers)**

It was a record attendance at the 16 March 2011 HACCC/CC Managers' forum. Thirty-one (31) Community Care managers and key regional contacts from NSW Health had a brief meet-and-greet prior to formal business.

The Centre for Health Innovation and Partnership or CHIP (under NSW Health Western, Health Transition Office) outlined a number of ongoing initiatives that aim to support the national health reform agenda and make the necessary connections with the aged and community care sectors. Participation from the sector is not only welcome but vital. This is an opportunity to help shape health reforms at the regional level.

We need keen and experienced participants to join working groups for the following initiatives:

- ❖ **Working Group on Westmead Aged Healthcare Services**  
Aim: Help define and adopt the "Westmead Aged Healthcare Service Model of Care", including Aged Care Assessment Team (ACAT) interface. Focus areas include strengthening engagement with GPs and community care services; and developing best practice model for managing the care of older people in the hospital and supporting them in the community.
- ❖ **Working Group on "Hospital in the Home and Specialist Care Connections"**  
Aim: Help identify a model to enhance appropriate "hospital avoidance strategies" (e.g. "Hospital in the Home", specialist care, e-Health and tele-health monitoring).
- ❖ **Greater Western Sydney e-Health Consortium Board**  
Aim: Assist with the early adoption of the national PCEHR (Personally-Controlled Electronic Health Record). The Board wants to engage Partners from all sectors- General Practice, Community Health, Local Health Networks, Community Pharmacy, Aged and Community Care- for effective roll out.
- ❖ **Western Sydney Sustainable Health, Aged and Community Care Workforce Development Group**  
Aim: Identify and develop directions to address current and future workforce development issues and the role that technology could play to better coordinate, integrate and improve services.
- ❖ **Working group for the Severe Chronic Disease Management Program in two Local Health Networks (Western Sydney LHN and Nepean Blue Mountains LHN).**  
Aim: Identify strategies to provide person-focused and coordinated care for older people with severe chronic disease ( e.g. diabetes, chronic obstructive pulmonary disease (COPD), chronic heart failure (CHF), coronary artery disease, hypertension. This includes developing a Shared Care Plan across all health, aged and community care providers.
- ❖ **Participation in the establishment of the new Western Sydney and Nepean/BlueMountains/Hawkesbury Medicare Locals with WentWest and Nepean Divisions of General Practice.**

If you're interested to be involved in any of these initiatives/working groups, please email Rocellita at [rocellital@wscf.org.au](mailto:rocellital@wscf.org.au) asap.

Unfortunately, we were unable to upload CHIP's Powerpoint presentation in WSCF website due to file size (5.5 MB). If you'd like a copy, please email Rocellita.

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## **Note from Christine Mifsud (HACC DO- with focus on supporting Food services)**

Western Sydney Food Forum got off to an enthusiastic start at its first meeting for 2011 on February 2<sup>nd</sup>. We reviewed our Terms of Reference and once ratified, will be put on the WSCF website. Our major challenge for this year is to ensure all services are as sustainable as possible as we move towards transition to Commonwealth funding. One way of achieving this is through the implementation of the recommendations of the *Metro North Food Services Development Project*. The first issue to be tackled is that of consistent labeling of meals from all our suppliers. A labeling taskforce has been established to begin work on this issue.

The Food Forum is delighted that all the HACC Dietitian positions for Cumberland Prospect and Nepean have been filled, and Food Services look forward to working closely with them to achieve good nutritional outcomes for clients.

The Nepean Personal Care/Domestic Assistance Clearing House has reconvened and is currently looking at options for a web-based system for recording vacancies and coordinating waiting lists.

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## Western Sydney HACC Managers Directory

Much thanks to those who have so far accommodated calls from Sally Bessanville (WSCF Student Placement) in the past two weeks. WSCF is trying to update its directory of HACC/Community Care Managers, a not-so-easy task, given the complexity and number of services, as well as staff turn-over. The aim of this effort is to improve our communication with Managers, in light of the changing environment in health and community care. This would also give Sally a broad understanding of community care service types in the region.

We have yet to decide on how far the directory would and could evolve. But if you have concerns about privacy and distribution, please make it known to Sally when she rings you. Sally's email address is [sallyb@wscf.org.au](mailto:sallyb@wscf.org.au); Ph (02) 9687-9669.

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## WSCF Training Opportunities

### Working with Diversity- Maria Katrivesis - MDA

8<sup>th</sup> April 2011 9:30 am - 4:30 pm WSCF Training Room (Level 4, 146 Marsden St, Parramatta)  
Cost: \$15.00 Register by 31.03.2011

An overview of the community diversity in the Cumberland Prospect area, exploring culture and cultural identity and how these impact on the way we deliver and develop services.

Participants will also:

- learn how to access and use Interpreter Services including Health Care Interpreter Services (HCIS) and the Translating and Interpreter Service (TIS); and
- explore the ways in which organisations can respond to the diverse populations living in the Blue Mountains.

### Partnerships for Beginners- Miguel Ferrero - WSCF

27<sup>th</sup> April 2011 5:30 pm - 7:00 pm WSCF Training Room  
Cost: \$15.00 Register by 20.04.2011

This session will answer and explore the basic steps you need to cover before getting into a partnership process, and basics skills required for successful partnerships.

### Coaching and Mentoring- Robyn Brady

28<sup>th</sup> April 2011 9:30 am - 4:30 pm Santa Maria Centre, 253 Great Western Highway, Lawson  
WSCF Members - \$40.00 Non Members - \$80.00 Register by 20.04.2011

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## Resources

### 1) Tri Comm's Volunteer Support Service for Cumberland Prospect

Congratulations to Tri Community Exchange on the official launch of their HACC Volunteer Support Service at Parramatta Park's Old Government House on Friday 11 March. State MP Julie Owens spoke about the great value and rewards of volunteering. Lincoln Hall, a veteran mountain climber, book author and community volunteer, told the remarkable story of his survival and rescue while descending Mount Everest

in 2006. He drew parallels between his own rescue and the capacity of people to put aside their ambitions in order to serve others. Tri Comm's Volunteer Support Service is a great project. It aims to promote HACC volunteering as well as to support HACC services in engaging, managing, training and sustaining volunteers. For more information, contact Cecily Michaels, Project Coordinator, Ph 9891 4522 or email [volunteersupport@tricomm.org.au](mailto:volunteersupport@tricomm.org.au)

## 2) New! NCOSS webpage on the National Health Reform

<http://www.ncoss.org.au/content/view/4773/111/>

## 3) Australian Government website on National Health Reform --

<http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/content/home>

## 4) Volunteering with Housing NSW Tenant Connect

A community program by Red Cross for older tenants living in social housing across NSW. Tenants living in public, community and Aboriginal housing can receive a free reassuring daily phone call, for them to confirm that they are safe and well.

[http://www.redcross.org.au/nsw/community\\_services\\_tenantconnect.htm](http://www.redcross.org.au/nsw/community_services_tenantconnect.htm)

## 5) "Staying Active and On Your Feet" consumer falls prevention resource

Provides information and ideas on ways to reduce risk of falling. The Active and Healthy NSW website allows service providers to register their exercise programs online, for general public viewing.

[http://www.activeandhealthy.nsw.gov.au/your\\_active\\_and\\_healthy\\_guide](http://www.activeandhealthy.nsw.gov.au/your_active_and_healthy_guide)

## 6) Domestic Squallor Info Packs

Blue Mountains - <http://www.bmcc.nsw.gov.au/yourcommunity/communityservices/domesticsqualor>

North Sydney - <http://www.northsydney.nsw.gov.au/www/html/3751-housing-assistance.asp>

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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).

To subscribe, please visit: [http://www.wscf.org.au/index.php/home/hacc\\_home\\_and\\_community\\_care](http://www.wscf.org.au/index.php/home/hacc_home_and_community_care)

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