

**Subject:** November 2011 HACC/Community Care FLASH



## Western Sydney HACC Flash November/December 2011

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### Recent HACC Transition Industry Briefings

These important briefings, jointly held by the Commonwealth Department of Health and Ageing (DoHA) and ADHC, have come and gone in Western Sydney. The two sessions (Penrith and Parramatta) were well-attended and generally well-received. The presentations were fast-paced, and there were certainly a few items that service providers needed to mull over and sort out afterwards. Here are a few highlights -

#### 1) New DoHA "Aged Care Program Service Provider Portal" - [www.ebiz.agedcare.gov.au](http://www.ebiz.agedcare.gov.au)

User guides and instructions have been sent to authorised users. The Portal is easy to use and navigate around in. However, depending on your browser, you might wonder about the "security certificate error" or "security alert warning" that keeps popping up (just click "Yes" in each instance to proceed). We don't know if this will correct itself in time, but if you have any concerns, here's where to look once more—

- DoHA Portal User Guide- <http://www.wscf.org.au/uploads/2011uploads/HACC/DoHA%20Portal%20User%20Guide.pdf>
- DoHA 1800 HACC Service Provider HelpDesk - 1800 057 616 or email [HACC.Reform@health.gov.au](mailto:HACC.Reform@health.gov.au)

#### 2) How funding splits are calculated

Various funding scenarios were presented, depending on a HACC provider's reported MDS (Minimum Data Set) and/or special agreements between DoHA and ADHC. Details on funding split calculations are in fact sheets included in the Briefing packet, bearing in mind that an opportunity to discuss these calculations will happen until mid-March 2012. WSCF will provide electronic links to these fact sheets and other briefing documents as they become available.

#### 3) New "Home and Community Care Aged Care Program" Program Manual

The 70-paged **Draft** Manual was released at the Briefing.

- This manual replaces the "National Program Guidelines for the Home and Community Care Program" 2007, as well as the "NSW Guidelines for HACC" (ADHC, 2007)
- The official name is "HACC Aged Care Program", to distinguish from HACC program for under 65/50 y.o. (to remain under ADHC/NSW government)

- “Wellness (‘enabling’) approach” is mentioned and supported. We can then expect further development of this model from DoHA.
- “Non-output services” are now called “HACC aged care service development activities”.
- The term “OHS” (Occupational Health and Safety) is replaced with “Work Health and Safety” in line with new legislation effective 1 January 2012.
- National HACC Fees Policy seems largely unchanged (15 principles).

#### 4) New “Aged Care Funding Deed of Agreement” and “Program Schedule”

Draft documents were included in the Briefing packs. Please review and seek professional advice, as appropriate.

#### 5) Other changes (details in new Program Manual)

- The 19 HACC service types are now classified under 7 service groups. The service groupings should allow more flexibility in service delivery and reporting. The flexibility is not maximum (nor optimum for some) at this point, but it is a welcome step for many providers.
- HACC provider’s (including subcontractors) Public Liability Insurance coverage should now be **\$10M per claim**.
- HACC staff, board members, volunteers (with unsupervised access to clients) and subcontractors must undergo police check every three years. Exceptions are spelled out in pages 28-29 of the Program Manual.

Some “transition funding” is being considered to meet additional cost incurred in meeting Commonwealth funding requirements.

#### 5) Under development

- Contract management system under DoHA/regional presence
- Details on growth funding
- Community Transport- long-term national policy
- HACC service delivery under NSW State government (ADHC Home Care Service, Ministry of Transport, NSW Health)
- New “front end for aged care” (and other recommendations under Productivity Commission’s Report “Caring for Older Australians”)

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## HACC Enabling Approach - what next

Nearly 75 people have attended an “Awareness Raising” Workshop to date in Cumberland Prospect-Nepean, with venues at Holroyd City Council, BCS CRCC Seven Hills, WSCF, Penrith City Council and Hawkesbury. Much thanks to those who provided the venues (and tea/coffee/snacks)!

Over all, feedback has been very positive, with attendees having a good idea afterwards of the ‘Enabling’ philosophy, rationale, principles, difference from traditional approach, barriers and positive approaches. It was clear from the workshops that our next immediate step would be to look at and discuss assessment tools and processes that support Enabling in HACC. We hope to do this at a future regional Community Care forum.

Meanwhile, the last workshop for 2011 will be at Lawson (Blue Mountains) on 8 December. To register , please go to -- <http://www.wscf.org.au/calendar/126/34-HACC-Enabling-Approach-Awareness-Raising-Workshops.html>

To get on WSCF’s 2012 Enabling Workshop ‘waiting list’, please email [wscf@wscf.org.au](mailto:wscf@wscf.org.au)

**TIP!** Have a look at Western Australia’s “HACC Program Wellness Approach At Work: Sharing Client Stories” - [http://www.wscf.org.au/uploads/2011/uploads/HACC/WA%20Sharing%20Client%20Stories\\_Booklet.pdf](http://www.wscf.org.au/uploads/2011/uploads/HACC/WA%20Sharing%20Client%20Stories_Booklet.pdf)

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## What we’re happy about in 2011 and what we’re looking forward to in 2012...

Happy about...

- Our new and stronger partnerships with the Health sector (including NSW Health/Centre for Innovation and Partnership or CHIP, local health districts, Western Sydney Medicare Local).
- Joint support from ADHC/DoHA to assist the HACC sector through the transition. It was always good to see both DoHA and ADHC present in consultations, meetings and forums.
- The progress towards person-centred approaches and efforts towards placing of Consumer at the centre of their own care.
- Productivity Commission's "Caring for Older Australians" Final Report- the key recommendations on aged community care are a result of extensive consultations and show much promise.
- Great participation from HACC service providers at local Community Care forums.
- Announcement of Federal government's commitment to fund "Equal Pay for Equal Work" wage increases for community service (SACS) workers
- Sydney Alliance getting politicians to commit to working with the Alliance to progress its 'agenda for common good', including WSCF's active contribution to these efforts.

Looking forward to in 2012...

- Commonwealth Government's response to Productivity Commission's "Caring for Older Australians" report.
- More discussions on Enabling approach in HACC.
- Rolling out of increased wages for NSW community service workers, catching up to QLD rates, under Equal Pay case (dare we hope?).

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## Change in getting support for your HACC MDS (Minimum Data Set) issues

As you would be aware, the MDS worker for ADHC Metro North region (Kazu) has taken another position. The auspicing body, ACS, has arranged for Phillipa Brennan to provide telephone support to HACC services over the next few months. Phillipa's number is 0421 506 720. Please contact Phillipa directly if you have any issue with your MDS reporting.

ACS is also looking at who can provide on-site support, so if your organisation needs any on-site assistance, please contact ACS - Ph 8754 0400; <http://www.agedservices.asn.au/>

In the longer term, ADHC will be making the MDS positions internal in its regional offices. These positions are currently being advertised and will close this Friday 9<sup>th</sup> December. For details, please ring Ph 8754 0400.

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## Events and Resources

### Western Sydney Medicare Local (WSML) Consumer and Community Forum

Western Sydney Medicare Local is launching its "Consumer and Community Forum", as part of its strategies in establishing strong links between local health districts, GPs, local communities, health professionals, and service providers. The forum will be launched on Tuesday, 13th December 2011. Additional expressions of interest are being sought from following:

- Local schools
- Police and law enforcement
- Local Aboriginal and Torres Strait Islander groups and organisations
- Local businesses
- Refugee Health
- Charities, not-for-profits and NGOs
- Community and advocacy groups
- Consumers (patients, carers, family members)
- Community members.

For details, please see- <http://www.wentwest.com.au/public/documents/CCFRegForm.pdf>

### **Free IT Training Workshops for HACC services in Cumberland/Prospect Services**

There are still a couple of spots left on TriComm's training courses being run this week and next.

Introduction to MS PowerPoint	Wednesday, 7th December	9 am - 1:00 pm
Introduction to MS Publisher	Thursday, 8th December	9 am - 1:00 pm
Introduction to Social Media	Wednesday, 14th December	9 am - 1:00 pm
Introduction to MS Outlook	Thursday, 15th December	9 am - 1:00 pm

For queries, please ring Ph 4721-1866 or see -- <http://www.cnet.ngo.net.au/content/view/55836/503/>

### **Community Care Workforce Resources and Initiatives**

ADHC has released these long-awaited resources to assist workforce development in HACC. One of the documents, "Community Care Workforce Resource", is a guide for individuals or organisations involved in promoting the community care sector, improving sector recruitment and staff retention rates, and providing learning and development opportunities within the sector. To download the reports and documents, go to -

[http://www.adhc.nsw.gov.au/sp/delivering\\_hacc\\_services/community\\_care\\_workforce\\_resources\\_and\\_initiatives](http://www.adhc.nsw.gov.au/sp/delivering_hacc_services/community_care_workforce_resources_and_initiatives)

### **Protection of Volunteers in the Workplace: a pilot study of GREAT Community Transport (GCT) Inc**

In April 2008, an accident occurred involving a GREAT Community Transport Inc (GCT) volunteer driver using his own car, and the death of a client. The volunteer was charged with negligent driving causing death. In the aftermath of this critical incident, a number of issues arose concerning the role and responsibility of volunteers, the adequate protection of volunteers, the role and responsibilities of third parties and funding bodies, and how small community non-profit organisations in New South Wales such as GCT can best prepare themselves, and their volunteers, against such incidents in the future. This document is the result of a study done as a result of the incident. (If the link doesn't work, please copy and paste in your browser).

[http://greatcommunitytransport.org.au/upload/files/GCT%20FINAL%20II%20copy%20with%20logos\(1\).pdf](http://greatcommunitytransport.org.au/upload/files/GCT%20FINAL%20II%20copy%20with%20logos(1).pdf)

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## **From WSCF HACC Training Project**

### **Your organisation's governance approach to tax and superannuation.**

A new checklist for non-profit organisations is now available on the ATO website to support your governance approach to tax and superannuation affairs- <http://www.ato.gov.au/content/00294114.htm>

### **Information and Privacy Commission NSW - Community Brochures**

The NSW Information and Privacy Commission (the Office of the Information and the Office of the Privacy commissioner joined together in January 2011) developed two brochures which may be useful to community groups:

- How to access government information in NSW
- A guide to protecting your privacy in NSW

If your organisation would like to receive hard copies "free of charge", please email the number of copies you require and your postal address to [oinfo@oic.nsw.gov.au](mailto:oinfo@oic.nsw.gov.au)

### **At Home with Dementia**

The third edition of At Home with Dementia has been updated by Alzheimer's Australia NSW for ADHC. It presents possible solutions to common problems faced by people with dementia living at home. The information is primarily for carers but also useful for dementia-support workers, occupational therapists and staff of home maintenance and modifications schemes.

Download a copy here-

[http://www.adhc.nsw.gov.au/\\_data/assets/file/0011/228746/at\\_home\\_with\\_dementia\\_web.pdf](http://www.adhc.nsw.gov.au/_data/assets/file/0011/228746/at_home_with_dementia_web.pdf)

### **New addition to It's Your Business Good Governance Resource →Chapter 7 - Fraud Prevention and Control**

ADHC and NDS are pleased to announce the release of the NGO Fraud Prevention Toolkit. The Toolkit includes an additional chapter for the 'It's Your Business' (IYB) resource titled 'Chapter 7: Fraud Prevention and Control' and accompanying tools and resources.

This chapter explores what fraud and corruption control is and how your organisation can take steps to prevent, detect and respond effectively to incidents of fraud and corruption. Available on the ADHC website -- [http://www.adhc.nsw.gov.au/sp/training\\_and\\_development/good\\_governance](http://www.adhc.nsw.gov.au/sp/training_and_development/good_governance)

### **Financial literacy guides for the not-for-profit sector**

Our Community and Westpac have come together to produce a range of free, comprehensive financial literacy guides designed specifically for the not-for-profit sector.

These plain-language guides are available to be read online or downloaded in PDF format, or you may order a printed copy to be sent out to you free of charge.

- [Guide for Community Treasurers](#)
- [Understanding Finances: A Guide for Community Group Board Members](#)
- [Guide to Investing for Community Organisations](#)

For more information please go to

[http://www.ourcommunity.com.au/financial/financial\\_article.jsp?articleId=1043](http://www.ourcommunity.com.au/financial/financial_article.jsp?articleId=1043)

For more information on WSCF's HACC Training project, please contact Dana Rosinski - Learning and Development Worker - PH: 02 9687 6112 E: [danar@wscf.org.au](mailto:danar@wscf.org.au)

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**A Very Merry and Safe Christmas Holiday to one and all!  
It's been a pleasure working with you in 2011!**



Image from <http://kimblelawofvictories.blogspot.com/2010/12/what-is-true-meaning-of-christmas.html>

**From WSCF HACC Development Team--  
Rocellita, Christine and Dana**

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For queries and feedback, please contact the WSCF Regional Resource Worker (HACC Development Officer)

Rocellita Lacsina: t 02 9687 6804 | f 02 9687 8665 | e [rocellital@wscf.org.au](mailto:rocellital@wscf.org.au) Christine Mifsud : t 02 9687 6745 | f 02 9687 8665 | e [christinem@wscf.org.au](mailto:christinem@wscf.org.au)

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