

Subject: HACC FLASH- Sept 2011



Western Sydney HACC Flash September 2011

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Did You Know—

...If your service is funded under HACC, CACP, EACH, EACH-D and NRCP programs, your participation in relevant HACC/Community Care forums and events could be reported against Community Care Common Standard E.O. (Expected Outcome) 1.4? Choose from any or all of the events listed below...

HACC Enabling Approach Awareness Raising Workshops

These workshops are the next step in ADHC's "Better Practice Project".

"Enabling Approach" is the official term being used by ADHC/NSW to refer to what is variously known locally and internationally as "active ageing", "wellness", "restorative", "re-ablement", "independence", "active service models" and "IMPACT". This is not to be confused with ADHC's ongoing "person-centred approach" consultation, which is for persons with disability and includes the option for individualised funding packages.

The Enabling Approach figures prominently as a recommendation in the Productivity Commission's Final Report "Caring for Older Australians". To assist HACC services in understanding and adopting this approach, ADHC engaged Aged and Community Services NSW/ACT (ACS) to develop a workshop training package. The workshops will now be delivered in NSW regions by HACC Development and Training Officers together with ADHC regional offices.

There will be 6 sessions in October/November for Cumberland Prospect and Nepean (you only need to attend one). Please see the attached flyer for schedules, dates and venues.

By the end of this workshop, you should be able to:

- Know the principles of and purposes behind an Enabling Approach in HACC/Community Care (CC).
- Understand the differences between the Traditional and Enabling Approaches in HACC.
- Reflect on current practices and identify ways to facilitate an Enabling Approach in your HACC/CC service.
- Identify barriers and positive approaches to overcome these barriers.
- Discuss learnings from NSW "Better Practice" Project.
- And much more!

HOW TO REGISTER

Optimum number for each session is 15 participants. Please see dates and venues at right hand column of flyer and register early. Easy online registration is available at WSCF "Events Calendar".

Please choose your date and go to <http://www.wscf.org.au/rsvp.html>

Web link to flyer --

<http://www.wscf.org.au/uploads/2011uploads/HACC/Enablement%20flyer-%20Oct%20Nov%202011.pdf>

Link to ADHC Better Practice Project -

http://www.adhc.nsw.gov.au/sp/delivering_hacc_services/the_better_practice_project

Reminder! Western Sydney Regional HACC/Community Care Forum to be held at Penrith

Wednesday, 5 October 2011

10:00 a.m. - 12:30 p.m.

Penrith City Council (Nepean Room), 601 High St. Penrith

For catering purposes, please register online on or before Monday, 3 October at <http://www.wscf.org.au/>

Special feature

The NSW Community Services and Health Industry Training Advisory Body (CSH-ITAB) is keen to hear about our needs and issues! This is a great opportunity to speak up, including on areas for improvement in RTOs (Registered Training Organisation).

Training and Upskilling In Aged Community Care

- What is the National Training Framework?
- What are “training packages” and “skills sets”?
- How are they reviewed to meet industry needs?
- Are there gaps in training and acquiring qualifications in HACC and disability?
- How serious is the projected workforce shortage?
- How could we be trained better?

Other agenda items

- NCOSS Update on Ageing & Disability/Productivity Commission Final Report “Caring for Older Australians”
--Rashmi Kumar (NCOSS Senior Policy Officer- older people, carers)
- Sydney Alliance agenda for Community Support, Health and Ageing
--Mary Waterford, WSCF Executive Officer

Many thanks to Penrith City Council for hosting this event.

Click below for weblink to flyer -

<http://www.wscf.org.au/uploads/2011uploads/WS%20Regional%20CC%20Forum%20invite-%205%20October%202011.pdf>

Reminder: Enhancing Models of Care for Older Australians through Aged Care Networks, Medicare Locals, Hospitals, and Community Care Partnerships Forum

John Lowenthal Auditorium, Westmead Education and Conference Centre, Westmead Hospital
Wednesday, 12th October 2011, 6.00-8:30pm.

This forum is being sponsored by Westmead Department of Geriatric Medicine and Aged Care Services, Centre for Health Innovation and Partnership (CHIP), Western Sydney Local Health District (LHD), and Western Sydney Community Forum (WSCF). Please request a copy of the Program for further details.

The aim of the forum is to identify ways to better integrate and enhance services between Hospital, Medicare

Locals, Community Health, Residential Aged Care Facilities, GPs, Allied Health services, Speciality Consultations, Aged Care and other Care Services.

Please RSVP to Sumathy.Ravi@swahs.health.nsw.gov.au. For further information please contact Carla Edwards: Carla.Edwards@swahs.nsw.gov.au or phone 02 9840 4016.

Updates on HACC Transition

- 1) Once again, here are a few things to look out for in the following weeks, based on updates from ADHC Central Office at the 13 September NSW HACC Issues Forum—
 - a) “Letter of Introduction” - a joint letter from ADHC/Commonwealth DoHA within a month. Among others, it will introduce DoHA’s service provider portal. If you’re authorised in your service, please log on to the DoHA Portal and make sure it works.
 - b) “Letter of Intent” - by November 2011. Will indicate the age split in your program/s, based on the MDS (Minimum Data Set) information of your current funding. It will be an opportunity to double check the figures and confirm it. The letter will also indicate ways to raise concerns and questions (including a HelpDesk, who to contact, MDS info sessions). There will be a copy of the new Commonwealth funding agreement and a simple explanation guide on how it differs from ADHC agreement. This will also be an opportunity to negotiate, as needed (e.g. if your programs have very low numbers of below 65 and you would like to continue catering for this low number without maintaining two contracts in the future; or if you’d like to provide evidence for increased unit cost, etc).
- 2) Quality Review: ADHC will be working closely with DoHA and ACS in doing Quality Review with service providers (not all at this point). It includes completing the self-assessment, an on-site visit to complete a Quality Review Report and the development of an Improvement Plan. The Quality Review process would take up to 20 weeks to complete. If a service receives both HACC and DoHA funding for community aged care, ADHC will be arranging joint monitoring with DoHA for these service providers. ADHC webpage on the Common Standards -- http://www.adhc.nsw.gov.au/sp/delivering_hacc_services/community_care_common_standards
- 3) ***Which Standards would be used for quality review to “HACC’ services-below 65” in the new age split?*** If you have two contracts (both DoHA and ADHC), you wouldn’t need to do two quality reviews (if done with DoHA, no need to do under ADHC). As to which Standards would apply for ‘HACC’-below 65, is still being determined.

TIP! For Frequently Asked Questions about HACC Transition, please go to--

<http://www.yourhealth.gov.au/internet/yourhealth/publishing.nsf/Content/theme-agedcare>

WSCF HACC Training

Here’s an important session for all HACC -funded services preparing for a Quality Review, by addressing issues of risk management and assisting organisations in responding to Expected Outcome 1.6: Risk Management under the Community Care Common Standards.

Demystifying Risk Management

Facilitator: *Lorraine Poulos*

What does risk management mean for my service?

This practical workshop will assist organisations in identifying risks to their service. These will include such areas as:

- business continuity
- reputation and corporate risks
- quality of services

- human resources
- information management
- assets- replacement and retention
- OH&S

Learning outcomes:

- Understand what risk management is
- Understand how to identify and manage the many types of business risks and what systems and processes may assist to evaluate, manage and control or eliminate those risks.

NEPEAN

Date: 10th October 2011 - Monday

Time: 9:30 am - 4:30 pm

Venue: Springwood Sports Club, 83 Macquarie Rd, Springwood NSW 2777

CUMBERLAND PROSPECT

Date: 11th October 2011 - Tuesday

Time: 9:30 am - 4:30 pm

Venue: Western Sydney Community Forum, Level 4, 146 Marsden St, Parramatta

Cost

WSCF Members- \$40.00

WSCF Non Members- \$80.00

Please register by 28th September 2011.

How to Register

Online: It is recommended to register your interest with WSCF at our website www.wscf.org.au

Hardcopy: Please fax a completed registration form (available at WSCF website) for each session to WSCF 02 9687 8665.

Morning/Afternoon tea and lunch will be provided.

For more information, please contact Dana Rosinski - Learning and Development Worker - PH: 02 9687 6112 E: danar@wscf.org.au

From Christine Mifsud's Desk (HACC DO-Food)

Christine had the opportunity to attend the 3rd National Respite Association Conference at Tweed Heads on 9-12 August 2011. The two & a half day Conference maintained a strong focus on the needs of families and their sons & daughters with disability. View Christine's engaging report of the conference at -

<http://www.wscf.org.au/uploads/2011uploads/HACC/C%20Mifsud%20Report-National%20Respite%20Assoc%20Conference%202011.pdf>

Note: Christine will be on annual leave from 16th Sept to 17th Oct, returning to work 18th Oct.

New staff at WSCF

When you get the chance, please welcome two new members of WSCF's team:

Graham Davis-King will be joining the team from Monday September 19th for about 5 months, to work on the Western Sydney Aboriginal Social Plan (ADHC-funded). Graham is a community worker, artist, dancer and didgeridoo player. He will make a great contribution to WSCF at this time. He works Monday, Tuesday and Wednesday.

Gillian Edwards has been a Consultant up till now. She will be working with WSCF's Car Pool project for the next 12 months. The project is currently funded by 15 partner organisations, including city councils, hospitals and government departments.

Sydney Alliance Founding Assembly

Sydney Town Hall was overflowing, as people from over 45 organisations with members numbering 500,000 came together to found the Sydney Alliance on 16 September. Between 6 and 7pm, over 2000 people spilled over the streets, square and footpaths around the town hall, coming together to find a new way to have a say over the decisions that affect their lives in Sydney.

Statements of support were received from the Governor of NSW and Cardinal George Pell. Governor Marie Bashir wished us well and said the work of the Alliance “can demonstrate a model which will contribute to the greatness of Australia, a model for communities everywhere.”

From Community Care and Health, we heard about the need to provide support for families who often struggle under the pressure to care for others at significant times of their lives - whether kids, illness or age. Anne Robertson shared the story of her mother and the personal strain she has experienced in an aged care institution.

All our organisational leaders spoke in a fast-paced roll call - as people in the hall stood to be recognised as the new founding partners of the most diverse alliance Sydney has ever seen.

WSCF is proud to be part of the Sydney Alliance. Read about the Founding Assembly here -- <http://www.sydneyalliance.org.au/news/2011/09/16/lets-make-the-city-greater-the-sydney-alliance-has-founded/>

Productivity Commission Reports

The important “Caring for Older Australians” Final Report was released to the public on 8th August 2011. NCOSS Senior Policy Officer Rashmi Kumar will be presenting a summary at the October regional forum (please see above). The “Disability Care and Support Report” was released on 10th August. Overviews are available at PC website.

Caring for Older Australians - <http://www.pc.gov.au/projects/inquiry/aged-care/report>

Disability Care and Support— <http://www.pc.gov.au/projects/inquiry/disability-support>

NCOSS Summary of Disability Care and Support report-- http://www.ncoss.org.au/DNF/110812_NCOSS_SUMMARY-Highlights.pdf

1800 number for Commonwealth Respite and Carelink Centre/aged care information

Commonwealth Respite and Carelink Centre (CRCC)’s new phone number is **1800 200 422**. It replaces 1800 052 222. For emergency respite support outside standard business hours, please refer to **1800 059 059**.

Resources

- “At Home with Dementia” (3rd edition) provides valuable information on dementia, problem solving, memory aids, creating a supportive environment and contains information and details of many links for useful products, services and resources. Can be ordered by contacting HACCinbox@facns.nsw.gov.au (provide name, delivery address and number of copies needed).
 - ADHC Metro North News Sept 2011-- <http://adhc-connections.e-newsletter.com.au/>

- Fraud Prevention Toolkit -- http://www.adhc.nsw.gov.au/sp/training_and_development/good_governance
- Pets of Older Persons (POOPs) program assists socially-isolated elderly people with their pets in times of crisis - http://www.rspcansw.org.au/programs/pets_of_older_persons_poops
- Presentation on “Understanding and Working with General Practice in NSW”, 12 August 2011—
http://www.ncoss.org.au/resources/110812-Understanding-and-working-with-general-practice-workshop-presentation_Aug_2011.pdf

Events

- “Planning Ahead Forum”-- importance of planning ahead, capacity, the role of substitute decision-making, advance care directives and more:
http://www.cnet.ngo.net.au/index.php?option=com_content&task=view&id=55381&Itemid=
- “Talk Link”, Carers NSW six week phone group discussions. Facilitated by trained counsellors, will allow carers to connect with other carers, share experiences and get support from people in similar situations. Weekly for one hour, over six weeks, with a follow-up session a few weeks later. The group will begin on 13 October from 10-12. Please contact Bozena or Nadia at 9280 4744.

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

To subscribe, please click “**SUBSCRIBE NOW**” under “HACC Forums Flash” in this webpage:

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

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

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WSCF’s HACC Development Project is funded by the Australian Government and the NSW Department of Family and Community Services- Ageing, Disability and Home Care (ADHC).
