

# Western Sydney Regional Community Care Forum

Wed 6<sup>th</sup> July 2011  
10:00 a.m. to 12:30 p.m.  
The Hills Shire Council

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## *Participants' Responses (small group discussion)*

### **Question 1:**

#### **What does your organization need to do to prepare for the Transition?**

- Ensure MDS reporting complete/accurate
- Be aware of service types/provision/ numbers, i.e., what we are actually providing and to whom
- Be clear on intended service provision with regard to age split
- Systems & processes in order – good infrastructure
- Be well conversed with Community Care Standards
- Keep going as usual
- Links with contacts – portal know of
- Information is distributed through all levels
- Timeframe of letters etc & response
- Stay up to date
- Internal organizational discussions & information share
- MDS- remain up to date on reforms
- Work closely with funding bodies & stakeholders
- Funding or service issues – organizations need to be aware
- Sharing information with other services
- Talking to & supporting each other
- Basic business plan that indicates client info. Statistics, demographics and future plans
- Picking up gaps and what is missing – This is what is provided and this is what people are asking for/needng
- Qualitative as well as quantitative data that you input to get that output
- Keeping updated with the changes, attending info sessions, consultations, talking with ADHC/DOHA support officers
- Know the future directions of your service, new initiatives- not just keep doing what have been doing for the past 20 years.



## Question 2:

### What support does your organization need to prepare for the transition?

- Need to have a presence in the local community (lovely people but no presence)
- Minimise reporting process
- Continued local support we currently have with HACC, perhaps Regional support rather than LGA
- Recognition of the rural areas of Western Sydney (unique needs)
- Increased funding to reflect this need
- Small pockets of CALD communities- increased and ongoing resources to meet this need
- Consultation in local areas to identify local issues
- Increased IT support
- Allocate a DOHA worker for each Region to support services through transition
- Dietitian support continues and is increased
- MDS reporting system need an overhaul to better reflect what services are currently providing to clients – how are Health going to capture the capture between what is reported and what actually occurs?
- Clearer communication about direct allocations
- Planning processes – to cater for future needs & service growth during transition
- More support for volunteer organization in Nepean
- Where does Mental Health sit?
- How will the developmental needs of organizations be managed during the process & after?

### Question 3: What opportunities do you see the transition creating for your organization and the broader sector?

- Hopefully about collaboration
- More information needed
- Opportunities specific to HM&M (Home Modification and Maintenance)
  - Baulkham Hills HMM, Blacktown HMM, Auburn Holroyd Parramatta HMM
  - Wesley also has funding for AHP
  - Develop Interagency Protocols to improve client services in regards to
    - Waiting times
    - Funding Jobs
    - Sharing resources