

# Access Update

## Swan LGA Update

The Swan Local Government Area (LGA) Access Demonstration has been **'live' and operating for four months.**

The Swan (LGA) Demonstration is overseen by a Reference Group consisting of State and Commonwealth Government representatives, Service Providers and other Stakeholders i.e. ACAT, DVA, CALD groups and Peak bodies. This group meets monthly to guide the demonstration.

## Trialling SLK Lookup Tool

Access Points have been trialling the SLK search tool since September and have reported that it has been very **useful in identifying client/carer's** who are already receiving services. This prevents duplication of effort for the Access Point and also for the client/carer.

The Search Engine identifies:

- If a client is already engaged with another Service Provider
- Identifies which agency(s) are delivering services to the client
- Gives the contact details of the agency(s) who holds a client record

## MDS Data – Review

HACC have just released the July – September 3rd quarter MDS data. We are currently collating this data and will be able to ascertain were NEW clients living in Swan LGA are entering community services and who have not been processed by an Access Point. We will then be able to work with these providers on a one to one basis to identify where the process can be improved to maximise client and carer redirections.

## Input to National Evaluation

KPMG who are coordinating the National Evaluation of the Access Point Demonstrations attended the September Reference Group meeting in Swan, the service provider forum and visited with individual organisations acting as Access Points. KPMG advised all groups that they would be included in an appendix to their report recognising the contribution of feedback given to the project.

Feedback on the Access Project is welcomed; you can [download a feedback form](#) from our website to be included in the evaluation.

# Esperance and Goldfields

## Esperance Demonstration To Review Future

After a year of successful operation the Esperance Access Demonstration will be meeting in December to decide where to next.

The Esperance group was the trailblazer for WA Access and provided a supportive environment to

trial and bed down elements of the model.

Esperance Home Care and Lindell Paton (Regional Co-ordinator) worked hard to make the project a success and our thanks go out to them and the rest of the Reference Group.

## Goldfields Roll out

The inaugural meeting of the Goldfields Access Reference Group was held in Kalgoorlie on the 29th October 2008. The group is well represented by local providers and stakeholders as well as having good links into the local community.

The first meeting discussed the access model and its variations across the three WA demonstrations. This discussion lead to a review of how the model might be adapted in the Goldfields region to suit their circumstances.

Some unique features identified included:

- Turnover of staff and breadth/depth of knowledge on

community aged care and/or Goldfields services

- What role for access in the Ngantgarra lands – how would access operate in the remote areas?
- Multi purpose services (3 services in region). How would they function as Access Points?

The Group has been asked to consider these issues in more depth and have some ongoing discussion with the relevant providers and stakeholders before the next meeting in Jan/Feb 2009.

For more information on Access contact Linda Santangeli on 9309 8108

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Visit the [CommunityWest Access WebPages](#) for more details and information on these projects.