

31/07/08

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CommunityWest Newsletter

Access Model : Metropolitan Trial Starts

After months of consultation and planning the first metropolitan trial of the WA Access Model has commenced.

The Swan Local Government Area (LGA) demonstration project 'went live' on 1st July. This trial represents a significant change to the way community care providers accept and manage client intake procedures.

All enquiries for information and NEW requests for community care support or intervention in the Swan LGA are now being directed to the 7 Access Network Points -

1. Commonwealth Carelink & Respite Centre
2. Chung Wah
3. Hills Community Support Group
4. Perth Home Care Services
5. Silver Chain
6. Southern Cross Care
7. Swan Community Care

These Access Network Points are responsible for completing:-

1. a screen for eligibility for a range of community care programs (DVA, HACC, Commonwealth, DSC and Mental Health);
2. a Client Need Identification (equivalent to the existing HNI with some modifications (i.e identifies triggers for comprehensive or specialist assessment and identifies priority); and finally
3. Identifying and making referrals for Wellness Assessment and service support.

The Access Network Points then work with service providers in the region to assign the referrals. The support of providers will be invaluable to the trials success.

There are a number of ways that service providers will be actively involved in the trial and can add value to the client journey.

Service Providers can:-

1. Review their current service profile and scope as reflected on the Carelink database. This database is the main resource for Access Network Points when they are reviewing options for clients.
2. Provide regular updates (at least fortnightly) on their service availability to the Commonwealth Carelink provider in the Swan LGA. The Access Network Points receive an availability update from the Commonwealth Carelink on a fortnightly basis and this is used to discuss options with clients.
3. Confirm acceptance or non-acceptance of referrals within 2 working days of referral. All referrals are made by fax, the Access Network Points need prompt responses to streamline the referral management and identify alternatives when a referral is not accepted.

In evaluating all three trials we will be collecting a range of information from those involved. We will be looking in particular at the pattern and range of referrals being made by Access Network Points to ensure that there is fairness and equity in their distribution.

This has been a major concern for service provider and therefore will be a key performance criteria for evaluation.

The WA Projects will be part of the national evaluation so there will be local and national scrutiny of the trials.

We have already seen benefits from the trials but equally we have seen some confusion and frustration. As the trial progresses and more and more people become familiar and comfortable with the process we hope these benefits will be magnified.

Helen Attrill

CEO CommunityWest



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
RECEIVING FUNDING AND ASSISTANCE FROM AUSTRALIA'S BUDGET



*New directions in
Community Care*

Access UPDATE

Since our last newsletter we now have all three Access Network demonstration sites 'live' in WA.

- Esperance live on 3rd December 2008 and have 2 Access Points
- Derby/Broome live on 3rd June 2008 and has 3 Access Points
- Swan LGA live on 1st July 2008 and has 7 Access Points

All three demonstration sites include Commonwealth Carer Respite and Carelink centres as an Access Point.

The primary functions of the Access Network Points (ANP) are to:-

- Provide an initial point of contact for people seeking information about community care services and other relevant support options;
- Identify whether the person is within the eligible target population to receive community care services;
- Provide an initial needs identification

screening;

- Facilitate referral to other appropriate services;
- Refer individual for face to face needs assessment and development of service response; and
- Refer individual to comprehensive assessment and other specialist assessments e.g., Aged Care Assessment Team (ACAT), continence, carer.

A range of Tools have been developed for the demonstration sites. The Tools can be viewed on the [Community West Website > Development > Access](#), there are also additional links to frequently asked questions and Newsletter publications.

For more information on the WA project email:-

Linda.Santangeli@communitywest.com.au

Or visit

[http://www.health.gov.au/
communitycare.thewayforward](http://www.health.gov.au/communitycare.thewayforward)

Everyone Working Together for Successful Trial

The 7 agencies who have taken on the role of Access Points for the Swan LGA Demonstration have been meeting fortnightly. This has provided an opportunity to better understand the process and protocols for the trial. Their input has proved invaluable for the Swan LGA Reference Group.



Pictured are Lynn Oslen (Perth Home Care) Sandy Featherstone (Southern Cross Care) and Theresa Kwok (Chung Wah) at a recent sub committee meeting

The first of these forums attracted over 40 attendees and provided a valuable opportunity to share information and gain feedback on the project and the protocols.

The input from the first forum enabled some changes to the referral facsimile protocol and added additional Questions to the

Q&A sheet available online.

To view this and other documents visit the CommunityWest website and follow the pathway outlined below.

[CommunityWest>Development>Access>FAQ](#)

To complement the work of this group the project has convened a monthly forum with all the Swan LGA service providers. These forums are being held at the Midland Sports Centre within the Swan LGA.