

To: Australian Government – Department of Social Services

From: Seniors Collaborative Action Project (SCAP),
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- **CHSP Manual for Providers**
- **Good Practice Guide for Restorative Care Approaches 2015**

1. BACKGROUND

The Seniors Collaborative Action Project (SCAP) is a Commonwealth HACC funded initiative operating in the region comprising the local government areas of Barossa, Gawler, Light and Mallala. The SCAP is one of 12 Collaborative Projects funded in SA to provide 'sector support and development' through the establishment of a regional structure that actively engages with services that support the Commonwealth HACC target group.

The SCAP is auspiced by the Barossa Council and is managed through a structure of an Executive Committee, a regionally representative Project Forum and regional Working Groups.

This submission was prepared following a Forum of regional stakeholders representing HACC service providers in the SCAP region.

HACC service providers in the SCAP region have a range of concerns that are specific to their individual programs of service delivery. These specific concerns will be addressed in submissions from the individual organisations. The following points are those that were agreed to be common to all service providers.

2. CHSP PROGRAMME MANUAL 2015

	Concern / Challenge
Lack of local knowledge by My Aged Care	Service providers are concerned that when consumers contact My Aged Care they will not receive the same friendly reception that they currently receive when they contact local service providers directly. The communities in the SCAP region are tight-knit and "everyone knows everyone", so they will expect to have a conversation that reflects this parochialism. Service providers believe consumers will be annoyed if they feel the person on the other end of the phone doesn't know anything about the local services and the local area, and will blame them - service providers - for referring them to My Aged Care.
Lack of technology awareness by consumers.	There is a significant cohort of older people who do not have access to computer technology and have no desire to change this. Service providers have no funding to facilitate use of the My Aged Care registration process.

Pressure on CHSP services due to mis-match between low level packaged care and high level packaged care	Service providers are concerned that there is insufficient difference in the level of services available through the CHSP and levels 1 & 2 CDC, however there is a significant difference in the cost between the two types of care. This has resulted in a large number of vacant level 1 and 2 packages in the region, as consumers choose to stay with HACC services rather than moving to packaged care which will cost them more for negligibly increased service provision. There is also a large waiting list for level 3 and 4 packages and there are a concerning number of clients receiving HACC services who should be on a level 3 or 4 package.
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3. GOOD PRACTICE GUIDE FOR RESTORATIVE CARE APPROACHES 2015

Service providers in the SCAP region whole heartedly support the re-ablement focus of CHSP.

	Concern / Challenge
Staff awareness of re-ablement	Many care workers choose to work in the sector because they are caring people who want to help their older clients. It will be a significant culture shift for many from 'doing for' to 'working with' and encouraging and facilitating independence.
Consumer awareness of re-ablement	Not seen as a major issue. Service providers will take on the role of promoting this service as they will do with all other service groups.

4. SUPPORT NEEDS OF THE SECTOR

To adequately address the identified concerns, service providers require support in the following areas:

- Provide an appropriately resourced transitional time frame
- Resources to implement re-ablement from a workforce perspective
- RAS to review all existing clients to ensure appropriate services are being provided
- Funding of paid Access Advocates to support consumer entry into the system