



Background

Clients, carers and service providers will all benefit as the Australian Government, State and Territory Governments and the community care sector work in partnership to develop 'Common Arrangements'. Work on developing these Common Arrangements is guided by working groups comprising members from the Department of Health and Ageing, the Department of Veterans' Affairs and each State and Territory Government.

Assessment

CENA-R:

Applied Aged Care Solutions (AACS) are planning visits to further consult with managers and assessors of a number of Commonwealth Respite and Carelink Centres and National Respite for Carers Program Service Providers across the country during April 2009. These visits aim to build on the information already gathered from the Carer Assessment workshop held in December, and to:

- better understand carer assessment processes and practices currently used in the community care sector
- collect further information to inform a consistent and practical approach to carer assessment that supports National Respite for Carers Program's objectives and
- allow AACS to assess the likely impact of introducing a nationally consistent approach to assessment and referral of carers.

AACS will provide the findings of the workshop, the site visits and recommendations for further development of the CENA-R in a report to DoHA for consideration.

ACCNA-R

Tasmania's *TasCarePoint* commenced using the ACCNA-R on the 2nd of February 2009 coinciding with the soft launch of the Demonstration Project. Development of the Tasmanian office is well advanced and consultants Applied Aged Care Solutions commenced ACCNA-R training for Tasmanian-based access point staff on the 23rd of February 2009.

A major upgrade to the ACCNA-R was released on the 25th of January 2009 based on feedback from Demonstration Projects that were using the tool. This included changes to the position and flow of some of the questions and changes to the User Interface to improve the operators' ease of use.

Initial feedback has confirmed the ACCNA-R includes the elements most suited to conducting a broad and shallow assessment with further development regarding the depth of the questions still being reviewed.

The average time for a trained and experienced operator to undertake the ACCNA-R over the telephone is around 40 minutes based on the results from Victoria.

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National Evaluation of Access Point Demonstration Projects

All Demonstration Projects are being evaluated in the National Evaluation of Access Point Demonstration Projects. Consultants KPMG are assessing various aspects of the projects at three levels: project, jurisdictional and national. Evaluation findings will help inform options for wider roll-out of Access Points in the future.

Currently the second round of *Demonstration Project Reports* are being finalised for each project. The reports will outline the evaluation of each Demonstration Project currently in progress including:

- progress of the projects against Access Point objectives
- key findings to date
- descriptive analyses of available Access Point data

These reports will contribute to the development of the *Second Interim National Evaluation Report* due in late March 2009. Overall, this report will detail progress made in achieving the Access Points goal which is to make access to Home and Community Care services and navigation of the Community Care sector easier for clients and their carers. In particular the focus will be on the following aspects:

- each project's progression towards the agreed national objectives for Access Points
- a descriptive national analysis of the Access Point data to date
- the findings/lessons from the evaluation activities to date.



Development of Access Points continues for 2009

*Information in this newsletter relating to a State has been provided by the relevant State Government. Any figures or data quoted has not been validated by the Commonwealth.

Work on the development of Access Point Demonstration Projects continues to be a key area of work for *The Way Forward* in 2009. There are currently ten Access Point Demonstration Projects operating in seven States and Territories to make access to community care services easier for clients and their carers.

All Demonstration Projects are trialling different operational models and arrangements that build on local infrastructure and suit the needs of each jurisdiction. Additionally, a number of assessment tools are be-

ing trialled including tools developed by States and Territories and also the ACCNA-R developed by the Commonwealth. The ACCNA-R is being trialled in four of the ten Demonstration Projects. All Access Points Demonstration Projects are being managed by State Governments with input from local steering committees.

Key News from States & Territories

Tasmania

Tasmania's Access Point Demonstration Project, known as *TasCarepoint* and operated by the Royal District Nursing Service (RDNS), commenced a soft launch on 2 February 2009 from Melbourne.

TasCarepoint is a single entry point to HACC services, designed to make it simple for potential clients, carers, family members and health professionals to gain access to services and information.

During this soft launch phase of *TasCarepoint*, RDNS are working to establish a Tasmanian office and train a Tasmanian workforce in preparation for full implementation in March 2009. Operations are being reviewed and refined with a view to expanding the scope of services and providers. The Department of Health and Human Services are also continuing workshops and information sessions to inform the sector about *TasCarepoint*. A public marketing campaign is being planned to coincide with the commencement of operations from Tasmania.

Clients and their carers can telephone, fax or email *TasCarepoint* to find out what services are close to them. Clients will also be able to telephone to find out what services they are eligible for, and be screened for referral to service providers. The services that will initially be accessed through *TasCarepoint* include Community Nursing, Nursing Clinics, Home Care, Personal Care and Home Maintenance.

TasCarepoint can be contacted on 1300 769 699.

Victoria

Victoria now has two Demonstration Projects, the first one servicing the Eastern Metropolitan Region of Melbourne was officially launched in June 2008. The Grampians regional project has just commenced and will be launched during 2009. Both projects operate under the name *Direct2Care*. The 1300 number now diverts to either the Grampians or the Eastern Metro service and there are offices in Ballarat and Knox for those who wish to visit in person.

Access Point staff provide information and advice on available community aged care services to those who do not know where to go to get what they need. Where neces-

sary the Access Point staff electronically refer people to relevant assessment agencies or service providers.

Victoria has a no wrong door policy and so the Access Points are only one of many entry points into the community aged care system.

From July to December 2008 the East Metro *Direct2Care* received 2207 calls. This translates to an average of 171 calls per month on its 1300 phone number, and an average of 196 calls per month via the Carelink phone number.

In Victoria, Carelink has become fully integrated as part of the Access Point model and all calls received via either number are treated in the same way. Of the calls received, 60% received information only and 40% commenced the initial needs assessment process using the Australian Community Care Needs Assessment-Revised (ACCNA-R). Of the clients who had their initial needs assessed, 25% were referred to the most appropriate service/agency.

Western Australia

Western Australia has three Demonstration Projects operating in three sites: Esperance (rural site), Derby/Broome (remote site) and East Metro-Swan (metropolitan site).

Since commencing in December 2007, the Demonstration Projects have serviced in excess of 900 clients with the highest proportion going to Swan, followed by Esperance. This figure has doubled since figures were last quoted at 450 clients in the November newsletter.

Queensland

Queensland's *Community Care Access Point* commenced servicing Rockhampton on 6 May 2008. The Demonstration Project is adopting an Access *Network* approach. Three service providers are each delivering



Access Points news continued...

the full functions of an Access Point (*Ozcare, SunCare Community Services and Aged Care Services—Queensland Health*).

A total of 372 people contacted the Access Point from May to December 2008. This included guided and self referrals, information only and out-of-scope inquiries. The breakdown of how these calls were processed is as follows:

- 148 clients completed an ONI screening assessment and received guided referrals to appropriate services
- 155 people called seeking information only
- 69 callers were out-of-scope inquiries

The Access Point can be contacted via telephone 1800 600 300.

Catchment Area Maps now Online

Geographical maps that outline each Demonstration Project's catchment area/s are now available online at:

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-twf-access-demonstration-projects.htm>

The maps will be updated if catchment areas of projects change.



**For more information visit: [www.health.gov.au/
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