



#### In this issue:

BNPCA Celebration	1
Care Planning Update	1
HACC Aboriginal Service Coordination Project	2
Demand Management Tools in Community Health	2

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Update on the HACC Aged Care Assessment Framework and the Active Service Model-More in the next edition of **BNPCA Update**

# BNPCA Service Coordination Update

## Banyule Nillumbik Primary Care Alliance

### BNPCA CELEBRATION-THE POWER OF MORE THAN ONE!

The last BNPCA Service Coordination Working Group ended on 1st December 2009. One of the solutions to maintaining the members up-to-date on Service Coordination matters was the sending out of a quarterly service coordination newsletter. So this is the first Service Coordination update for 2010.

One of the major changes for the BNPCA is the official coming together of Darebin, Nillumbik and Banyule to form a new partnership and this will take place on the 1st July 2010.

At the last SCWG meeting, there were discussions relating to the many advancements in the area of Service Coordination which included; the use of State-wide

standardized tools such as the Service Coordination Tool

Templates(SCTT), the development of improved intake, access and initial point of contact procedures, the overall standardization of practices within agencies around risk assessment and privacy/consent procedures .

To celebrate 10 years of many great achievements for the BNPCA, including in the area of Service Coordination, all members past and present are invited to a Celebration on

**Monday 1st March 2010 at 3-5pm** at Heidelberg Golf Club (8 Main Rd, Lower Plenty). To RSVP please contact Julie Watson, [bnPCA@bchs.org.au](mailto:bnPCA@bchs.org.au), 9450 2614 by 22nd February 2010.

Please come and celebrate with the BNPCA!

### SERVICE COORDINATION SURVEY

Results of the Service Coordination Survey will now be made available to agencies by end of February 2010.

### CARE PLANNING UPDATE

The next phase of the Care Planning Workforce Development Project focuses on developing consistent guidelines and common definitions to care planning at all agency levels-intra- and inter-agency. For this reason, the Vocational Education and Training (VET) sector has been sourced to deliver and further develop unit: **CHCCM702A Implement goal directed care planning**. The training will be delivered to a rural and a metro Primary Care Partnership. This will take place in July - August 2010. Expressions of interest will be sought early 2010 so Julie Watson may be contacting your agency to discuss the possibility of your agency being involved in this initial training. Please see attached document for December Care Planning update from Kate Boucher -DHS.

### NEW MENTAL HEALTH ADVICE LINE PH:1300 280 737

The Mental Health Advice Line is a state-wide Victorian phone service that provides immediate, expert mental health advice from a registered mental health professional 24 hours a day, seven days a week. Calls from anywhere in Victoria are charged at the cost of a local call (mobile phones may be charged at a higher rate).By calling one statewide number, Victorians can have speedy access to clear expert advice, referral and information about the full spectrum of mental health services

The Mental Health Advice Line is one of the initiatives under the Because Mental Health Matters: Victorian Mental Health Reform Strategy 2009-2010. It was established in response to the low level of literacy about mental health problems in the community-people do not always know who to turn to for help. . Ph: 1300 280 737

## HACC ABORIGINAL SERVICE COORDINATION PROJECT

HDG Consulting group have been working with Aboriginal Home and Community Care (HACC) Agencies around supporting their Service Coordination strategies. A number of workshops have been held and I attended a session at the Aboriginal Advancemnet League in Thornbury in 2009 who have a HACC service. The aims of AAL HACC services:

- To provide services that assist Aboriginal elderly and/or disabled people to be more independent at home and in their community
- To support carers
- To prevent inappropriate admission to long-term residential care and enhance consumers quality of life.

The AAL HACC service provides; assessment, home care, property maintenance, social support, statewide social activities, Christmas hampers for the elderly and assistance with funeral arrangements.

As a way for agencies to share knowledge about their services on the 25th February a community information session will be held , where HACC agencies will promote their services to the ATSIC community at the

### Did you know?

"The lower life expectancy of Aboriginal and Torres Strait Islander Australians means that persons of Aboriginal and/or Torres Strait Islander origin can also be expected to require assessment services at an earlier age than is the case for the wider community. In accordance with this, the age benchmark used for service provision and planning within the ACAP is lower for Aboriginal and Torres Strait Islander Australians than for the population as a whole (i.e. 50 and over for Aboriginal and/or Torres Strait Islander persons compared to 70 and over for the general population). "

This information can be found on [www.health.gov.au/acats](http://www.health.gov.au/acats) under reports. It's in the National data dictionary for ACAS and the age is 50 and over.

It is very important that staff are aware that ATSIC clients can be referred to ACAS for assessment when over **50** years as opposed to 65 years for the general population due to the lower life expectancy of Aboriginal and Torres Strait Islanders.

### ATSIC Clients can be assessed by ACAS at 50 years+

## BANYULE CITY COUNCIL-NEW FAX: 9490 4903 FOR HACC SERVICES

Banyule City Council has a new fax number for Home Care, Personal Care, Respite Care,Meals., Property Maintenance and PAG which is 9490 4903. Make sure you update all your Contact sheets with the new fax number.

## DEMAND MANAGEMENT PRIORITY TOOLS IN COMMUNITY HEALTH:

For those of you not working directly in Community Health (CH) you may be unaware that DHS have been working for a number of years with CH services on evidence-based generic tools with expected implementation by July 2010. It is important to note on your referral when a client may belong to one of the CH Priority categories to assist intake workers and clinicians in their access process.

There are now a number of categories that determine High Priority Clients and these are:

- ⇒ People with a risk to their own safety or the safety of others
- ⇒ Homeless people or people at risk of homelessness
- ⇒ Refugees
- ⇒ Aboriginal Torres Strait Islander Clients
- ⇒ People with an Intellectual Disability

⇒ People with a Serious Mental Illness

⇒ People with complex care needs who require a coordinated team approach

Clinical Priority Tools now available are;

- Counselling
- Dietetics
- OT-Adult
- OT-Paediatric
- Physiotherapy-Adult
- Podiatry
- Speech pathology- Paediatric
- Dental

For further information and detail relating to the Tools and Priority categories go to the DHS website: [www.health.vic.gov.au/communityhealth/downloads/community\\_health\\_priority\\_tools.pdf](http://www.health.vic.gov.au/communityhealth/downloads/community_health_priority_tools.pdf).

## OPENING DOORS OR ACCESS POINTS FOR HOUSING SERVICES AND SUPPORT

Have you heard of Opening Doors or Access Points for housing services? **North East Housing Service** (NEHS) is the Access Point for Banyule and Nillumbik residents. NEHS no longer has out-posted services to Greensborough and West Heidelberg. Opening Doors aims to deliver better coordination among homelessness services at the local level, so that people in crisis can quickly and simply access homelessness services, and get the help they need. Opening Doors has access points in each local area backed up by a network of local services that share support, housing and brokerage resources, and communicate with one another quickly and efficiently. North East Housing Service. 52 Mary Street, Preston. Ph: 9479 0700 /1800 825 955. The BNPCA has also produced a brochure on Housing Services and Support in Banyule and Nillumbik available on the BNPCA website.



## BNPCA SERVICE COORDINATION CONTACT DETAILS

For further Information on Service Coordination activities or any queries about information contained in this Newsletter please ring Sally Berger, Service Coordination Officer-BNPCA-on 9450 2616 or [sally.berger@bchs.org.au](mailto:sally.berger@bchs.org.au)