



home and community care

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Western Australia (WA) Home and Community Care Program Assessment Framework Service Redesign

April 2009

This Bulletin provides important information about proposed changes to the client assessment process that will be implemented across the WA HACC Program over the next few years.

The WA HACC Program has developed an Assessment Framework document (attached) that provides a broad outline of the redesign of HACC services to support the streamlining of access, information, eligibility screening and face to face assessment for people needing support to remain living independently in the community.

The overall goal of the Assessment Framework is to develop, support and build on best practice that builds formal linkages between all key community care service providers to effectively manage client pathways, provide appropriately targeted service responses and refocus service delivery towards an approach that supports the implementation of the philosophy of Wellness to maintain and improve client independence wherever possible.

The proposed approach outlined in the Assessment Framework document is intentionally broad and will be used as a guide to support the development and implementation of the new approach over the next two years.

The Assessment Framework document will be supported by the development of implementation plans for each of the HACC regions with the initial focus of the redesign taking place in the Metropolitan, Kimberley and the Goldfields regions.

There will be a range of opportunities for service providers to participate in discussions about the development and implementation of the revised assessment framework and to identify issues that need to be considered and addressed as part of the implementation process.

It is anticipated that these changes will not impact on the current level of HACC funding provided to individual service providers.

Some of the issues that have already been raised and will need further consideration include:

- transition arrangements and clear timeframe for implementation of new approach
- responsibility for the ongoing review and coordination of the person's changing support needs including the linkage and role of the assessment agency and the direct care provider
- development of a communication strategy for clients and other relevant stakeholders
- client complaint management
- development and implementation of ongoing support and training for screening and assessment staff to support the professionalization of the workforce
- ongoing sector input and consultation throughout the development and implementation stages
- safeguard current skill levels of staff in direct care provision and importance of up-skilling support workers to identify when a person needs a review/reassessment
- investment in technology to support transfer of client information
- whether or not there is a need for the face to face assessment component to be separate from direct service delivery and linked more closely to access and screening
- ongoing role of Commonwealth Carelink service
- assessment of carer needs
- linkages with CALD and ATSI agencies to ensure the development of appropriate access for these client groups
- development of standard priority of access tool/process to be used across the sector
- formalise ACAT/HACC assessment and referral interface to ensure client pathways are clearly defined.

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15 April 2009

