



**Government  
of South Australia**

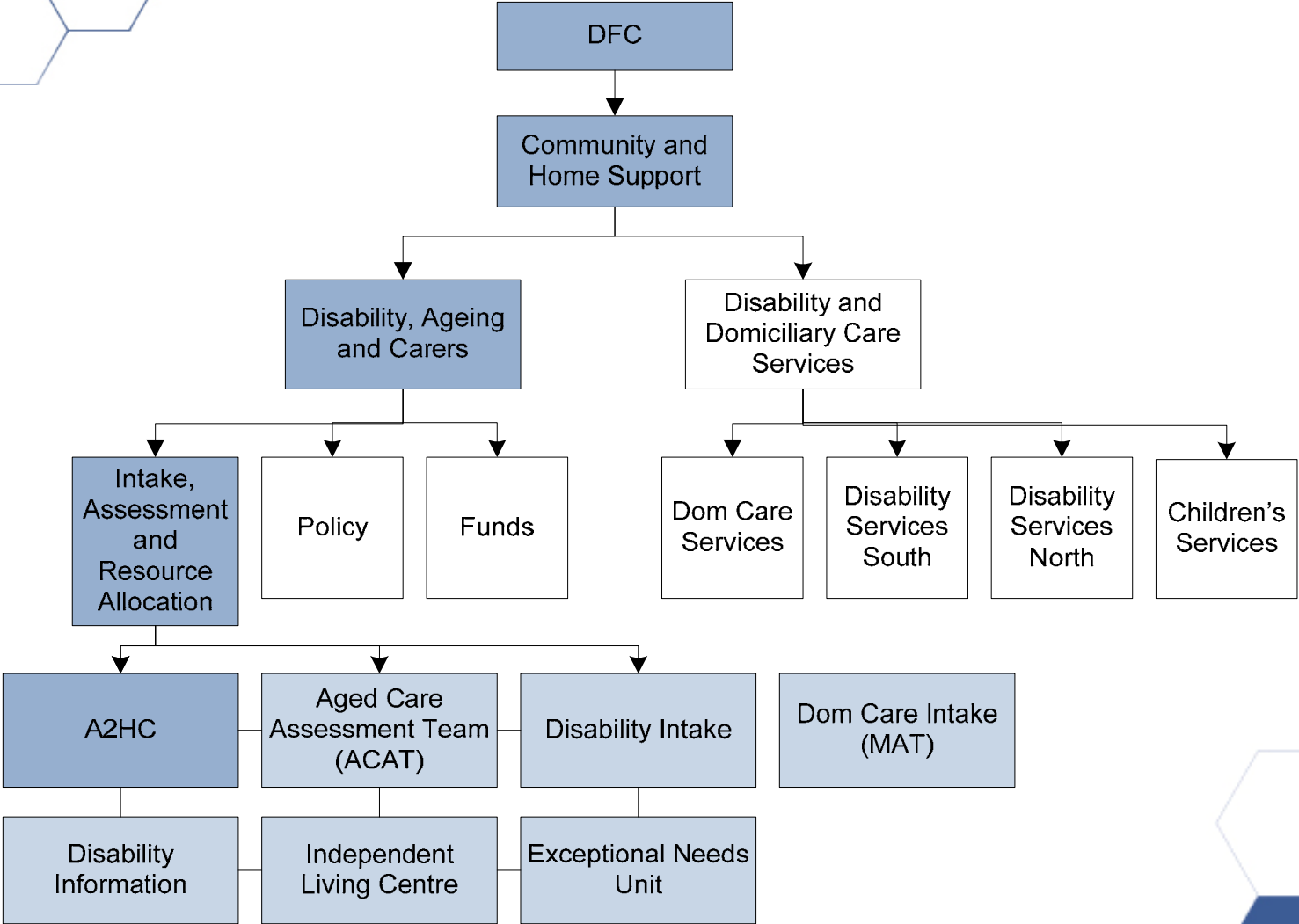
Department for Families  
and Communities

The logo for Access2HomeCare, featuring a stylized orange and grey circular graphic with a dotted orange border.

Access<sup>2</sup>HomeCare

1300 130 551

# IARA Directorate





# Who are we?

**Nancy Penna**

Director, Intake, Assessment and Resource Allocation

**Barb Rudge**

A2HC Operational Change Manager

**Lyndal Gerrard**

A2HC Project Leader, Netley



# Access Points

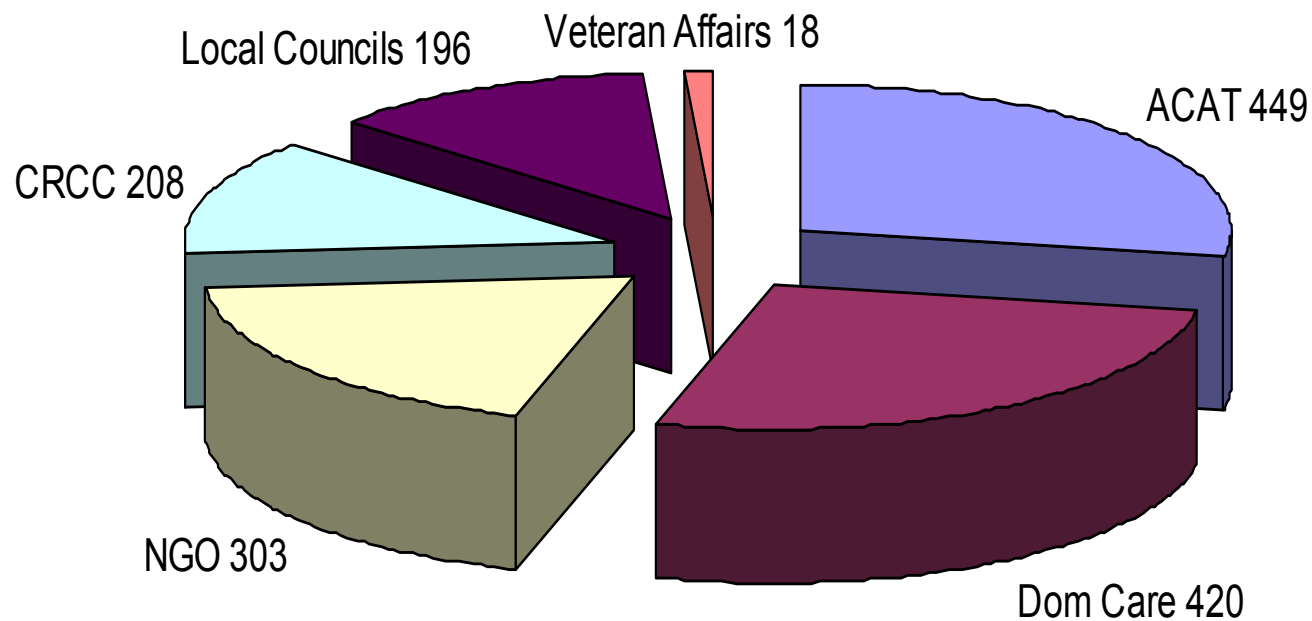
- 2006 COAG reform initiative
  - to improve access and equity into Community Care
- Access Points
  - consistent eligibility, intake processes and functions including:
    - information about community care services
    - advice on eligibility
    - broad and shallow screen to determine client/ carer needs
    - referrals to community care Service Providers and specialised or comprehensive assessors as appropriate.

# Process

- Referrals In
  - Clients, Carers, Service Providers, Hospitals, GPs etc...
- 'Broad and Shallow' Phone Screen
  - identify client/ carers needs
  - determine priority for services
- Capacity Monitoring
  - to determine Service Provider who best matches client need
- Referral Out
  - to Service Provider eg. Govt, NGO, ACAT, Councils, Carer Agencies, other Intake
- Service Provider
  - Referral Acceptance/ Non Acceptance
- A2HC - Episode Closed

# Allocation Split

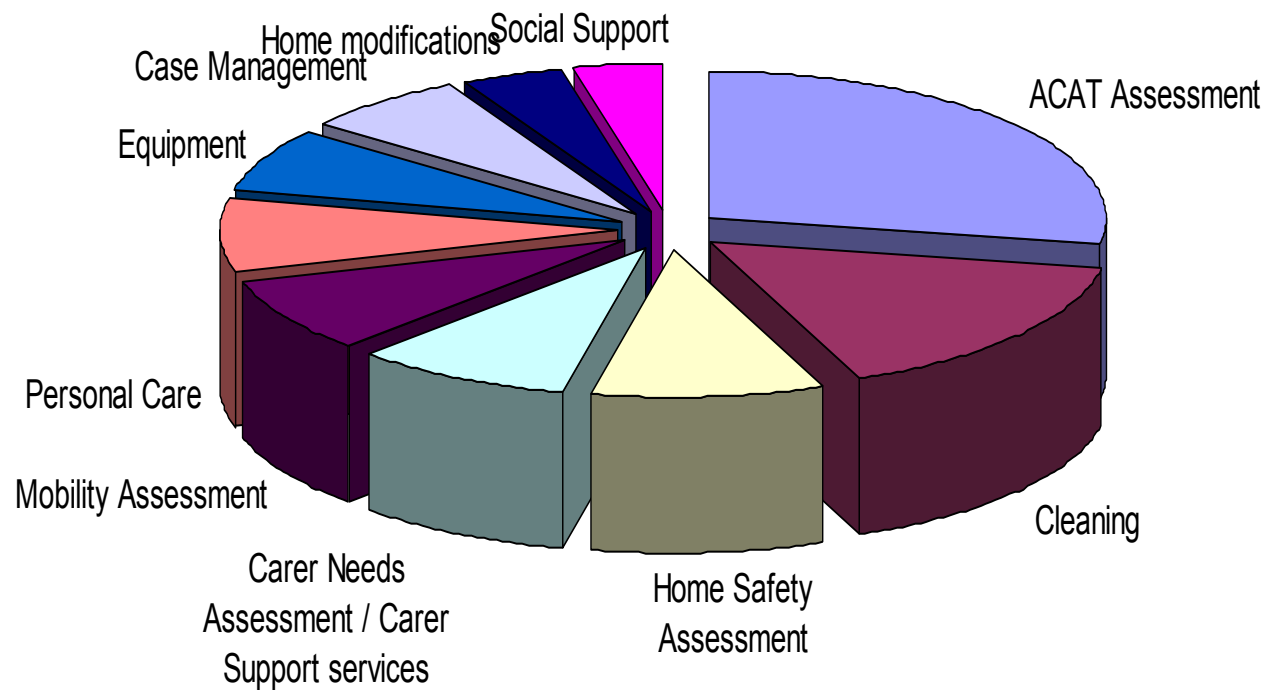
- The number of allocations made to service provider groups in west:



A2HC data 1 July 2010 - 30 April 2011

# Services

- The top 10 services that comprise nearly 80% of all referrals are for:



A2HC data 1 July 2010 - 30 April 2011

# Targeted Pathways

## Information Services

- Commonwealth Respite and Carelink Centres

## Culturally and Linguistically Diverse

- Ethnic Link Services
- Interpreter Services

## Aboriginal and Torres Strait Islanders

- Aboriginal Home Care
- Dom Care Services

## Dept. Veteran Affairs

- Veteran's Home Care

## Nursing

- Royal District Nursing Service

# Benefits

- Call one phone number to access Service Provider/s that best matches needs
  - In 2010, of the 1718 referrals received requesting Aged Care Assessments, A2HC redirected 746 Clients (43%) to more appropriate Service Providers, resulting in them obtaining a service
- No bouncing between Service Providers
- Less wait lists
- Clients tell their story once
- Clients pleased with A2HC outcomes
- Clients requiring more intensive support referred to ACAT for comprehensive face-to-face assessment.

# Capacity Monitoring

- Carelink SA Database, run by SIS, is the host for the Capacity Monitoring Function
  - has a listing of most HACCC Service Providers
- Service Provider capacity indicated via Traffic Light System
- A2HC rely on this clear and up to date data to match client needs to services
- Training session's will be provided to Service Providers

# SP Record with Capacity

<b>Agency/Program:</b>	<b>Emergency Home Support Program - Adelaide</b>
<b>Organisation:</b>	Calvary Silver Circle
<b>Website:</b>	www.silvercircle.com.au
<b>Contact Name:</b>	Coordinator
<b>Suburb:</b>	FULLARTON
<b>Phone:</b>	(08) 8271 7212
<b>Hours Of Operation:</b>	Office hours: Mon - Fri 9 am - 5 pm. Referrals: 7 days per week 9 am - 5 pm
<b>Agency Comments:</b>	Short-term support for frail aged, post-acute patients and people with disabilities (and their carers) who are experiencing difficulties accessing regular services and require extra assistance. Referrals can be made by HACC service providers and Aged Care Assessments Teams (ACAT); self-referral may be accepted.
<b>Last Edited:</b>	25 May 2011
<b>Capacity Comments:</b>	
<b>Capacity Rank:</b>	Green=1  Amber=0  Red=0 Unknown=0

Category	Fees	Eligibility	Entry Period	Comments	Capacity	Add to Printlist
Shopping / Banking	Nil	Frail aged, people with disabilities and their carers living in the Adelaide metropolitan area and Adelaide Hills, receiving or eligible for HACC (Home and Community Care) services who require extra short-term assistance. Includes post-acute patients	If unable to provide full service immediately will discuss best possible response w/ referral agency	Up to 20 hours of home assistance over a maximum of 4 weeks' intervention, which can include shopping/banking. Service hours are flexible to ensure that client's needs are met		<input type="checkbox"/>



# SIS Contacts

## **Seniors Information Service**

08 8168 8776

## **Capacity Monitoring Database**

Michael Porter

08 8168 8709

[michael@seniors.asn.au](mailto:michael@seniors.asn.au)



# Referrals Out

## Access2HomeCare has developed an electronic eReferrals System

- Web based system
- Provides Client Detail Report in the form of a PDF
- Allows Service Providers to accept/not accept referrals
- Training session will be provided with comprehensive User Guide and Training video available

# eReferral Portal

File Edit View Favorites Tools Help

Favorites

Partner Portal

Page Safety



Government of South Australia  
Department for Families  
and Communities

LOGGED IN AS CITY OF CHARLES STURT (COUNCIL@CHARLESSTURT.S

Home

A2HC eReferrals

City of Charles Sturt (local council) eReferral:eRF00000547

## Client Details Report

Required Information



### Accepted / Not Accepted

Acceptance Status	Accepted
Accepted Date	6/06/2011 11:36 AM
Comment	<input type="text"/>
Not Accepted By	<input type="text"/>

The name of the person not accepting and a comment is required when a referral is set to Not Accepted

Close

### Information

Client Name	Tripodi, Francesco	eReferral ID	eRF00000547
Date of Birth	18/09/1936	A2HC Identifier	0623030 - EP0021857
Date of Birth Estimated	<input type="checkbox"/>	Referral Date	2/06/2011
Client Address	35 Whimpress Ave	Priority	Basic
Client Suburb	Findon	Services	Cleaning - Short Term;

Home | A2HC eReferrals

# eReferrals Access

## To access the eReferral Portal:

- Service Providers need to provide a ‘generic’ email address to:
  - enable an account to be set up
  - allow emails to be sent and received (including login details, notifications of new referrals, acceptance of referral)
  - To ensure alternative staff can access this email in case of staff leave/ sickness etc.

# Next Steps - SPs

## For Service Providers

- Attend any relevant information sessions regarding ATSI or CALD referrals
- Attend eReferral training
  - provide generic email address
- Update Carelink SA records
  - provide Michael Porter (SIS) with your capacity information

# Next Steps – A2HC

## For A2HC

Rollout by the end 2011,  
with the aim for Sept 2011

- across metropolitan Adelaide
- for Clients 65 years and older  
(50 years and older for ATSI clients)



Questions?



Any Questions?



# Further Information

Please feel free to contact:

**Lyndal Gerrard**

Access2HomeCare, Project Leader, Netley

Office: 1300 130 551

Mobile: 0423 780 009

Email: [lyndal.gerrard@dfc.sa.gov.au](mailto:lyndal.gerrard@dfc.sa.gov.au)

Thankyou...

