

CHANGE MANAGEMENT

Victorian Home and Community Care (HACC)



PURPOSE

- Collectively reduce the prevalence of chronic disease risk factors
- Maximise health and wellbeing outcomes for all people across the Wimmera Southern Mallee region

WHY?

CHSP service providers would now use the My Aged Care provider portal to manage electronic referrals they receive and review and update the client record with information about the services they are delivering. Service providers will also use the portal to self-manage information about the services they deliver which will be publicly displayed on the service finders on the My Aged Care website and be used by My Aged Care contact centre staff and assessors to refer clients. HACC service providers who deliver services to older people would now have a grant agreement with the Commonwealth Department of Health (DoH) to deliver services under the Commonwealth Home Support Programme (CHSP).

PARTNERS

- Sector Support & Development
- Wimmera Health Care Group
- West Wimmera Health Service
- Rural Northwest Health
- Edenhope & District Memorial Hospital
- Horsham Rural City Council
- West Wimmera Shire Council
- Hindmarsh Shire Council
- Yarriambiack Shire Council
- Centre for Participation
- Annecto
- Grampians Pyrenees PCP
- Central Highlands PCP

OUTCOMES

- A local platform for HACC funded agencies to come together and be supported through the transition from State to Federally funded services.
- **A platform to advocate issues arising from the change that would impact on service delivery for our rural communities.**
- Central point of information re transition of Home and Community services from State to Commonwealth funding responsibilities with the establishment of the HACC Web portal.
- **Generate individual support from within the network to assist those with capacity to implement change to those with limited resources to implement.**
- Outcome of the funded HACC project through a grant from DHHS to assist agencies to look at unit price to inform consistency in delivery costs moving into the new service environment for both Local Government providers and Health service providers.

Wimmera PCP have been involved with the Wimmera HACC Service Providers Network since 2005, now called the Wimmera Partnership Network. We have worked very closely since 2016 with Sector Support & Development to help the agencies with HACC funding in the Wimmera make the transition that was required to be made. Each month we host a meeting where we bring all of the service providers and the Sector Development team together. Along with standard agenda items we also discuss problem solving and gaps in the service.