



Welcome to the fourth edition of Your Service Provider Voice.



Hello,

I would like to thank you, our partner providers, for working collaboratively with us through the 27 February transition. Much has gone as expected, but there have been a couple of surprises too.

Research recently released by Leading Age Services Australia shows that most providers saw a drop in packages in the first few weeks after 27 February. Some of this activity was due to clients trying new providers, but the majority was due to issues consumers were having with MyAgedCare.

We saw a brief drop in clients, however, we have since returned to growth and are gaining momentum. There are at least three key factors contributing to this growth:

1. Close relationships with partner providers working with us to build referrals.
2. Our aged care and home care forums we've been running in NSW, QLD and VIC and the free support we're offering consumers to navigate MyAgedCare.
3. The growing interest in our independent advisory model, one that gives consumers access to a wide range of services through the partner-provider network. Since May we've seen an increasing number of consumers switch to our organisation specifically so they can spend their package across a full range of services.

I have been struck by the number of our partners who say they're seeing a decline in brokerage from large traditional providers. I would like to confirm our commitment we made to you at our provider forums.

"At Care Connect, we have committed ourselves 100% to our independent advisory and service choice model. This means our future rests entirely on our relationship with you, our partner providers. We have exited all forms of direct care ourselves and can only thrive if you thrive. Our aim is to grow our businesses together."

Sincerely,

Paul Ostrowski
CEO

Building awareness in the community

We are heavily involved in community-related activities across NSW, QLD and VIC with the aim of building awareness of our services and growing our client base. These activities focus on building service volume required for our service provider network.

On 6 June 2017, we were a sponsor at the Community Care Business Technology and Innovation (CCBTI) conference at the Queensland University of Technology. The event was co-managed by Just Better Care Brisbane North and Community Resourcing.

[Read more...](#)

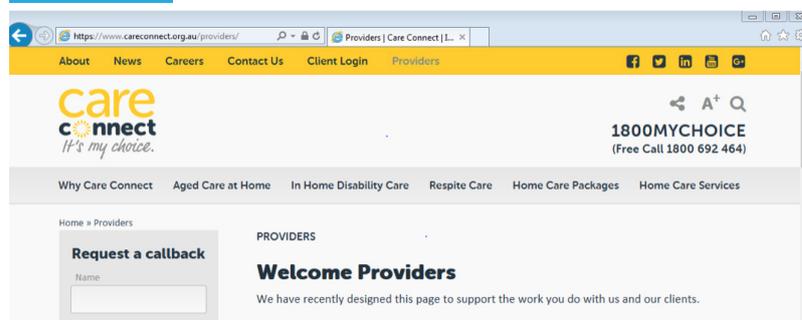


Amanda McClelland and Peter Cubit at CCBTI 2017

Our new provider web page

To assist in keeping you up-to-date we have created a provider page on our website: www.careconnect.org.au/providers

[Read more...](#)



The rollout of the Supplier Portal continues. We have conducted information sessions with mid-tier providers in Melbourne, Brisbane and Tweed Heads. Smaller scale and sole traders have been emailed with instructions and guidance on how to register, navigate and use the Supplier Portal.

At the time of publication, we have nearly 200 organisations registered and using the Supplier Portal to initiate the payment process. [Read more...](#)

Change to scheduled rates

A reminder to all that 30 days' notice is required for any changes in scheduled rates. This timeframe allows us to update our system, review client budgets and reassess any service plans for affected clients.

All changes in rates should be sent to [Procurement](#) Please do not send rate changes directly to Client Advisers.

Our new Care Plan

We specialise in providing independent advice to enable people to live happily at home for life. In order to receive the full benefits and positive outcomes of in-home care, a Care Plan is developed for each client by our Client Advisers.

This plan is designed to provide outcomes and services that are right for each person's individual circumstances. [Read more...](#)

Promoting you within our organisation

With our teams becoming more mobile and the creation of our Care Centre, providers are frequently asking us how they might promote their services to our Client Services teams. [Read more...](#)

Phone contact

Please remember that all phone contact with us should be via our Care Centre on 1300 966 170. Email contact regarding procurement-related matters should be sent to procurement@careconnect.org.au

Cancellations

No one likes cancellations or changes in shifts or care workers – least of all when these changes happen very close to a scheduled appointment. [Read more...](#)
