

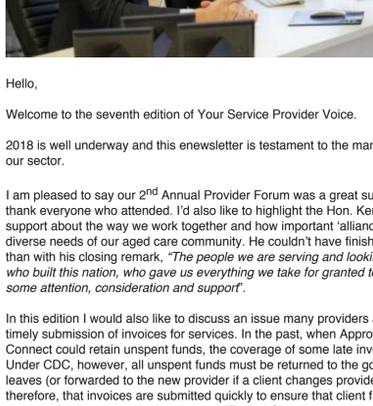
Your Service Provider Voice

Issue 7 April 2018

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Welcome to the seventh edition of Your Service Provider Voice – April 2018



Hello,

Welcome to the seventh edition of Your Service Provider Voice.

2018 is well underway and this newsletter is testament to the many changes occurring in our sector.

I am pleased to say our 2nd Annual Provider Forum was a great success and would like to thank everyone who attended. I'd also like to highlight the Hon. Ken Wyatt's message of support about the way we work together and how important 'alliances' are in meeting the diverse needs of our aged care community. He couldn't have finished his message better than with his closing remark, *"The people we are serving and looking after are the people who built this nation, who gave us everything we take for granted today, and they deserve some attention, consideration and support"*.

In this edition I would also like to discuss an issue many providers are facing; that is the timely submission of invoices for services. In the past, when Approved Providers like Care Connect could retain unspent funds, the coverage of some late invoices was possible. Under CDC, however, all unspent funds must be returned to the government when a client leaves (or forwarded to the new provider if a client changes provider). It is critical, therefore, that invoices are submitted quickly to ensure that client funds remain in pay them. In this issue, we discuss the new T's and C's in our provider agreements and setting reasonable invoicing terms that should improve outcomes for everyone. We also cover off on the new Disability Worker Exclusion Scheme under the NDIS. I hope you enjoy the read and I look forward to meeting many of you on future visits.

Sincerely,

Paul Ostrowski

Chief Executive Officer

2018 Annual Provider Forum – a success!

In early March we held our 2nd Annual Provider Forum in Melbourne, Sydney and Brisbane. This year's forum theme was **'Collaboration for Consumers'** to support our organisation's overarching purpose of 'enabling people to live happily at home for life'. Key note speakers including the Hon. Ken Wyatt, Minister for Aged Care, Dr Sally Cockburn, GP, 3AW radio presenter and strong health advocate and CEO Paul Ostrowski.

A total of 66 different service providers attended the event along with Client Advisers from Care Connect keen to meet with our providers face-to-face. The forum was very well received with 97% of participants satisfied or very satisfied with the forum.

Guests enjoyed the **Hon. Ken Wyatt's** 10-minute pre-recorded interview with Paul discussing government health policy, the progress of the aged care reforms and the importance of the way you work with Care Connect to deliver better consumer outcomes.

If you would like to view the Minister's address please click on the following link:
<https://publish.vicstream.com/player/download/bfxgwognnssxc4>

Dr Sally Cockburn (Dr. Feelgood) talked passionately about the aged care sector and how Home Care Packages are such a great way to support people stay living at home with dignity. She discussed how difficult it can be for doctors to support older Australians when they don't know about Home Care Packages with Sally highlighting she is working hard to spread the word amongst her peers. She also recounted a number of real life stories including the story of Elaine McDonald, a former prima ballerina, who took her case to the European Court of Human Rights to allow her to receive overnight care.

Our **CEO Paul Ostrowski** gave guests an insight into how our organisation is responding to the consumer challenges presented by My Aged Care's processes and systems. He also shared updates on issues service providers have identified as important including ongoing relationships in a mobile workforce, Care Centre accessibility, payments and the use of the Service Provider Portal and the way Care Connect manages the processes to engage providers for the NSW ComPacks' business.

With the success of our 2nd Annual Provider Forum and the valuable feedback provided we have commenced planning the 3rd Annual Provider Forum for 2019. Feedback and photos from last month's forum can be found at the end of the newsletter. For any further information please contact Eileen Keane.

Provider Agreements (Terms and Conditions)

A review of our Terms and Conditions is nearly complete. These will now reflect changes that have impacted our sector including worker exclusion schemes and Consumer Directed Care (CDC). We will also take the opportunity to ensure that all providers are on the same version of our Terms and Conditions. Where there are existing variations to our Terms and Conditions, they will continue provided they are suitable to both parties.

One of the major changes to our Terms and Conditions relates to provider invoicing. *Invoicing is the mechanism that confirms the service has occurred and allows us to manage accurate budgets for our clients.* Given CDC-related funding changes it is extremely important that all services are invoiced to Care Connect **within one calendar month** of the service being completed. **Our new Terms and Conditions state there will be no requirement on Care Connect to pay invoices after 45 days.** This aligns to contemporary invoice practice being adopted across the sector in response to Aged Care reforms. Of course, it also encourages good business practice and protects the cash flow of all parties.

As further context to this shift to our Terms and Conditions, under CDC, a consumer can leave a provider at any time and their excess funds either need to be returned to the government or transferred to a new provider. Government guidelines require that providers forward their former client a written notice about their unspent home care funds **56 days** after the cessation day. This ensures a final reconciliation can occur, that home care fees have been received and all expenses have been identified and processed. **If we receive invoices from your organisation after funds have been returned, Care Connect will not have the funds to pay for the services and you will need to pursue the funds with the recipient of the transferred funds.**

Listening to your feedback – Remittance Advice and RCTI

As we mentioned in the last newsletter, we have made changes to the Remittance Advice and the RCTI for those providers who are self-managing on the Care Connect supplier portal. This change is in direct response to your feedback. You now would have seen these changes over the last month. Your 'vendor reference' has been added as well as a subtotal to the documents. Many thanks to those providers who helped us design these changes.

3AW interview

We were thrilled when **Dr Sally Cockburn** from 3AW (Talking Health) asked us to talk to her listeners on 11 March about how older Australians can stay living at home longer.

Our **CEO Paul Ostrowski** explained what a **Home Care Package** is and how to access one. He talked about the types of services people access and the importance of choosing a provider that offers truly independent advice.

We also invited Sandra D'Souza from Home Instead Senior Care and Matt Yarnold from ReadyTechGo to join the conversation sharing their experiences in the field.

"Home Care Packages are all about choices for people as we age. These days the vast majority of us want to stay living at home. Our advisers sit down and learn about what's important to you, what your challenges are, what you want to do and then we develop a plan for that. That plan might be simple or it might be quite detailed. What we then do is work with your package of funding to link you with the best organisations. We know to deliver your services" says Paul.

To listen to the interview [click here](#) – the interview starts at 43.30. Care Connect will continue to extend invitations to our Service Providers when public relations opportunities arise.

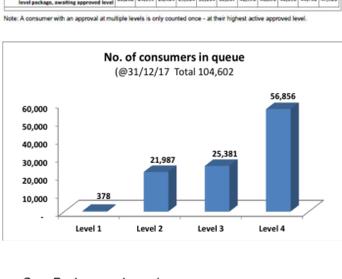
Home Care Packages Facts & Insights

In March 2018, the Government released its third Home Care Package report entitled *"Home Care Packages Program, Data Report 1 October – 31 December, 2017"*. This quarterly report continues to inform our management of Home Care Packages including informing our teams on areas of demand and the National Prioritisation Queue.

To follow is some high level take outs:

Home Care Package approvals

- There were 31,207 approvals for home care between 1 October and 31 December 2017.



- There continues to be a shift to HCP approvals for Level 3 and Level 4 packages from the initial high release of Level 2 packages six months earlier. The initial high number of Level 2 packages was thought to be related to the number of pre-existing packages that, prior to February 27 2017, were held vacant by registered organisations. As expected, the demand for the higher level packages is stabilising. In this report, the most frequent HCP approval was for a Level 4 (slightly down to 36.7% or 11,464 compared to July-Sept 17 of 39.1% or 12,405).
- 24.7% (7,723 of 31,207) of all HCP approvals were high priority.
- 46.3% (5,310 of 11,464) of Level 4 approvals were high priority, compared to only 1% of Level 1 approvals (two of 199).
- Roughly two out of every three ACAT assessments have resulted in an approval for a HCP.
- The average number of approvals each working day is shown below:

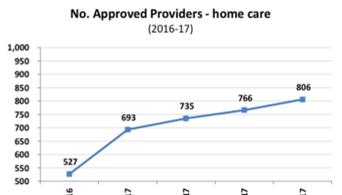


Number of consumers in the National Prioritisation Queue

- The queue continues to grow, driven by strong HCP approval volumes.
- 50,300 HCPs were released to consumers during the Oct-Dec 2017 quarter.
- As at 31 December 2017, there were 104,602 consumers in the National Prioritisation Queue ordered to inform our management of Home Care Packages including informing our teams on areas of demand and the National Prioritisation Queue.
- 45.8% are either in, or assigned, an interim package, as shown in the first chart below:
 - 47,923 (45.8%) have been assigned an interim (lower) level HCP awaiting an approved level
 - 56,679 (54.2%) are not assigned any package yet.
- The second chart indicates that the current breakdown of the 104,602 consumers waiting for a HCP package is skewed to Level 4 needs:
 - 54.4% of consumers in the queue are Level 4 compared to 63.6% at 30 June 2017
 - 24.3% of consumers in the queue are Level 3 compared to 11.7% at 30 June 2017
 - 21% of consumers in the queue are Level 2 compared to 24.5% at 30 June 2017
 - 0.4% of consumers in the queue are Level 1 compared to 0.3% at 30 June 2017.

No. of consumers on the National Prioritisation Queue, by month

(30 June 2016 to 31 March 2017)

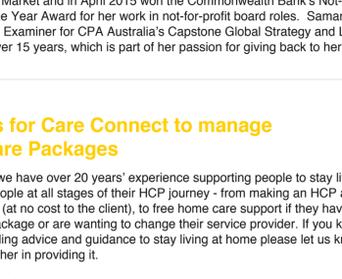


Number of Home Care Packages released

- The Government has released 130,751 HCPs since 27 February 2017. 50,300 HCPs were released over the Oct-Dec 2017 quarter.
- There were 17,578 more HCPs released in the Oct-Dec 2017 quarter than the July-Sept 2017 quarter.
- 34% (17,133) of HCPs went to consumers approved as a high priority.
- 44% of HCPs went to consumers with a Level 3 or Level 4 approval. The large weighting towards releases at these levels is largely attributed to the release of the additional 5,000 Level 3 and Level 4 HCPs made available by the Government in 2017-18. By the end of the Oct-Dec 2017 quarter, all additional HCPs had been released.
- 2.2% of HCPs were released to consumers identifying as Aboriginal and Torres Strait Islander, up from 1.9% in the July-Sept 2017 quarter. A further 23.4% were released to consumers considered Culturally and Linguistically Diverse, up from 22.8% in the July-Sept 2017 quarter.

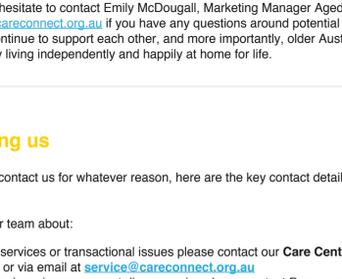
Number of consumers with a Home Care Package

- As at 30 September 2017, there were 74,205 consumers with a HCP – an increase of 3.9% (2,782 consumers) since 30 June 2017.
- There were around 11,200 new entries to home care and 8,500 exits in the Oct-Dec 2017 quarter.
- The proportion of consumers in care across metropolitan, rural and remote regions remained steady to 31 December 2017, in line with expected population proportions.
- The trend is shown in the graph below:



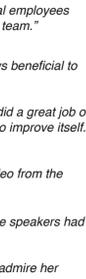
Approved providers

- As at 31 December 2017, there were 806 service providers with a home care service, an increase of 5.2% since 30 September 2017.
- There has been steady growth in the number of approved home care providers as shown in the chart below, with the biggest increase at 27 February, 2017 (introduction of portability):



Welcome to Samantha Winter to the Executive Leadership Team

In late January we welcomed **Samantha Winter** to the Executive Leadership Team replacing Andrew Sherri who has moved to another role in the community sector. Samantha is the General Manager, Finance and Information Systems.



Samantha is a passionate business enabler and finance professional. She brings over 25 years' experience gained in business and financial management across a range of sectors including higher education, retail and wholesale, shopping centre management, pharmaceuticals, tourism and professional services. Samantha comes to Care Connect with a strong pedigree in the alignment of strategy, operations, people, processes and technology for commercial success.

Samantha was previously a Non-Executive Director and Chair of the Audit and Risk Committee at Care Connect before moving into a management role. She is also a Director of the Prahran Market and in April 2015 won the Commonwealth Bank's Not-For-Profit Treasurer of the Year Award for her work in not-for-profit board roles. Samantha has also been the Chief Examiner for CPA Australia's Capstone Global Strategy and Leadership segment for over 15 years, which is part of her passion for giving back to her profession.

Referrals for Care Connect to manage Home Care Packages

As you know, we have over 20 years' experience supporting people to stay living at home. We support people at all stages of their HCP journey - from making an HCP application to My Aged Care (at no cost to the client), to free home care support if they have received a Home Care Package or are wanting to change their service provider. If you know of someone needing advice and guidance to stay living at home please let us know so we can work together in providing it.

The easiest way for you to make a referral directly is via our website at:

Website: www.careconnect.org.au/contact-us/make-a-referral/
Phone: **1800MYCHOICE (Free call 1800 692 464)**
Email: referralenquiries@careconnect.org.au

Our Referrals Team will respond to you directly and keep you updated on the outcome of your referral and how we can work together to support the person's needs. Where the client agrees, we will always give you first choice on providing the service.

Please do not hesitate to contact Emily McDougall, Marketing Manager Aged Care at emcdougall@careconnect.org.au if you have any questions around potential referrals. That way we can continue to support each other, and more importantly, older Australians wanting to stay living independently and happily at home for life.

Contacting us

If you need to contact us for whatever reason, here are the key contact details to remember:

To talk with our team about:

- missing services or transactional issues please contact our **Care Centre on 1300 966 170** or via email at service@careconnect.org.au
- pricing and service agreement discrepancies please contact Procurement on **(03) 9270 9993** or via email at procurement@careconnect.org.au

Provider forum photos and feedback

"First one our organisation has attended. I think it was really good that local employees from the Care Connect office were present as well as the senior/executive team."

"Incisive industry trends displayed key drivers for change identified. Always beneficial to meet business partners."

"Paul clearly put a lot of effort into the forum and his speech. I thought he did a great job of communicating how Care Connect is progressing and continually striving to improve itself. Overall he did a great job."

"Very informative – Dr Sally Cockburn was great to listen to as was the video from the Minister"

"It was my first Care Connect forum. I thought the topics were good and the speakers had great engagement with the room."

"Sally is a GP who has broken the mould of the GPs we often work with. I admire her passion for the aged."

"Not many organisations are prepared to recognise and address the feedback they get."

"Paul appeared open, honest, transparent and committed to the ideals espoused. His presentation led me to believe that Care Connect wants true partnership with its suppliers and is setting about enhancing the mechanisms by which this can be achieved."

Care Connect's 2nd Annual Provider Forum

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