

**INSIDE THIS ISSUE**

**Federal Government Budget Outcomes**

**Management Changes**

**Assessment Classification Funding Project (ACF)**

**TOKN Project**

**Home Modifications**

**Carer's Need Project**

**COMMUNITY NURSING SERVICES**

Personal Care

Medication Prompts

Catheter Management

Wound Care

Medication Administration

Bowel Care

**All Gold Card Holders are eligible for any of the above services and they are free of charge**

**HOME CARE PACKAGES**

Our Client Liaison Co-ordinator is available to meet with you at no cost to give you an understanding of how you can have extra services through a package.

**Give Linda a call on 9408 1100**

**FEDERAL GOVERNMENT BUDGET OUTCOMES:**

The Federal Government is implementing initiatives to protect the lives of older people as a response to the Aged Care Royal Commissions' recommendations. Issues of interest to TPG Aged Care, as an Approved Provider are:

- increases in the number of Home Care Packages available to address the needs of people wishing to live in their own homes for as long as reasonably and safely possible
- an allocation of nearly \$800 million to provide additional respite services to seniors and payments to carers
- the introduction of a new dedicated face-to-face program to assist older people navigate and understand the aged care system
- a plan to design a new home care program to better meet needs

**MANAGEMENT CHANGES:**

Over the past year I have been transitioning to the role of Chief Executive Officer after employing a General Manager, Ms Bobbie Mignacca. My role will be to work on a range of projects to improve our service delivery offerings in the future.

**ASSESSMENT CLASSIFICATION FUNDING PROJECT (ACF)**

We have taken action to keep in step with new initiatives by participating in a project to develop an assessment classification and funding (ACF) model for the support at home program. The intention of the

government is to establish a single unified system for in-home care to meet a recommendation of the Royal Commission that there should be a seamless system of care, delivering timely and flexible services that are tailored to consumer's needs. The support at home program will combine the Commonwealth Home Support Program (CHSP) and the Home Care Packages (HCP) Program. The goals of the support at home program; include:

- putting the consumer at the centre
- better matching assessed needs with supports
- ensuring that services are safe and of high quality
- fair, and simple consumer contributions

Many clients who are receiving more than three service types per month through a Home Care Package (HCP) may have received a letter inviting them to participate in a survey. I would urge you to participate by returning the assessment form to ensure that West Australian views are considered as part of the national project.



### **TOKN Project:**

Over the past year we have been trialling a new way of improving our transparency by introducing a TOKN App for support workers to use to register their attendance at services. You will have become familiar with this new initiative because you may have been asked to sign on to a worker's phone. Now, after using the app for a while we have identified and implemented several enhancements to make it simpler to use.

We have taken the step now to introduce a QR code allocated to every one of our clients. This update will mean that your Service Plan will have a label with a QR code attached so that workers can scan their arrival and completion times. It will also mean that you will not have to sign for the workers start and finish time. Support workers have been requested to attach the labels to each of their clients over the next month.

I look forward to your support with this project because it will improve the way in which we deliver services and assist in our contribution to the government's moves to improve the way in which home care is delivered across the nation.

### **Home Modification Project:**

We have been successful in winning a tender for a Home Modification Project funded under the Commonwealth Home Support Program (CHSP). Older people who are seeking to live in their own home safely will be able to take advantage of home modifications to the value of \$1,000. Some examples of the type of modifications available include:

- Bathroom Redesign
- Emergency Alarms and Safety Aids Installation
- Grab Rails in Bathroom Installation
- Handrail Installation
- Kitchen Redesign
- Lever Tap Set Installation
- Ramp Installations
- Widening Doorways and Passages

The services are available to eligible people and a small contribution may be charged.

If you think you need these services to remain living independently at home, you can submit an enquiry directly to My Aged Care by calling 1800 200 422 or visiting [myaged-care.gov.au](http://myaged-care.gov.au). Further information is available by calling Joel or Troy on 9408 1100.

### **Carer Needs Project**

Our Client Liaison Co-ordinator, Linda and myself are now involved in a project to determine the unmet needs of our clients and their primary carers. Our aim is to understand gaps in our present suite of services to prepare us to provide additional services which may arise from recommendations of the Royal Commission into Aged Care.

I am looking forward to getting out and about and meeting the people who I feel that I know by name because of your long association with us. We have developed an assessment form to gather information and look forward to many informal chats in the coming months.

If you would like to meet with us, please give Linda a call to book a meeting time and/or expect a call from her to request a meeting time.

### **PATRICIA TASSELL**

#### **Chief Executive Officer**

### **How many of these sayings are familiar to you!**

1. Money doesn't grow on trees you know...."
2. "Close the door! - were you raised in a tent?"
3. "Here's five cents...go call someone who cares."
4. "Because I said so."
5. "If so and so jumped off a bridge would you jump off a bridge?"
6. "Stop crying before I give you something to cry about!"
7. "We'll cross that bridge when we come to it."
8. "Your face is going to freeze that way."
9. "Hold your horses."
10. "I'll wash your mouth out with soap."
11. "When I was your age - I had to walk (10+++ ) miles to school....."
12. "There are starving people in Africa who would gladly eat your dinner!"
13. "Don't burn the candle at both ends."
14. "You kids will be the death of me yet."