

Nepean Blue Mountains - Aged Care 2019/20 - 2023/24 Activity Summary View



AC-CF - 6 - 2023-24 AC6: Care Finder ACH Transition



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

6

Activity Title *

2023-24 AC6: Care Finder ACH Transition

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of this activity is to transition existing ACH providers program (with the exception of hoarding and squalor services) to the Care Finder program and establish and maintain a care finder network in the NBM region that:

- Provides specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community.
- Addresses the specific local needs of their region in relation to care finder support.
- Is supported to build their knowledge and skills.
- Is an integrated part of the local aged care system.
- Collects data and information to support an evaluation of the care finder program.

- Supports and promotes continuous improvement of the care finder program.
- Supports improved integration between the health, aged care and other systems at the local level within the context of the care finder program.

Description of Activity *

A needs assessment has been undertaken to inform the mix and focus for care finders in the NBM region. The needs assessment has demonstrated the importance for care finders to be physically located within each of the four LGAs in the NBM region. Providers commenced the transition and have also expanded their services to deliver care finder as well as transition from ACH services. Providers participate in bi-monthly community of practice meetings facilitated by the NBMPHN and undertake all mandatory and required training and additional identified training will be delivered through workshops as part of the community of practice process.

The NBMPHN continue to work closely with the care finder organisations to integrate the care finder program into the aged care system. This will be achieved through leveraging existing relationships and engagement with relevant networks and inter-agencies raising awareness of the care finder program and role. Care finder referral pathways will be developed and published within HealthPathways, accessible through our My Health Connector website (<https://myhealthconnector.com.au>), consistent messaging and promotion across the region and engagement of key stakeholders in local government, health including primary health care providers, non-government organisations and other stakeholders engaged with the target population groups.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Address the need for culturally appropriate Services	302
Workforce Capacity Including Skills and Training – identified need for basic mental health training for mainstream services, including Centrelink, Housing, Police, employers, and community organisation	285



Activity Demographics

Target Population Cohort

The care finder target population is people who are eligible for aged care services in NBM region and have one or more reasons for requiring intensive support to:

- Interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services and/or

- Access other relevant supports in the community.

Reasons for requiring intensive support may include:

- Isolation or no support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care.
- Communication barriers, including limited literacy skills.
- Difficulty processing information to make decisions.
- Resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year.
- Past experiences that mean they are hesitant to engage with aged care, institutions or government.

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

**Activity Consultation and Collaboration****Consultation**

As part of the needs assessment stakeholders were engaged and consulted to identify the key target population groups in the NBM region, these stakeholders included: Local Government, Women's Health Centre, NSW Police, Aged and Community Care providers, ACH providers, housing providers, disability providers, Local Health District, Community Health Centres, community service organisations and primary health care providers.

Collaboration

Local Health District and Hawkesbury Hospital - building awareness of the care finder program, referral and promotion of the program in the region.

Local Government - facilitation of the interagency meetings and engagement to ensure that care finder is integrated in the aged care system.

Primary health care providers including pharmacy, general practice, allied health and aged care providers - referral, implementation and embedding into the health system through access to HealthPathways.

**Activity Milestone Details/Duration****Activity Start Date**

30/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

1 January 2023

Service Delivery End Date

30 June 2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No
Continuing Service Provider / Contract Extension: No
Direct Engagement: Yes
Open Tender: No
Expression Of Interest (EOI): No
Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

Yes

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AC-CF - 5 - 2023-2024 AC5: Care Finder



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-CF

Activity Number *

5

Activity Title *

2023-2024 AC5: Care Finder

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of this activity is to establish and maintain a care finder network in the NBM region through supporting the transition of ACH providers and commissioning of additional care finders to undertake the following:

- Provide specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community.
- Address the specific local needs of their region in relation to care finder support.
- Support to build their knowledge and skills.
- Integrate care finders into part of the local aged care system.
- Collects data and information to support an evaluation of the care finder program.
- Supports and promotes continuous improvement of the care finder program.
- Supports improved integration between the health, aged care and other systems at the local level within the context of the care finder program.

Description of Activity *

A needs assessment has been undertaken to inform the mix and focus for care finders in the NBM region. The needs assessment has demonstrated the importance for care finders to be physically located within each of the four LGAs in the NBM region. Care finders are commissioned in each LGA. The commissioned organisations undertake their own intake of care finder clients. All providers participate in bi-monthly community of practice meetings facilitated by the NBMPHN and undertake all mandatory and required training with additional identified training will be delivered through workshops as part of the community of practice

process.

The NBMPHN works closely with the care finder organisations to integrate the care finder program into the aged care system which includes regular meetings with ACAT, LHD, aged care providers and other welfare and community providers in the region. This is achieved through leveraging existing relationships and engagement with relevant networks and inter-agencies raising awareness of the care finder program and role. Care finder referral pathways will be developed and published within HealthPathways, accessible through our My Health Connector website (<https://myhealthconnector.com.au>), consistent messaging and promotion across the region and engagement of key stakeholders in local government, health including primary health care providers, non-government organisations and other stakeholders engaged with the target population groups.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Workforce Capacity Including Skills and Training – identified need for basic mental health training for mainstream services, including Centrelink, Housing, Police, employers, and community organisation	285
Address the need for culturally appropriate Services	302
Maintain and promote utilisation of a health needs prioritisation framework incorporating social disadvantage and equity	264



Activity Demographics

Target Population Cohort

The care finder target population is people who are eligible for aged care services in NBM region and have one or more reasons for requiring intensive support to:

- Interact with My Aged Care (either through the website, contact centre or face-to-face in Services Australia service centres) and access aged care services and/or
- Access other relevant supports in the community.

Reasons for requiring intensive support may include:

- Isolation or no support person (e.g. carer, family or representative) who they are comfortable to act on their behalf and/or who is willing and able to support them to access aged care services via My Aged Care.
- Communication barriers, including limited literacy skills.
- Difficulty processing information to make decisions.
- Resistance to engage with aged care for any reason and their safety is at immediate risk or they may end up in a crisis situation within (approximately) the next year,
- Past experiences that mean they are hesitant to engage with aged care, institutions or government.

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

Collaboration



Activity Milestone Details/Duration

Activity Start Date

30/06/2022

Activity End Date

29/06/2025

Service Delivery Start Date

1 January 2023

Service Delivery End Date

30 June 2025

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): Yes

Other Approach (please provide details): No

Is this activity being co-designed?

No

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments



AC-EI - 3 - 2023-2024 AC 3: Early Intervention Initiatives



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-EI

Activity Number *

3

Activity Title *

2023-2024 AC 3: Early Intervention Initiatives

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of this activity is to commission early intervention initiatives to support healthy ageing and the ongoing management of chronic conditions for older people in the Nepean Blue Mountains Region and increase awareness of the commissioned initiatives for primary health care through channels such as HealthPathways.

Description of Activity *

The targeted interventions will be commissioned across the region to enable access for older people to improve the management of chronic health conditions and will enhance existing healthy ageing programs where relevant. The initiatives include the following:

- Quality improvement collaborative initiatives implemented in general practice to focus on improved management of chronic conditions for older people including social connection and social prescribing to reduce functional decline;
- Intergenerational programs to enhance function, reduce decline of mobility, improve social connection and opportunities to be involved in the community;
- Commission OT services to support older people to maintain their function and quality of life assisting them to remain at home for longer through improving access to OT assessment and therapy where required;
- Commission general practices to provide health connector services across the region improving access to services for older people through navigation and social prescribing.

This activity will also provide education to primary health care providers to improve access for older Australians to appropriate

psychosocial, health, social and welfare supports. Educational resources will be made available to family members or carers on how to manage an older person’s health.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Address the need for culturally appropriate Services	302
Continue to support consumer awareness	262
Address social isolation and stigma	290
Support general practice with Quality improvement initiatives	250
Commission services to improve coordination of care	255
Continue ongoing education and training to build capacity	242



Activity Demographics

Target Population Cohort

Older people in the NBM region

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

The NBMPHN Healthy Ageing Steering Committee will assist to inform the co-design and commissioning process. The Health

Ageing Steering Committee include the follow representatives:

- PHN Healthy Ageing team
- Head of Geriatric Medicine LHD
- Virtual Aged Care Team Nurse Practitioner
- GP
- Practice Nurse - Health Connector
- Consumer
- Pharmacy
- RACF Care Manager
- NSW Ambulance
- Multicultural health and Aboriginal health

Collaboration

The following stakeholders will be involved in the co-design process and design the target initiatives that are to be commissioned: Consumers; primary health care professionals including GPs and Practice Nurses; NBMLHD Primary Care and Community Health; Allied Health; Local Government; aged and community services; Aboriginal Medical Service; Aboriginal community services; Aboriginal Health; Nepean Multicultural Access, ACON, SydWest and NDIA, NBMLHD Disability Advisor.



Activity Milestone Details/Duration

Activity Start Date

31/12/2021

Activity End Date

29/06/2024

Service Delivery Start Date

June 2023

Service Delivery End Date

30 June 2024

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

- Not Yet Known:** No
- Continuing Service Provider / Contract Extension:** No
- Direct Engagement:** No
- Open Tender:** No
- Expression Of Interest (EOI):** Yes
- Other Approach (please provide details):** No

Is this activity being co-designed?

Yes

Is this activity the result of a previous co-design process?

No

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

No

Has this activity previously been co-commissioned or joint-commissioned?

No

Decommissioning

No

Decommissioning details?

Co-design or co-commissioning comments

This activity will be implemented through a co-design approach with consumers, primary health care providers, aged and community care stakeholders, local government and key peak groups including representation from diverse population groups (Aboriginal and Torres Strait Islander, CALD, LGBTIQ+ and disability). The co-design identified key issues including management of chronic disease conditions for older people in the NBM region to reduce avoidable hospital admissions; challenges to access OT services in the region and social isolation.



AC-VARACF - 1 - 2023-24 AC 1: Aged Care Virtual Access RACF Operations



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-VARACF

Activity Number *

1

Activity Title *

2023-24 AC 1: Aged Care Virtual Access RACF Operations

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of the activity is to support RACFs to increase the availability and use of telehealth and digital health technologies to support access to virtual consultations for aged care residents.

Description of Activity *

To achieve the aim we will work closely with participating RACFs:

- to determine the current digital and telehealth capabilities in their facility through a baseline survey;
- develop in consultation with the Care Manager a digital health capability plan to address the interoperability gaps identified in the baseline survey;
- implement the plan including: required technology, the development and initiation of training and support resources for staff based on identified training needs;
- encourage the use of My Health Record and Australian Immunisation Register through the initiation of PRODA of HPOS to enhance the transfer of care and resident health care information;
- deliver training to staff in RACFs to improve capability to use digital health technologies.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Increase and enhance meaningful use of My Health Record	243
Enhance video Telehealth uptake	243
Expand the uptake of My Health Record across the primary and secondary care	244
Increase access to Primary Care services within RACFs including via telehealth	267



Activity Demographics

Target Population Cohort

Residential Aged Care Facilities, Residents, primary healthcare professionals and clinicians

In Scope AOD Treatment Type *

Indigenous Specific *

No

Indigenous Specific Comments

Coverage

Whole Region

Yes



Activity Consultation and Collaboration

Consultation

NBM LHD - Virtual Aged Care Team and Digital Health Team
 RACF Care Managers and Staff
 Diverse groups - Aboriginal and Torres Strait Islander, LGBTIQ+, CALD, and disability

Collaboration

NBM LHD - Virtual Aged Care Team and Digital Health Team - inform and ensure there is not duplication.
 RACF Care Managers and Staff - involved in the design and implementation of the activity
 Australian Digital Health Agency



Activity Milestone Details/Duration

Activity Start Date

31/12/2021

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

Not Yet Known: No

Continuing Service Provider / Contract Extension: No

Direct Engagement: No

Open Tender: No

Expression Of Interest (EOI): No

Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments



AC-AHARACF - 2 - 2023-2024 AC 2: Enhance After Hours Support for RACFs



Activity Metadata

Applicable Schedule *

Aged Care

Activity Prefix *

AC-AHARACF

Activity Number *

2

Activity Title *

2023-2024 AC 2: Enhance After Hours Support for RACFs

Existing, Modified or New Activity *

Modified



Activity Priorities and Description

Program Key Priority Area *

Aged Care

Other Program Key Priority Area Description

Aim of Activity *

The aim of this activity is to enhance after-hours support for RACFs to reduce transfer to hospital in the after-hours period. This will be achieved through the development of after-hours plans and procedures appropriate for their facility.

Description of Activity *

To achieve the aim we will work closely with participating RACFs:

- distribute a survey to determine the current after hours arrangements and plans that each RACF have in place to identify the gaps at each RACF including any specific care plans for people from diverse backgrounds;
- develop or enhance in consultation with the Care Manager, clinical staff, residents GPs an appropriate after hours care plan, including access to up to date digital medical record;
- implement the plan including: the development and initiation of training and support resources for staff based on after-hours health care options and processes including increasing access to RACF staff to training and education to improve capacity and reduce the need for hospital transfer.

Needs Assessment Priorities *

Needs Assessment

Needs Assessment 2021/22 - 2023/24

Priorities

Priority	Page reference
Improve Access to after-hours primary care	239
Enhance video Telehealth uptake	243
Expand the uptake of My Health Record across the primary and secondary care	244
Increase access to Primary Care services within RACFs including via telehealth	267
Skills and Training Capacity	276
Improve access for people at end of life to support and services to die at home if that is their preferred place, through improved integration and coordination of services	265

**Activity Demographics****Target Population Cohort**

Residential Aged Care Facilities, primary health care providers and residents and families of residential aged care facilities

In Scope AOD Treatment Type ***Indigenous Specific ***

No

Indigenous Specific Comments**Coverage****Whole Region**

Yes

**Activity Consultation and Collaboration****Consultation**

The NBMPHN Healthy Ageing Steering Committee will assist to inform the work undertaken in this activity. The Health Ageing Steering Committee include the follow representatives:

- PHN Healthy Ageing team
- Head of Geriatric Medicine LHD
- Virtual Aged Care Team Nurse Practitioner
- Diverse groups - Aboriginal and Torres Strait Islander, LGBTIQ+, CALD, and disability
- GP
- Practice Nurse- Health Connector

- Consumer
- Pharmacy
- RACF Care Manager
- NSW Ambulance

Collaboration

Residential Aged Care Facilities - design and implementation
General Practitioners and other primary health care providers - design and implementation
NBMLHD Virtual Aged Care Team - informing the work



Activity Milestone Details/Duration

Activity Start Date

30/11/2021

Activity End Date

29/06/2024

Service Delivery Start Date

Service Delivery End Date

Other Relevant Milestones



Activity Commissioning

Please identify your intended procurement approach for commissioning services under this activity:

- Not Yet Known: No
- Continuing Service Provider / Contract Extension: No
- Direct Engagement: No
- Open Tender: No
- Expression Of Interest (EOI): No
- Other Approach (please provide details): No

Is this activity being co-designed?

Is this activity the result of a previous co-design process?

Do you plan to implement this Activity using co-commissioning or joint-commissioning arrangements?

Has this activity previously been co-commissioned or joint-commissioned?

Decommissioning

Decommissioning details?

Co-design or co-commissioning comments