

Aids and Equipment Program Redevelopment Project update

New model of service for the Aids and Equipment Program

Disability Services is pleased to announce a new model of service for the Aids and Equipment Program. The decision has been made to establish and implement a statewide service in Victoria. Overwhelming support for this model was received through the recent consultation on the service delivery model.

The new statewide service will ensure more equitable access to equipment and services and this will lead to better outcomes for people with a disability.

The key principle underpinning the Aids and Equipment Program is to improve outcomes for individuals and achieve customer-focused service through:

- streamlined and timely access to an integrated and coordinated service delivery system
- transparent processing, prioritisation and equitable access
- efficient and cost-effective use of resources.

The new service delivery platform will uphold these principles by providing:

- a statewide service
- a single point of entry (one phone number or one email)
- a single statewide waiting list
- a new function of clinical advisors who will provide clinical expertise on applications.

A competitive selection process will be undertaken to appoint a new service provider for the Aids and Equipment Program. It is anticipated that the procurement of the new provider will commence later this year with a view to appointing a provider in early 2010.

There will be no immediate change to the existing structure of the program's service platform and business will continue as normal. There will be a comprehensive transition phase as we gradually move from the current system to the new statewide service. This is likely to commence in the later half of 2010.

Answers to commonly asked questions are available on our website at www.dhs.vic.gov.au/ds/aep.

ASSIST database

The development of the new information technology system for the Aids and Equipment Program now has a name. ASSIST will replace the current platform known as PADMIN.

A user reference group of issuing centre coordinators has been established and their input has been vital in developing the new system. ASSIST is expected to be fully operational in December 2009.

Continence products project

A&CC continues to work with Disability Services on examining the capacity to integrate continence product funding and policy direction with other mainstream Department of Health programs that involve ongoing clinical and health support for people with a disability and the frail aged in Victoria.

Linkages and care pathways for accessing Aids and Equipment Program continence products will be determined as part of the SACS continence clinics review. This review is due to start in November 2009. The statewide service will continue to be the platform for clients to access Aids and Equipment Program continence products.

Domiciliary oxygen update

A domiciliary oxygen workshop to explore current practices for managing domiciliary oxygen and the feasibility of HARP managing domiciliary oxygen was held on 28 August 2009. The aim of this workshop was to develop a model of care that can be piloted within health services.

The workshop confirmed the recommendation that domiciliary oxygen should be transferred across to A&CC to align policy and clinical programs to better support clients requiring domiciliary oxygen. The workshop also confirmed that while oxygen should be transferred to A&CC it should not be transferred to HARP as initially recommended by the 2006-07 Aids and Equipment Program review.

The workshop confirmed there are current processes and systems in place for managing clients on domiciliary oxygen. The workshop identified a lack of standardised education and monitoring of clients receiving domiciliary oxygen. However, most of these clients receiving domiciliary oxygen would not be eligible or require HARP services.

A&CC are in the process of developing a response to support existing services involved in managing clients on domiciliary oxygen. The statewide service will continue to be the platform for clients to access Aids and Equipment Program domiciliary oxygen.



Improving the interface of health and disability services

On Friday 25 September 2009, 30 representatives from health services across Victoria attended a meeting to start implementing the Improving the Interface of Disability Services and Health initiative key principles.

Health and disability services have been working with the department to improve the interface. This has included developing six key principles to improve communication between and consultation with health and disability services at a local level, and ultimately improve discharge outcomes of people with a disability.

The six key principles, previously presented at the Improving the Interface of Disability Services and Health forum in February 2009, focus on:

- creating a shared understanding between health and disability services

- establishing an avenue for communication between health and disability services by establishing a defined point of access for the coordination and discharge planning of clients with disabilities
- ensuring early initial contact occurs between health and disability services in relation to people with a disability requiring increased discharge supports
- producing a joint framework for planning and sharing information that ensures health and disability services undertake joint planning to achieve appropriate discharge outcomes.

Many health services have already commenced work with local disability regional staff on implementing the principles within the health service at an organisational level. The initiative will be implemented over the next year, with

health services engaging in quarterly reporting to the department. The first report is due on **7 December 2009**.

The initiative aims to have the six principles embedded into everyday practice by the end of the year, thus improving the relationship between health services and local disability services while improving processes and discharge outcomes for people with disabilities.

Keep a look out for further updates of the achievements of health and disability services in this newsletter as the initiative progresses.

For further information please contact [Kate Mangion](#).

Subacute National Partnership Agreement

In December 2008 the Commonwealth and state and territory governments signed four national agreements and national partnership agreements (NPAs) relating to providing health care in Australia. These are the:

- *National Healthcare Agreement* (replacing the former *Australian Health Care Agreements, Public Health Outcome Funding Agreements and Youth Health Services Agreement*)
- *National Partnership on National Indigenous Reform Agenda* (health components)
- *National Partnership on Preventative Health*
- *National Partnership on Hospitals and Health Workforce Reforms*, incorporating activity-based funding, emergency department, sub-acute and workforce reforms.

Within Ambulatory and Continuing Care we have a focus on the fourth of these agreements, particularly the sub-

acute and the activity-based funding components. The sub-acute NPA encompasses rehabilitation, geriatric evaluation and medicine (GEM), palliative care and psychogeriatric care, so it is broader than the suite of services that we generally classify as sub-acute in Victoria.

The sub-acute NPA requires that Victoria delivers on an implementation plan that commits us to achieving a 20 per cent increase in service access between the 2008–09 and 2012–13 financial years. We also have a commitment to define and achieve patient outcomes, improve quality and continuity of care, and improve the timeliness and efficiency of care.

The key strategies that Victoria highlighted in our sub-acute NPA implementation plan include:

- commencing implementation of the *Sub-acute services planning framework*
- reforming care pathways to ensure we are providing the right care in the right place at the right time within resources across all care types

- implementing the *Health Independence Programs guidelines*
- improving service access across the state
- improving the service mix across the state
- developing standardised reporting.

It should be noted that Victoria has a significantly higher base for sub-acute services than other states and territories. Consequently, to raise services by 20 per cent by June 2013 is a significant task. To assist us the Commonwealth has provided Victoria with \$125 million. We are working to access these funds via our usual internal business processes. To date, this has funded more rehabilitation beds, GEM beds, restorative care places, work on the elective orthopaedic care pathway and palliative care beds.

If you would like more information please contact [Sharon Fraser](#).

Department of Health

In August 2009 the former Department of Human Services was split to create two new departments: the Department of Health and a new Department of Human Services.

The departments of Health and Human Services work together to enhance and protect the health and wellbeing of all Victorians, emphasising vulnerable groups and those most in need. They are key providers, funders and regulators of health, mental health, aged care, community and housing services.

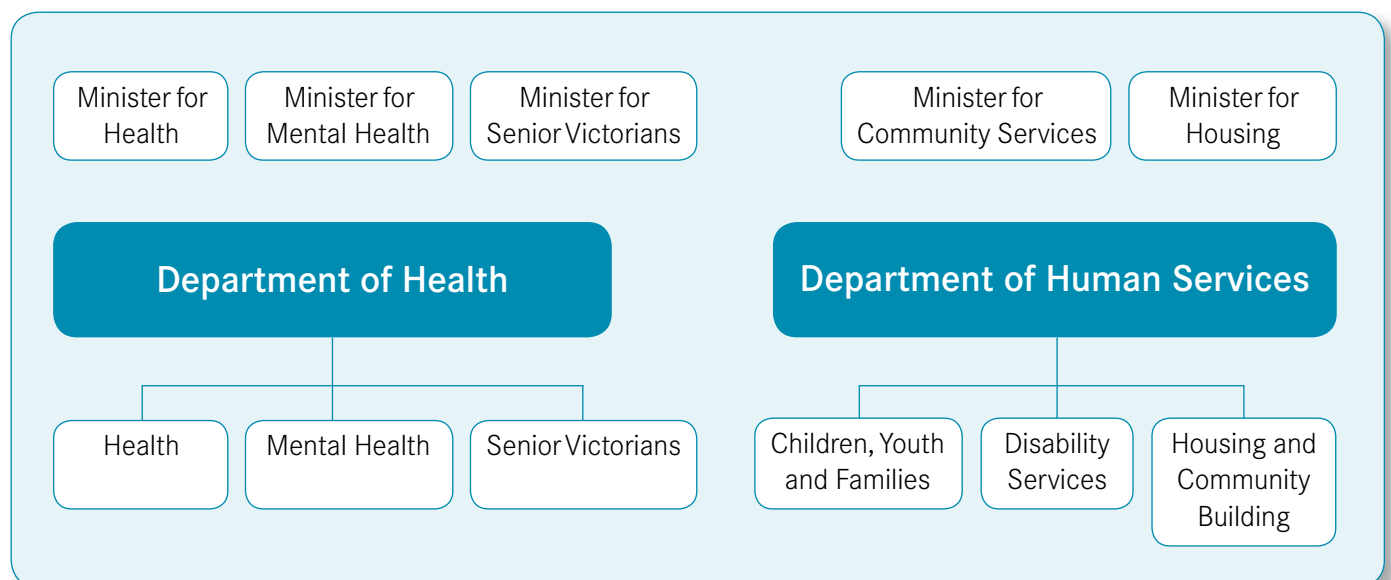
Together they provide services to more than a quarter of all Victorians each year.

Under the new arrangements the Department of Health oversees health services, mental health and drugs and aged care and preventative health. The Department of Human Services oversees services for children, youth and families, housing, disability, concessions and bushfire recovery.

The Department of Health supports the ministers for Health, Mental Health and Senior Victorians, and the Department of Human Services supports the ministers for Community Services and Housing (see Figure).

Currently, there are three divisions within the Department of Health: Metropolitan Health and Aged Care Services Division, Rural and Regional Health and Aged Care Services Division and Mental Health and Drugs Division. These three divisions share the department's responsibilities for developing strategic priorities, implementing policy, and funding and monitoring service delivery in the areas of health, mental health and aged care.

The Department of Health is currently undergoing a restructure of the three divisions. The new structure will be reported in an upcoming edition of this newsletter.



The Ambulatory and Continuing Care Team contact details

Name	Title	Email	Phone
Sue Race	Manager, A&CC	Susan.Race@dhs.vic.gov.au	9096 2721
Jane Dooley	Manager, Corporate Projects	Jane.Dooley@dhs.vic.gov.au	9096 9208
Sharon Fraser	Senior Project Manager	Sharon.Fraser@dhs.vic.gov.au	9096 0024
Debra Parsons	Executive Assistant	Debra.Parsons@dhs.vic.gov.au	9096 2085

Post Acute Services

Andrew Crow	Manager	Andrew.crow@dhs.vic.gov.au	9096 1336
Charlotte Dart	Senior Project Officer	Charlotte.Dart@dhs.vic.gov.au	9096 1412
Jason Ferriggi	Senior Project Officer	Jason.Ferriggi@dhs.vic.gov.au	9096 2169
Rachel Barton	Senior Project Officer	Rachel.Barton@dhs.vic.gov.au	9096 1390
Wayne Massuger	Senior Project Officer	Wayne.Massuger@dhs.vic.gov.au	9096 0507
Andrea McGee	Senior Project Officer	Andrea.McGee@dhs.vic.gov.au	9096 2088
Juliet Coles	Senior Project Officer	Juliet.Coles@dhs.vic.gov.au	9096 1335

Chronic and Complex Care

Jenny Collins	Manager	Jenny.e.Collins@dhs.vic.gov.au	9096 1348
Sian Reilly	Senior Project Officer	Sian.Reilly@dhs.vic.gov.au	9096 1331
Chelsea Simpson	Senior Project Officer	Chelsea.Simpson@dhs.vic.gov.au	9096 7138
Joan Snyder	Senior Project Officer	Joan.Snyder@dhs.vic.gov.au	9096 2027
Johanna Hayes	Senior Project Officer	Johanna.Hayes@dhs.vic.gov.au	9096 2082
Kate Mangion	Senior Project Officer	Kate.Mangion@dhs.vic.gov.au	9096 1334

Sub-acute Services

Nicole Doran	Manager	Nicole.Doran@dhs.vic.gov.au	9096 2689
André Catrice	Senior Project Officer	Andre.Catrice@dhs.vic.gov.au	9096 1394
Sue Salter	Senior Project Officer	Sue.Salter@dhs.vic.gov.au	9096 1338
Betty Tzouvelis	Senior Project Officer	Betty.Tzouvelis@dhs.vic.gov.au	9096 1313
Ilona Nicola	Senior Project Officer	Ilona.Nicola@dhs.vic.gov.au	9096 0487
Emma Shannon	Senior Project Officer	Emma.Shannon@dhs.vic.gov.au	9096 7093
Katherine Utry	Senior Project Officer	Katherine.Utry@dhs.vic.gov.au	9096 9403
Cathy Krishnan	Senior Data Analyst	Cathy.Krishnan@dhs.vic.gov.au	9096 0504