

# Australian Capital Territory - Aged Care 2022/23 - 2026/27 Activity Summary View



## AC-EI - 1 - Commissioning early intervention initiatives to support healthy ageing



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-EI

**Activity Number \***

1

**Activity Title \***

Commissioning early intervention initiatives to support healthy ageing and ongoing management of chr

**Existing, Modified or New Activity \***

Existing



### Activity Priorities and Description

**Program Key Priority Area \***

Aged Care

**Other Program Key Priority Area Description****Aim of Activity \***

- Support senior Australians to live in the community for longer (including those not currently receiving aged care services) through commissioning early intervention initiatives that promote healthy ageing, slow decline and support the ongoing management of chronic conditions.
- Increase awareness in the primary health care workforce of the needs of the population and the availability of these initiatives.

**Description of Activity \***

ACT PHN will commission early intervention services to support senior Australians to live in the community for longer (including those not currently receiving aged care services). This will focus on initiatives that promote healthy ageing, slow decline and support the ongoing management of chronic conditions. Further CHN will work to increase awareness in the primary health care

workforce of the needs of the population and the availability of these initiatives. Specifically, CHN's planned activities include

- Stakeholder engagement to identify priority areas to address
- Codesign solutions with stakeholders
- Commission activities to meet the gaps of targeted areas for example utilisation of remote patient monitoring systems to manage health
- Assist with promotional activities to raise awareness of the new service(s)
- Follow up to provide assistance in early phase of roll-out
- Regular contract management

### Needs Assessment Priorities \*

#### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

Priority	Page reference
Aged Care	66



#### Activity Milestone Details/Duration

#### Activity Start Date

02/01/2022

#### Activity End Date

29/06/2024



## AC-CF - 2 - Commissioning Care Finder Program



### Activity Metadata

**Applicable Schedule \***

Aged Care

**Activity Prefix \***

AC-CF

**Activity Number \***

2

**Activity Title \***

Commissioning Care Finder Program

**Existing, Modified or New Activity \***

Existing



### 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 for ACT PHN to commission care finder providers in the ACT region to:

- improve outcomes for people in the care finder target population, including:
- improved coordination of support when seeking to access aged care and other support services for people who are eligible for aged care services who need intensive support.
- improved understanding of aged care services and how to access them among the identified populations
- improved openness and experience to engage with the aged care system
- increased care finder workforce capability to meet client needs
- increased rates of access to aged care services and connections with other relevant supports
- increased rates of staying connected to the services they need post service commencement
- improve integration between the health, aged care and other systems at the local level within the context of the care finder program

**Description of Activity \***

Under this Activity CHN is commissioning additional care finder services

ACT PHN commissions care finders to:

- specifically target people who have one or more reasons for requiring intensive support to interact with Mv Aged Care (either

through the website, contact centre or face-to-face in Services Australia service centres), access aged care services and/or access other relevant supports in the community.

- establish and maintain a national care finder network that addresses the specific local needs of the ACT region, in relation to care finder support; building knowledge and skills; integrating part of the local aged system; and collecting data and information to support evaluation of their programs.
- employ care finders/aged care navigators with relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience, whose primary function will include:
  - o assertive outreach;
  - o engagement and rapport building with potential clients and local intermediaries;
  - o supporting people to interact with My Aged Care so they can be screened for eligibility for aged care services and referred for assessment;
  - o supporting and promoting continuous improvement of the care finder program; including addressing opportunities to enhance integration between the health, aged care and other systems at the local level.
  - o support to explain and guide people through the assessment process including, where appropriate, attending the assessment;
  - o support to help people to find the aged care supports and services they need and connect with other relevant supports in the community;
  - o high level check-in with clients on a periodic basis and follow-up support once services have commenced.

The care finder target population is people who are eligible for aged care services 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.

Under this Activity CHN will support a transition of the ACH program (with the exception of hoarding squalor services) to the care finder program by:

- offering ACH providers contracts as care finders from 2022-23 to 2024-25; and
- commissioning additional care finders from 2022-23 to 2024-25.

## Needs Assessment Priorities \*

### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

#### Priorities

Priority	Page reference
Aged Care	66



### Activity Milestone Details/Duration

#### Activity Start Date

31/12/2022

#### Activity End Date

29/06/2025



## AC-AHARACF - 3 - Enhanced out of hours support for residential aged care



### Activity Metadata

#### Applicable Schedule \*

Aged Care

#### Activity Prefix \*

AC-AHARACF

#### Activity Number \*

3

#### Activity Title \*

Enhanced out of hours support for residential aged care

#### Existing, Modified or New Activity \*

Existing



### Activity Priorities and Description

#### Program Key Priority Area \*

Aged Care

#### Other Program Key Priority Area Description

#### Aim of Activity \*

- Provide guidance to assist participating RACFs to have appropriate after-hours plans in place.
- Educate participating RACF staff on the after-hours health care options and processes for residents.
- Encourage participating RACFs to implement procedures for keeping residents' digital medical records up to date, particularly following an episode where after-hours care was required.
- Support engagement between RACFs and their residents' GPs (and other relevant health professionals), as part of after-hours action plan development.

#### Description of Activity \*

Consultation with RACFs and after-hours service providers about:

- after-hours service gaps
- after-hours plan
- after-hours training needs to support older people during after-hours
- training needs to prevent incidents to happen after-hours
- promote telehealth service use among key providers and RACFs in the after-hours space
- reviewing supports available to improve more frequent usual care and avoid the needs for after-hours services

## Needs Assessment Priorities \*

### Needs Assessment

Capital Health Network (ACT PHN) 2021 to 2024 Needs Assessment

### Priorities

Priority	Page reference
Aged Care	66



### Activity Milestone Details/Duration

#### Activity Start Date

01/01/2022

#### Activity End Date

29/01/2024