

# Developing and Implementing Access Point Demonstration Projects



## Victoria's Perspective

15<sup>th</sup> May 2008

# Implementing Access Points in Victoria

- DHS has been working with the Commonwealth Department of Health and Ageing (and other States and Territories) to develop the necessary national and Victorian specific elements to make Access Points work in the context of Victorian community care services.

# The Scope

At this point in time limited to:

- the HACCC Program
- other State funded Aged Care Programs
- Commonwealth funded community aged care programs such as National Respite for Carers, Carelink, CACPs, EACH, Day Therapy Centres and a range of information and counselling services

# Principle underpinning Victoria's approach

**NO WRONG DOOR**

# From Victoria's perspective

- Objectives and functions of Access Points complement work done in Victoria implementing Primary Care Partnerships (PCPs) *Better Access to Services Policy & Operational Framework*

# Access Points build on PCPs service coordination

- Agencies that are members of PCPs are delivering some of the Access Point objectives through the PCP Service Coordination Strategy. This is unique to Victoria and the basis for the **No Wrong Door** approach.
- Access Points functional capabilities in Victoria have been designed to complement PCP service coordination work.
- PCP work on service coordination is connecting frail older people and younger people with disabilities with a range of relevant services.
- In this context the Victorian Model for Access Points is one of coordination, targeted support, advice and referral rather than a single point of entry to services.

# Primary Goals of Access Points in the Victorian context

- To improve navigation of the service system for those frail older people, younger people with disabilities, their carers, families and friends, **who do not know where to go for information and assistance about what services and resources are available to them to meet their needs.**
- The Access Point will also assist service providers who need information about services in the community, in particular GPs and Hospitals.

## Guiding Principles for developing Access Point demonstration projects in Victoria

- i. Complement work on implementing service coordination already in place across Victoria and the implementation of the Victorian HACC Assessment Framework
- ii. Add value to Victoria's agenda on health and community care reform – Care in Your Community
- iii. Be an incremental enhancement on what is already in place across Victoria
- iv. Avoid duplication
- v. Continue and support existing practices and processes- implementing Access Point capacity in the system will not change existing requirements and responsibilities for agencies who are member agencies of PCPs and engaged in Service Coordination
- vi. opportunity to implement service coordination in agencies funded to deliver Commonwealth programs that are within scope, that are not currently linked in to the Vic system.

# The Core Functions of Access Points

- i. Personal, professional and targeted ***Information Provision and Assistance*** that actively engages with people and carers in problem solving their particular concerns and challenges; assisting them in planning for short, medium and longer term care needs and with navigating the service system.
- ii. Screening for eligibility*** for services that are within scope and identifying initial needs and health promotion opportunities for the purposes of making appropriate and targeted referrals.

# The Core Functions of Access Points

- i. Facilitating referrals* to the most appropriate service/ agency
- ii. Data capture and transfer* - testing the ACCNA-R and transferring data electronically through referral; and collecting data for local, State and national evaluations.

# The selected sites for the Access Point Demonstration projects

- 2 demonstration projects in Victoria will be underway in 2008: one in the Eastern Region and one in the Grampians region.
- Both demonstration sites will be consolidating the role and functions that the existing Carelink service provides into the new Access Point service

# What will the demonstration projects be testing?

1. volume of inquiry – at this stage unknown
2. scope of work (breadth of inquiries and intensity of work effort required to respond)
3. business processes required
4. Protocols between agencies required
5. nature of staffing required (levels, competencies)
6. the ACCNA-R
7. funding implications to achieve the desired outcome

# Opportunities

- A new service that will add value by:
  - assisting people **who don't know where to go** by providing them with comprehensive targeted information and supported referral and
  - assisting GPs, Hospitals, Sub Acute services, NGO services, PAGs etc with comprehensive information about the services available.
- Integrate Commonwealth services into Victoria's community care services network.
- Rationalise various data bases (ie service directories).
- Resolve the IM/ICT issues so that the service works effectively.

# Challenges

- Keeping faith with UCCO in an environment of uncertainty.
- Developing this measure in a way that makes sense in Victoria's policy and service environment.
- Maintaining rigour in the development process so that the service model and what is being tested are clear.