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# **TasCarepoint Information Overview for Service Providers**

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# Contents

<b>Contact Details</b>	<b>5</b>
<b>Frequently Asked Questions</b>	<b>7</b>
What is the Tasmanian Access Point Demonstration Project?	7
What will TasCarepoint do?	7
Why are we conducting the TasCarepoint project?	7
When did TasCarepoint start?	7
What will be different for service providers?	7
What will be the same for service providers?	7
What do I need to receive referrals from the access point?	7
Which southern Tasmanian service providers will be involved in TasCarepoint?	8
Who can refer to the service?	8
How can you contact the service?	8
What are the hours of operation?	8
Who is providing the access point service	8
Where is the TasCarepoint office and team based?	8
What type of personnel will staff TasCarepoint?	9
What are the benefits for referrers?	9
How will referrers know where to refer clients?	9
How much does it cost to contact TasCarepoint?	9
What happens if a service provider receives a referral directly from the hospital, GP or client?	9
What about current clients?	9
When should I direct an existing or previous client back through the access point?	9
When should I continue services without going through the Access Point?	9
What is a warm transfer?	10
What is the eligibility filter	10
What fee information is provided?	10
What if a current client requests or needs a service outside the TasCarepoint scope?	11
How will client referral information be sent to service providers?	11
What is the target turn around time for referrals?	11
What are the target turnaround times or standards?	11
How will TasCarepoint benefit our clients?	12

What is the Service Availability Chart?	12
How will a referral be allocated?	13
How can I make referrals to the access point?	14
Is there a standard referral form for the Access Point?	14
What minimum referral information is required (if referrers use their own referral form)?	14
How do I feedback if there is an issue?	14
How do I feedback about this information kit?	14
<b>A few more details</b>	<b>15</b>
The role of TasCarepoint	15
Project background	15
Implementation stages	15
Functions of the access point	16
Community Care Services Definition	16
The Tasmanian Access Point Demonstration Project Model	16
Information provision on Community Care Services	17
The Australian Community Care Needs Assessment – Revised (ACCNA-R)	17
Services Directory	17
Unmet Demand / Service Request Declined	17
Screening and Referral for Services	18
Linkages with other Community Care Services	18
Catchment	18



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## Frequently Asked Questions

### What is the Tasmanian Access Point Demonstration Project?

The Tasmanian Access Point Demonstration Project is also known as TasCarepoint is a centralised contact, referral, filtering, and screening point to community care services. Initially it will be limited to specific services and providers in southern Tasmania (0362 telephone area). A demonstration project means that business processes will be evaluated and refined along the way.

### What will TasCarepoint do?

TasCarepoint will provide information about services and availability, receive referrals, establish eligibility, collect client information including a minimum data set and consent, identify what support and/or need for further assessment is required and refer to appropriate services.

### Why are we conducting the TasCarepoint project?

Consistent with the national community care reforms and the Tasmanian Future Health Plan, the Australian and Tasmanian Government's aim is to improve access & equity to a simpler, streamlined and better coordinated community care system.

### When did TasCarepoint start?

In February 2009 and is now operational from Hobart Tasmania.

### What will be different for service providers?

- Referrals and enquiries will be directed to a central point (phone, fax, email)
- Consistent processes for eligibility, information collection, screening and needs identification, consent and fees information
- Comprehensive client information plus any relevant original referral information will be sent to the service provider

### What will be the same for service providers?

- Service providers will continue face to face clinical and other service specific assessments, service delivery and any coordination of the service/s they provide
- Service providers will accept or decline the referral
- Service providers will be responsible for keeping the Access Point informed of service capacity and availability
- Service providers and referrers will still communicate directly on client care issues
- Referrers will use existing referral methods for any other services and providers that are not in scope for TasCarepoint

### What do I need to receive referrals from the access point?

- A fax machine
- A computer less than 2 years old

- A computer monitor that is 19 inches or bigger
- A laser printer
- A fast connection to the internet (ADSL or better)
- Windows XP or later operating system
- Microsoft Internet Explorer version 7 or later
- Microsoft Word and Excel
- Acrobat reader version 8 or later
- A generic email address to receive referral notification
- Someone to regularly check emails or faxes for incoming referrals
- Someone to accept or decline referrals
- Someone who can be contacted by the access point about referrals or if there is an issue
- Someone who is authorised to provide changes to service availability information

## **Which southern Tasmanian service providers will be involved in TasCarepoint?**

Most providers (non government and government) of community care in southern Tasmanian region will participate in the demonstration project.

## **Who can refer to the service?**

Anyone can contact the TasCarepoint including hospitals, general practitioners, health professionals, service providers, community members, carers, and clients.

## **How can you contact the service?**

Contact TasCarepoint on 1300 769 699 or fax referral information to 1300 721 611 or email via [mail@tascarepoint.net](mailto:mail@tascarepoint.net)

## **What are the hours of operation?**

The service will operate Monday to Friday between 8.00am and 6.00pm. Faxes and emails may be sent anytime but will be processed during business hours.

## **Who is providing the access point service**

Royal District Nursing Service (Victoria) were successful in the tender to provide the access point services for the project.

## **Where is the TasCarepoint office and team based?**

The customer service centre and team is located in central Hobart. An auxiliary team based in Melbourne is trained and available to take overflow activity where required.

## What type of personnel will staff TasCarepoint?

TasCarepoint will have a blended workforce of health professionals and customer service operators. In addition, TasCarepoint will have a senior health professional in the Team Leader role based on site. TasCarepoint will not provide health care or clinical advice.

## What are the benefits for referrers?

Referrers will only need to contact one point to access services covered by TasCarepoint. Service providers will receive a complete client summary including the original referral from TasCarepoint.

## How will referrers know where to refer clients?

Information promoting TasCarepoint and contact details will be sent to referrer agencies and individuals in southern Tasmania. A public marketing campaign is planned to communicate the service to the wider community.

## How much does it cost to contact TasCarepoint?

Calls and faxes to the 1300 numbers are the cost of a local call. Cost of calls from mobiles may be higher. Emails are free.

## What happens if a service provider receives a referral directly from the hospital, GP or client?

All referrers will be encouraged to use the TasCarepoint. Where possible, service providers will forward the enquiry or referral to TasCarepoint using the phone or fax numbers. For example, if a service provider receives a faxed referral from a GP, it will be refaxed to the Access Point number 1300 721 611.

## What about current clients?

If a current client phones a service provider requiring additional services they can be warm transferred directly to the TasCarepoint phone number 1300 769 699 to have their information updated. This data will then be forwarded to the service provider reflecting the changed needs.

## When should I direct an existing or previous client back through the access point?

An existing client should be redirected back through Access Point if there has been

- Where an event or a circumstance which has changed their needs or where the service provider doesn't accept self referrals and requires a new referral for each episode of care
- An acute episode
- An adverse health or other event
- A change in carer or living arrangements

## When should I continue services without going through the Access Point?

There is no need for an existing client to go through the Access Point if they have not had an event or their needs have not changed. The client will not need to be referred through the Access Point if they:

- have had a break from service such as holiday or respite and are resuming the same service and same level of service
- and if its less than 4 weeks since the last service occasion for community nursing or community allied health
- and or if its less than 6 weeks since the last service occasion for other basic community care services

## What is a warm transfer?

A warm transfer is a method of transferring calls between external telephone numbers. A telephone and a telephone service that can handle three way chat is required to transfer these calls. Not all telephones are equipped to perform this transfer.

The guide, provided below, will apply when a service provider transfers a client /call to an external number, such as the Access Point.

1. Record relevant information required (inc: name, reason for call, other relevant information to call and contact number – in case line becomes disconnected)
2. Advise person on the line that a transfer will be necessary, advise who you are transferring them to and gain their permission
3. Place on hold and contact the other party. It is important not to hang up prior to other party answering
4. Advise other party of as much information regarding the caller as possible to avoid caller repeating information and frustration
5. Bring the original caller back into the conversation to create a three way conversation between all parties
6. Thank customer for waiting on line and advise who you have transferred them through to. For example  
*“Fred, (yes), thank you for holding. I've got Mary Jones from access point on the phone for you now. I have explained your situation to her. She will assist you from here; go ahead Mary”.*
7. Once introduced leave the conversation.

You'll need to check with your technology people about whether or not your phone system can handle warm transfers.

## What is the eligibility filter

The eligibility filter determines if the client is

- An Australian resident
- Being paid for by a third party (eg workers compensation insurance)
- Eligible for DVA services (any DVA eligible clients not seeking HACC services are then redirected to the local Veterans Home Care Assessor)
- Eligible for HACC services
- Eligible for other DHHS funded services (co-contribution for subsidised services or free)
- Eligible to access full fee paying services (government and non government)

Please note at this stage the Access Point will not determine eligibility for other Australian Government or joint government funded packages.

## What fee information is provided?

Once the eligibility is determined, the Access Point will advise the caller there if a fee is applicable and that the relevant service provider will discuss the fee schedule with them.

## What if a current client requests or needs a service outside the TasCarepoint scope?

There is no change to services not covered by the TasCarepoint so clients can be referred using current standard practices for your organisation.

## How will client referral information be sent to service providers?

Referral information will be faxed or emailed to the relevant service provider.

## What is the target turn around time for referrals?

It is expected most referrals will usually be processed within one working day and shorter where there is a higher priority or clinical need. The turn around time is dependent on whether the client can be contacted and if the information is available.

## What are the target turnaround times or standards?

Who	What	Target Time / Standard	comment
Referrer	Cut off time for next working day service requests	12 noon	Last minute requests follow after hours procedures
Referrer	Minimum Data required for health professional / agency to refer to TasCarepoint	See referral minimum data below	Prefer use supplied TasCarepoint referral form although may use existing forms
TasCarepoint	Process referral – health professional referral	3 hours	
TasCarepoint	Process referral – non clinical	24 hours	
TasCarepoint	Advise referral source unable to refer client - clinical	6 hours	
TasCarepoint	Advise referral source unable to refer client – non clinical	48 hours	May be longer due to attempts to match with alternative provider
Service Provider	Accept or decline a referral – clinical	2 hours	
Service Provider	Accept or decline a referral – non clinical	24 hours	
Service Provider	Advise TasCarepoint if key contact person (intake or escalation point) details change	12 hours	Important if key person is on leave, or service is full
Service Provider	Advise TasCarepoint if service availability changes	As required (daily, weekly) EG service temporary unavailable due to annual / sick leave or	Process TBC (email update form or charter to TasCarepoint)

		service full.	
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## How will TasCarepoint benefit our clients?

Ease of access as the client or referrer needs to contact only one point to make a request for service/services. Information will be gathered over the phone from the clients or referrers. This will allow data to be collected prior to the assessment visit required for many clients. It will also allow collection of data on unmet client's needs.

## What is the Service Availability Chart?

This details the service availability of an organisation according to each service type.

### What is it used for?

The chart is used by the Access Point to understand service availability and to assist matching referrals with organisations.

### What does it look like?

A spreadsheet with different tabs (worksheets) showing views of service availability information. The Access Point will have a summary sheet indicating general availability as well as master sheet indicating availability by suburb or town. The locations list the post code and place name and are sorted by local government area (LGA).

	B	C	D	F	L	Y
	Post Code	SUBURB or TOWN	AREA 1 (LGA)	COMMENTS	Centre Day Care	Personal Care
1						
2	7017	OLD BEACH	Brighton		Available	Not Available
3	7017	TEA TREE	Brighton		Available	Not Available
4	7030	BAGDAD NORTH	Brighton		Available	Not Available
5	7030	BRIDGEWATER	Brighton		Available	Not Available
6	7030	BRIGHTON	Brighton		Available	Not Available
7	7030	DROMEDARY	Brighton		Available	Not Available
8	7030	GAGEBROOK	Brighton		Available	Not Available
9	7030	PONTVILLE	Brighton		Available	Not Available
10	7030	BOTHWELL	Central Highlands		Not Offered	Available
11	7030	CRAMPS BAY	Central Highlands		Not Offered	Available
12	7030	HERMITAGE	Central Highlands		Not Offered	Available
13	7030	INTERLAKEN	Central Highlands		Not Offered	Available
14	7030	LIAVENEE	Central Highlands		Not Offered	Available
15	7030	MIENA	Central Highlands		Not Offered	Available
16	7030	PELHAM	Central Highlands		Not Offered	Available
17	7030	SHANNON	Central Highlands		Not Offered	Available
18	7030	STEPPIES	Central Highlands		Not Offered	Available
19	7030	TODS CORNER	Central Highlands		Not Offered	Available
20	7030	WADDAMANA	Central Highlands		Not Offered	Available
21	7030	WILBURVILLE	Central Highlands		Not Offered	Available
22	7139	STRATHGORDON	Central Highlands		Not Offered	Available
23	7140	BRADYS LAKE	Central Highlands		Not Offered	Available
24	7140	BRONTE PARK	Central Highlands		Not Offered	Available
25	7140	DEE	Central Highlands		Not Offered	Available
26	7140	DERWENT BRIDGE	Central Highlands		Not Offered	Available
27	7140	ELLEDALE	Central Highlands		Not Offered	Available
28	7140	FENTONBURY	Central Highlands		Not Offered	Available
29	7140	GRETNA	Central Highlands		Not Offered	Available
30	7140	HAMILTON	Central Highlands		Not Offered	Available
31	7140	HOLLOW TREE	Central Highlands		Not Offered	Available
32	7140	LAKE ST CLAIR	Central Highlands		Not Offered	Available
33	7140	MEADOWBANK	Central Highlands		Not Offered	Available
34	7140	OSTERLEY	Central Highlands		Not Offered	Available
35	7140	OUSE	Central Highlands		Not Offered	Available
36	7140	STRICKLAND	Central Highlands		Not Offered	Available
37	7140	TARRALEAH	Central Highlands		Not Offered	Available
38	7140	VICTORIA VALLEY	Central Highlands		Not Offered	Available
39	7140	WAYATINAH	Central Highlands		Not Offered	Available
40	7015	GELSTON BAY	Clarence		Available	Available
41	7015	LINDISFARNE	Clarence		Available	Available
42	7015	ROSE BAY	Clarence		Available	Available

For example the southern region of Tasmania has approximately 330 locations across 12 local government areas.

### What do I have to do?

Each service provider is responsible for providing current availability status by location and service type and then advise of any changes.

### **What is the Availability Status?**

Availability for each suburb or town is recorded in an individual base sheet for each organisation. This information is linked and summarised at the Access Point in a master sheet that shows if the service is provided and available.

A high level summary shows general availability for each service type by organisation. For each service type, the cell will show one of three values – Available, Not Available or Not Offered. The table below shows what these values represent

<b>Cell value</b>	<b>Service Status</b>
Available	Service is offered and available
Not Available	Service is usually offered but not available
Not Offered	Service is not offered

### **Who can make changes to the service availability charter?**

Nominated employees at each organisation are authorised to make changes to Service Availability Charter. The access point will only accept changes by an authorised person.

The authorised person/s is responsible for advising or making changes for their organisation. This ensures the charter reflects current availability and there is a process for keeping it up to date.

### **How often can I update it using the Service Availability update form?**

The charter should be updated as availability changes. This could even be daily or weekly using the Service Availability update form. It will be necessary for organisations to review on a monthly basis as a minimum and send through a confirmation that nothing has changed or updated details if there is a change.

### **Where do I send the service availability update form?**

The form can be filled out electronically and will be emailed to the access point

## **How will a referral be allocated?**

The Tasmanian Access Point Demonstration Project aims to ensure a fair and equitable process for the allocation that will be used by the Access Point to guide their decisions in making referrals to service providers. Currently there is a draft policy is to ensure the allocation process is equitable and transparent.

When making a decision on the allocation of a client to a HACC funded service provider, the Access Point will take into account the following factors

1. The client's choice of service provider
2. Client continuity with current or past provider
3. The service provider which was the source of the referral
4. Indigenous Australians/ Cultural or Linguistic preferences
5. Client convenience (one organisation able to provide multiple services)
6. Identified service provider capacity and/or waiting list
7. Service provider efficiency (one organisation able to provide multiple services)

The Access Point will check the service availability charter information and or confer with the relevant HACC funded service providers in the defined geographic area to ascertain the providers who have available capacity to take on new clients.

8. Where there is more than one service provider with availability for the same service type (within a geographic area), referrals will be distributed in an equitable method.

## How can I make referrals to the access point?

There is a standard referral form which can be faxed to the access point.

You can use your own organisations referral form however it needs to have certain minimum information.

## Is there a standard referral form for the Access Point?

Yes.

## What minimum referral information is required (if referrers use their own referral form)?

- Client Name
- Client Date of Birth
- Client Contact Number
- Client Address
- Primary Carer name and contact no (if applicable)
- Pension Status
- Whether they live alone
- Needs / Health Issue
- Services Requested
- Client Consent
- Referrer Name
- Referrer Organisation
- Referrer Contact details

### Plus for Hospital Referrals only

- Discharge date
- Any specific service/treatment requests
- Any relevant diagnosis/ history / alerts
- Medication instructions
- 1st Visit date

## How do I feedback if there is an issue?

Feedback including service issues or suggestions for improvement can be made by contacting the access point on 1300 769 699. Any urgent issues or requests will be escalated to the appropriate person or agency. Also please note the Contact Details at the front of this kit.

## How do I feedback about this information kit?

Feedback including suggestions for improvement can be made by contacting the access point project team at [accpoint@dhhs.tas.gov.au](mailto:accpoint@dhhs.tas.gov.au) . Also please note the Contact Details at the front of this kit.

## A few more details

### The role of TasCarepoint

The Access Point aims to provide an easily recognisable point where people can obtain community care information, have eligibility tested and needs identified, and receive guided referral to the most appropriate service, or to further assessment if required.

The TasCarepoint Project will demonstrate a single point of access for information on the full range of community care services, however will initially provide screening, intake and referral to Home and Community Care (HACC) Services and similar in the southern region of Tasmania. In addition, where a screening outcome or trigger for further assessment or more specialist services is identified, the client will be guided to the appropriate agency. While people will be encouraged to utilise TasCarepoint, this will not preclude people contacting their current service provider for information or services. The TasCarepoint aims to build on those aspects of the community care system that are working well and will provide an additional, highly visible way of finding out about and accessing community care services.

### Project background

In order to meet a February 2006 Council of Australian Government (CoAG) agreement that access and entry to HACC services be streamlined and simplified; and DHHS' obligations under the Home and Community Care (HACC) Review Agreement as it links to the Australian Government's Review of Community Care (The Way Forward); and initiatives outlined in Tasmania's Future Health Plan; the Tasmanian Department of Health & Human Services (DHHS) in collaboration with Department of Health & Ageing, proposes to establish a Tasmanian Access Point via a three project stages. The project stages are summarised:

1. HACC services, Tasmania Southern Region - 12 months
2. HACC Services, Tasmania statewide - 12 months
3. Expand to support other government and non government community care services – ongoing (period and scope to be determined)

The Home and Community Care Program (jointly funded by the Australian and State Government) provides a comprehensive range of community-based services to frail older people, younger people with a disability and carers of these groups. The overall objective of the HACC Program is to enhance the independence of people in the target population and to avoid their premature admission to inappropriate care settings.

### Implementation stages

Stage one will be the implementation of the TasCarepoint Project for the southern region (0362 telephone area) of Tasmania and will operate for an initial period of 12 months.

The Demonstration Project will primarily involve all HACC service providers including DHHS and non government providers in the southern region.

Stage Two plans to extend the service to the whole of Tasmania (to include 0363 and 0364 telephone areas).

## Functions of the access point

TasCarepoint will provide community care information and intake services focusing on the Home and Community Care (HACC) program for Tasmania. The Project will

- be a central contact point
- provide information to potential clients, carers, health professionals or the general community about the range of community care services available
- determine a person's eligibility, needs and priority (at the individual level) for services
- provide referral to appropriate early intervention and prevention services including basic care services
- refer clients and carers for service-specific assessment and/or for clients with more complex care needs, referring them to a specialist or comprehensive assessor such as an [Aged Care Assessment Team](#) (ACAT) or Community Options team (COPs)
- generate a client record that moves with the client through the community care system (with the consent of the client)
- collect an agreed data set.

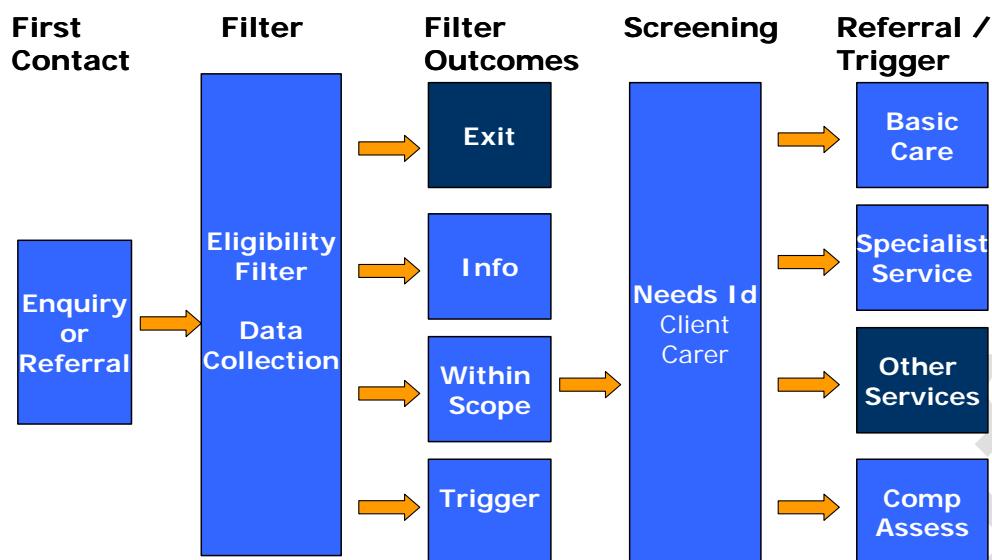
## Community Care Services Definition

For the purposes of this project, community care services have been defined as “services provided by either government or non-government organisations, funded by the Australian and/or Tasmanian Governments as part of a suite of services constituting the Community Care Program, which assist people who are frail aged or younger people with a functional disability and their carers to remain in their home”. It does not include screening for community services such as Disability, Mental Health Services, Family and Child Health and some other specialist community services.

## The Tasmanian Access Point Demonstration Project Model

TasCarepoint is based on a central contact point model, providing phone, fax and email channels for inbound and outbound contacts. It is anticipated that most inbound and outbound contacts including information provision and screening will be managed through voice to voice via telephone, however where this method is impractical or inappropriate, a trigger for a face to face screening will occur. While the access point will not have a 'shop front', it will have the capacity, or partnerships with organisations and appropriate business processes to enable face to face contact in an appropriate environment for activities such as screening for needs.

The basic flow of TasCarepoint is shown below.



## Information provision on Community Care Services

TasCarepoint will respond to information requests for general community care services, by providing information available from appropriate service directories and other resources. TasCarepoint personnel will be suitably trained to provide information on community care and the broader health system, including other government funded programs, with a particular emphasis on the Tasmanian context. In addition and where appropriate, TasCarepoint will guide people to other relevant agency/s including the Commonwealth Respite and Carelink Centre.

## The Australian Community Care Needs Assessment – Revised (ACCNA-R)

The TasCarepoint will use the ACCNA-R through the Community Care Access Support System (CCASS) developed by Applied Aged Care Solutions (AACCS) as the filtering and screening tool to underpin the screening function. This can be used for the care recipient and or the carer. The Department will work with the access point provider, and DoHA to ensure the CCAS is appropriate for the Tasmanian context, including ongoing improvements.

## Services Directory

TasCarepoint will primarily use the Commonwealth Carelink database, called the Access Point Service Directory, which is accessible directly from the CCAS application. The project will have responsibility for feeding back updated information to the relevant Carelink service however will not directly update the database.

## Unmet Demand / Service Request Declined

TasCarepoint will collect data on service requests that are unable to be met. This deidentified data will be reported to Tasmanian and Australian Government funded programs to inform service planning and funding priorities.

## Screening and Referral for Services

The following list reflects Home and Community Care funded service types\* in community, urban, rural and remote sites (including home, community and centre based delivery) that clients may be screened and referred to:

- Domestic assistance
- Social support
- Nursing care
- Allied health care
- Personal care
- Centre-based day care
- Meals
- Other food services
- Respite care
- Assessment
- Client care coordination
- Case management
- Home maintenance
- Home modification
- Provision of goods and equipment
- Formal linen service
- Transport
- Counselling/support, information and advocacy

\*This includes screening for DHHS funded basic care services that are 'HACC-like'.

## Linkages with other Community Care Services

There will be instances where clients are eligible for HACC services and are also receiving services funded via other sources. In these instances, TasCarepoint will work collaboratively with organisations without duplicating the communication, screening and other activities that may be the responsibility of that service. Linkages with other services and community organisations will be a key part of the Access Point.

It is acknowledged that navigating the community care system is difficult for consumers as they may not necessarily know the difference between the various programs and services. Given the scope of the Project, consumers may not understand or care about the difference between HACC services or other government funded programs. For the purposes of managing contact's expectations (for example clients, carers, referrers), marketing activity will be targeted to clearly promote the service. Regardless of eligibility, each contact will be handled with the highest level of customer service and be guided to the most appropriate organisation or agency.

## Catchment

The southern region has a population of approximately 240,000. The HACC target population is approximately 26,000. There are approximately 40 Non Government Service Providers and approximately

30 DHHS Government Service Providers in the southern region HACC Program. The Tasmanian population is 490,000 with a HACC target population of 53,000 across 29 local government areas. There are approximately 65 Non Government Service Providers and 60 DHHS providers in the HACC program statewide.

Working Draft