

REGIONAL ASSESSMENT SERVICE (RAS) IMPLEMENTATION

REVIEW OF THE RAS COORDINATOR ROLE

OUTLINE OF THE ROLE

With the implementation of My Aged Care, DHHS recognised that HACCC assessment services were going to need support to transition over to the Regional Assessment Service.

They recruited 9 RAS Coordinators to cover Victoria and to work with RAS outlets.

- Grampians RAS Coordinator started in September 2016
- Grampians has the largest number of RAS outlets in Victoria
- 11 RAS outlets based within local government
- 3 based within health services (1 opted out mid-2017)

WHAT DID I DO LOCALLY?

- Monthly visits to every RAS outlet in the region – including spending approx. 1 week each month staying out in the Wimmera
- Participated in various networks including – Alliance meetings; PCP partnerships; Aged Care Provider meetings; and the Carers network.
- Addressed concerns raised in the region – including reviewing client records and meeting with stakeholders
- Provided education on My Aged Care processes and referral pathways – to both assessment services and service providers
- Assisted with community engagement events – Wimmera Field Days; Aged Care Expos and Seniors Week events
- Clarified processes and pathways for both assessors and service providers
- Addressed system issues – reporting up to DHHS and the Commonwealth, as well as establishing workarounds
- Provided day-to-day support to assessors in the region – especially as most work as sole workers
- Met with stakeholders – including CHSP, HCP and health services to address concerns and clarify practices

WHAT DID I DO STATE-WIDE?

- Created training packages used by RAS Coordinators across the State
- Tested updates and changes
- Worked out workarounds for system glitches/issues
- Documented guidance documentation to clarify processes
- Advocated for rural and regional areas
- Put together monthly update newsletters
- Worked with ACAS for consistency between the two assessment services

KEY POINTS TO REMEMBER

- All referrals for CHSP must go through assessment services 1st¹
- Clients must have a *need* in order to be approved for a service
- It is the responsibility of *all* professionals to set expectations with clients regarding the My Aged Care pathway
- For any type of aged care to be successful, communication is key
- Assessment services are *not* able to conduct annual reviews for CHSP – a reassessment or a support plan review does not negate the requirement for CHSP to complete their annual review
- Assessment services *cannot* do their job effectively if CHSP services do not have their My Aged Care portal up to date (including the waitlist function)
- The client's support plan is a summary only – read the Home Support Assessment² or the Comprehensive Assessment³ for full details

¹ Unless they meet the criteria for urgent referrals ² Conducted by the RAS ³ Conducted by ACAS

WHO TO CONTACT

- If you have a concern about service provision:

Regional Development Coordinator (RDC)

Robyn Salt robyns@bchc.org.au 5338 9134

- If you have a concern about a Comprehensive assessment:

Grampians ACAS 5320 3740

Local ACAS Clinician (check the Support Plan)

- If you have a concern about a Home Support assessment:

Local RAS Assessor (check the Support Plan)

- If you have a serious assessment concerns:

Department of Health and Human Services- Community Care and Assessment

Jayne Power 9096 7335

Pansy Lee 9096 7163

RESOURCES

Sign up for the Department of Health newsletters –

<https://agedcare.health.gov.au/news-and-resources/subscribe>

Login for Department of Health webinars –

<https://agedcare.health.gov.au/news-and-resources/webinars#l>

Department of Health – Information for Assessors-

<https://agedcare.health.gov.au/programs-services/my-aged-care/information-for-assessors>

Department of Health – Information for Service Providers-

<https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers>

So long



and
thanks
for all
the fish