

NORTH METRO COMMUNITY CARE ALLIANCE FORM/EXPO 2018

BACKGROUND

Commonwealth Home Support Program (CHSP) providers across Victoria transitioned from State Government responsibility to Commonwealth Government responsibility in 2016.

This change includes the requirements to receive referrals through the My Aged Care portal. Referrals are completed in the portal by the Regional Assessment Services (RAS), the Aged Care Assessment Services (ACAS), or processed by the My Aged Care contact centre staff in urgent situations.

There are eight RAS outlets and four ACAS teams within the North Metro region. As there are a number of new and existing agencies funded to deliver CHSP services and sector development initiatives in the region, working in partnership has become increasingly important to support assessment teams to increase their awareness of many services and resources available to aged care consumers and their carers. In addition, service providers are seeking opportunities to improve their understanding of the assessment process and its interface with service provision.

In the current reform environment, some funded agencies are also experiencing change in assessment and service provision within the Home and Community Care Program for Younger People (HACC-PYP) for persons under 65 years, including the transition of clients to the National Disability Insurance Scheme (NDIS). This requires ongoing and further support to providers to ensure clients under 65 continue to receive responsive, coordinated and appropriate access to the services they need.

PURPOSE OF THE EXPO/FORUM

The EXPO is an opportunity for assessors, sector support services, service providers and invited guests to network, share learnings and for the exchange of information. The Forum aims to ensure that our members continue to be well-informed and confident within the new Aged Care environment.

OUTCOMES

- An increased understanding of the range of CHSP service providers within the North Metro region.
- Increased awareness of good practice, programs and services occurring across the region to assist in referral processes and build collaboration and partnership opportunities.
- Support Alliance members to continue to work effectively within the reform environment.
- Build collaborative, respectful engagement within the region to positively impact consumer experience.
- Increased profile, understanding and engagement with the North Metro Community Care Alliance.

EVALUATION

The Forum and EXPO will provide an opportunity for The Alliance to gather information from all participants to determine the usefulness of these activities and to support future planning.

The Alliance and its activities are jointly funded by the Commonwealth Department of Health and the Victorian Department of Health and Human Services. Visit the Department of Health website (www.health.gov.au), the Department of Health and Human Services website (www.dhhs.vic.gov.au) and The Alliance website (nmccalliance.org) for further information.

FORUM SESSION DETAILS

KEY NOTE SPEAKER – BERNADETTE MCCLELLAND, CEO, THREE RED FOLDERS

Time: 9:30 - 10:30am **New York Room**

Target Audience: CEOs, Senior Program and Service Managers



***Beyond Collaborative Partnerships:
Building a 'Value Proposition Statement' for the North***

Bernadette McClelland is an international, award winning and main stage speaker on leadership and business growth, past Asia Pacific coach for Anthony Robbins business clients, author of five published books, recipient of Telstra and Powercor business awards, successful senior sales executive for companies that include Xerox, Kodak and CA, Harvard MBA Sales Coach, and founder of The Hive, a 'women who sell' initiative for trailblazing women in B2B sales.

ENGAGING WITH OLDER AUSTRALIANS

Time: 11:00 – 12:00pm **New York Room**

Target Audience: CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners

Service providers who effectively engage with consumers are better placed to compete in the evolving care market and support the true principles of consumer directed care. For agencies who do this well, consumers play a key role in the planning, delivery, and evaluation of services, and in the direction and evaluation of their own care, leading to increased consumer satisfaction and provider reputation.

Presenter: Sharon Granek
Manager, Community Participation
COTA Victoria



COMMONWEALTH AND STATE DEPARTMENT PROGRAM UPDATES

Time: 1:00 – 1:45pm **New York Room**

Target Audience: CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners

Kear Whitewolf, Assistant Director CHSP Team 2
Commonwealth Department of Health

Kevin McInerney, Senior Program Advisor
Victorian Department of Health and Human Services

PANEL DISCUSSION 'CHSP, NDIS & HACC-PYP TRANSITION INTERFACE'

Time: 2:00 – 3:00pm **New York Room**

Target Audience: CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners

This session provides an opportunity for the audience to hear from services involved in the transitioning of clients to both the CHSP and NDIS. There will be opportunity for attendees to ask questions directly to panel members.

Panel Presenters:

Kear Whitewolf, Assistant Director CHSP Team 2, DoH
Kevin McInerney, Senior Program Advisor, DHHS
Darebin City Council
Other key stakeholder representatives from the sector

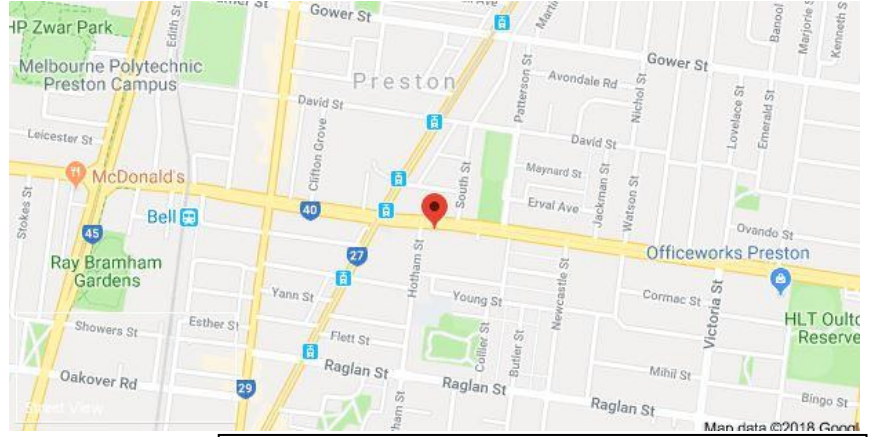
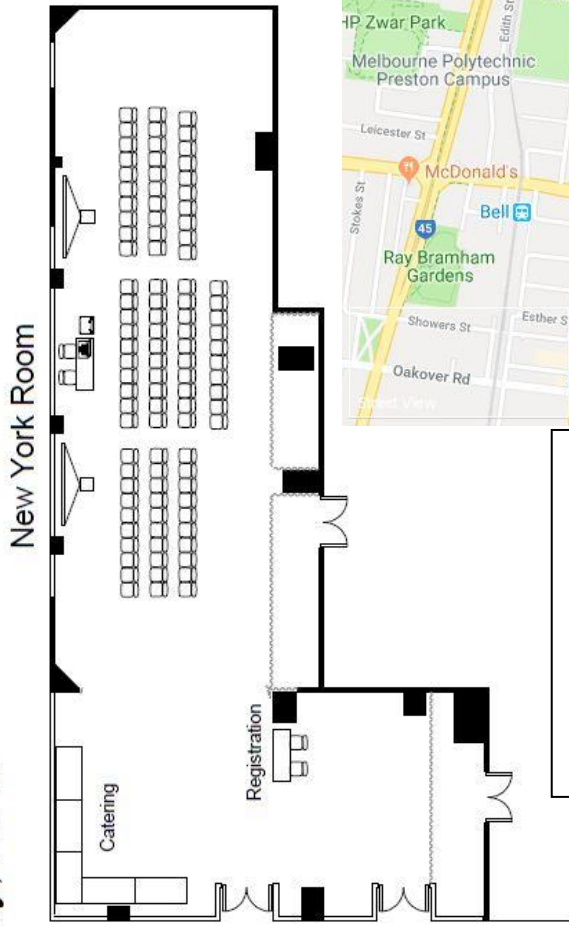
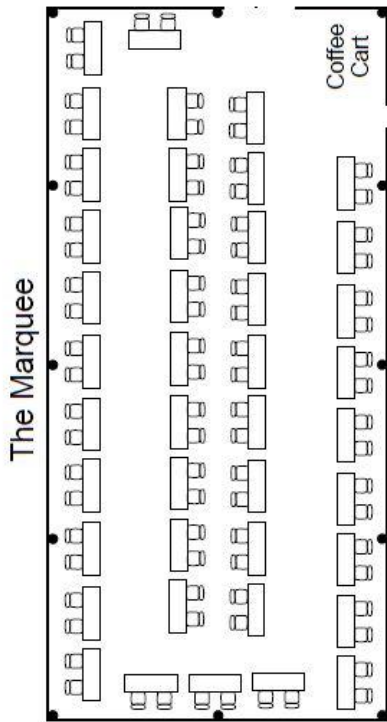


FULL PROGRAM

TIME	ITEM	
8:00 – 9:00am	Exhibitor Registration and EXPO Set Up	The Marquee
9:00 – 9:15am	EXPO Open Welcome to Country	
9:15 – 12:00pm	EXPO and Networking (Morning Session)	The Marquee
	<u>Forum Session</u>	<u>Presenter</u>
9:30 – 10:30am	<i>Key Note Speaker Collaborative Partnerships: Building a 'Value Proposition Statement' for the North</i>	Bernadette McClelland, CEO Three Red Folders
		<u>New York Room</u> Target Audience: <i>CEOs, Senior Program and Service Managers</i> <i>Forum Convenor: Johanna Hayes, Alliance Chair</i>
10:30 – 11:00am	Morning Tea Break & Networking	New York Room Foyer
11:00 – 12:00pm	<i>Engaging with Older Australians</i>	Sharon Granek Manager, Community Participation COTA Victoria
		Target Audience: <i>CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners</i> <i>Forum Convenor: Governance Group Member</i>
12:00 – 1:00pm	EXPO CLOSED (Exhibitors' Lunch and Networking)	Mantra Bell City Chill Restaurant
1:00 – 4:00pm	EXPO and Networking (Afternoon Session)	The Marquee
	<u>Forum Session</u>	<u>Presenter</u>
1:00 – 1:45pm	<i>Commonwealth DoH and Victorian DHHS program updates</i>	Kear Whitewolf, Assistant Director CHSP Team 2 DoH; Kevin McInerney, Senior Program Advisor, DHHS
		<u>New York Room</u> Target Audience: <i>CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners</i> <i>Forum Convenor: Governance Group Member</i>
1:45 – 2:00pm	Short Tea Break	New York Room Foyer
2:00 – 3:00pm	<i>'CHSP/NDIS/HACC-PYP Transition Interface' Q & A Panel Discussion</i>	An opportunity to hear from services involved in the transitioning of clients to both the CHSP and NDIS with opportunity for attendees to ask questions directly to panel members.
		Target Audience: <i>CEOs, Managers, Coordinators, Service and Assessment Leaders, Practitioners</i> <i>Forum Convenor: Governance Group Member</i>
4pm	EXPO Closed	



The Marquee and New York room North Metro Community Care Alliance 22 May, 2018



Mantra Bell City
215 Bell Street, Preston
 Parking available on site (600 spaces)
Free Parking for all Exhibitors/Stall Holders.
 Visitors to EXPO and attendees of break out sessions *who are not manning an exhibit* will be charged normal Mantra parking fees. Public Transport: a short 2-minute walk from the route 86 tram line, or 8-minute walk from the Bell train station on the South Morang line.

