

September 2012

Department for Communities and Social Inclusion (DCSI) realignment

There have been some internal structural changes within DCSI that are outlined below for your information. The name 'Community and Home Support SA' to cover both Disability and Domiciliary Care Services and Disability Ageing and Carers will no longer be used. Instead, these two branches will be separate divisions.

Disability and Domiciliary Care Services will continue to be led by Executive Director, Lynn Young, and include all disability services run by the State Government. In the future, these services will be considered service options under the National Disability Insurance Scheme (NDIS).

This division will also include the ageing portfolio of Domiciliary Care and Access2Home Care. Disability services including provision of supported accommodation, respite, day options, allied health, community nursing and clinics, child and youth services and equipment are the responsibility of this division. This division also includes Domiciliary Care and Access2Home Care.

Disability SA. This division will be led by Executive Director, David Caudrey and will comprise policy, funding, contracting, intake, assessment, resource allocation and service coordination. With this new focus, the name Disability, Ageing and Carers is no longer appropriate. This division will be called Disability SA and includes the SA HACC program, providing services to people with disability under 65 (under 50 for people from Aboriginal background).

In light of South Australia being successful in its bid to host a launch site of the National Disability Insurance Scheme (NDIS) for children aged 0-14 and the significant work involved in the roll out of the NDIS, Zofia Novak has been appointed Director, NDIS Reform. Barbara Weis has been appointed Director, Policy and Planning. These arrangements allow for a strong focus on both national and inter-departmental policies and the opportunity to comprehensively test and consider all aspects of the NDIS. The NDIS Reform directorate will consist of some existing staff from within the Policy and Planning directorate and will have a specific focus on the NDIS implementation.

The Office for the Ageing has transferred to the Department for Health and Ageing and the Office for Carers has transferred to the Policy and Community Development division in DCSI, led by Sue Wallace.

The regional adult services currently in Disability and Domiciliary Care Services will transfer on 1 November 2012 to the Disability SA division. They will be a part of the Intake, Assessment and Resource Allocation (IARA) directorate, led by Nancy Penna. These services will continue to be co-located with Disability Child and Youth Services. Until then, it is business as usual with the disability regional managers reporting to either Claude Bruno (North) or Paul Willey (South).

Access2HomeCare will transfer from IARA on 1 November 2012 to Domiciliary Care. Access2HomeCare is the entry system into community and residential aged care services and is better suited to be part of Domiciliary Care rather than a service system focused on disability. It will be managed as a distinct unit by Domiciliary Care separating intake and assessment from their service delivery.

Please note other than some changes to reporting relationships, there will be no change to the roles and responsibilities of staff in these areas.

Funds Management structure

The Funds Management directorate is part of Disability SA, led by Joe Young.

As previously advised, from 1 July 2012 Funds Management has restructured, bringing together the existing disability sector and the SA HACC Program. The three business units in Funds Management are:

- Contracting and Sector Liaison unit – led by Chris Butler
- Quality and Service Development unit – led by Michelle Bampton
- Funding and Business Development unit – led by Ian Dillon

For service providers, your project officer will be part of the Contracting and Sector Liaison unit. More information on the individual units is below.

Quality and Service Development unit

The new Quality and Service Development unit has a focus and dedicated resources to work with non-government organisations (NGOs) in the areas of complaints management, the quality of funded services and a range of broader service development and improvement initiatives.

The unit is made up of five teams with responsibilities including:

Complaints

Previously, complaints and incidents relating to NGOs funded through Funds Management were managed by the Contracting and Sector Development unit(s). This function has now been separated out into a dedicated team to enable a greater focus on managing complaints and ensuring the quality of the services we fund. This team will be looking at complaints processes, as well as managing all complaints and incidents related to funded NGOs.

Quality

The Quality team will engage with the sector to work on the development of a quality framework for disability services in South Austral to support the new National Disability Standards. This will prepare us for the introduction of the NDIS in the future. The team will also be supporting the introduction of the Community Visitors Scheme and managing the Community Care Common Standards assessment process for SA HACC providers.

Aboriginal Services

The Aboriginal Services team works with providers to understand the needs of Aboriginal people, helps manage their contracted services, supports the development of services for Aboriginal people and helps to create networks across the sector including regular forums for workers to meet and exchange ideas.

Service Development

This team works on service improvement for people with disability currently identified as homeless and in transition services, how to integrate and transition SA HACC and disability funding programs towards an NDIS and the development of resources for providers including a Funds Management website which will include information for funded providers.

Community Passenger Networks (CPNs)

This team manages the contracts for CPN services and is working on developing an integrated IT system to support CPN services, as well as standardised policies and procedures to support CPN operations.

If you have any queries or are interested in being involved in any work around these topics, please contact Michelle Bampton, Manager, Quality and Service Development

telephone: (08) 8207 0609

email: michelle.bampton@dcsi.sa.gov.au

Community Care Common Standards (CCCS) - the quality review process for the SA Home and Community Care (HACC) program

Since 1 July 2012, the Commonwealth Department of Health and Ageing (DoHA) has had full responsibility for the Home and Community Care (HACC) program for people aged 65 and over (50 and over for Aboriginal people). The Department for Communities and Social Inclusion has responsibility for the HACC program for younger people aged under 65 (under 50 for Aboriginal people).

Organisations in receipt of either Commonwealth or State HACC funding will continue to be reviewed once every three years against the Community Care Common Standards (CCCS). Organisations that receive both Commonwealth HACC funding and State HACC funding will have one CCCS quality review. Information sharing arrangements between the Commonwealth and State have been established allowing information from the review to be shared across DoHA and DCSI.

Quality reviews will be conducted in one of three ways:

- DCSI led reviews will take place for organisations with primarily State SA HACC funding. DCSI continues to contract Quality Management Services (QMS) to undertake these reviews.
- DoHA led reviews will take place for organisations with primarily Commonwealth HACC funding or significant other DoHA funding. These reviews will be undertaken by DoHA.
- Joint reviews will take place for some organisations. Joint reviews will operate in a similar way to previous joint reviews. DoHA will contact these organisations when they are due for a review. Site visits will be undertaken by representatives of both DoHA and QMS (on behalf of DCSI). There will be one quality review report from the review, which will be provided to both DCSI and DoHA, for consideration with regard to assigning an outcome score for the relevant program. Organisations will be contacted by either DoHA or DCSI when their review is due.

Within DCSI, responsibility for the management of the quality review process in DCSI has moved to the Quality and Service Development unit within the Funds Management. If you have any queries about CCCS reviews for younger people, please contact DCSI.

telephone: (08) 8207 0226

or at email: quality@dcsi.sa.gov.au

Contracting and Sector Liaison unit

The Contracting and Sector Liaison unit is the first point of call for service providers with queries about their contracted service in the department. As a result of the joining of the disability and SA HACC contracting areas, there have been some personnel changes in the unit. These changes are currently being finalised and an updated list of organisations and their contact person will be published soon. Project officers will contact organisations directly to introduce themselves as the contact person within Disability SA. Visits to organisations are also planned over the next 12 months as the service agreements are due for review at 30 June 2013. If you would like staff from Funds Management to meet with you at any time, please contact Chris Butler, Manager Contracting and Sector Liaison.

telephone: (08) 841 54356

email: christine.butler@dcsi.sa.gov.au

Housing audit

As many of you would be aware the Contracting and Sector Liaison unit is coordinating an audit of current properties that provide supported accommodation and centre-based respite to people with disability. This is intended to provide the department with better information about these properties. If you would like more information about this audit, please contact Mandy Sibonis, Chief Project Officer.

telephone: (08) 8415 4307

email: mandy.sibonis@dcsi.sa.gov.au

Day Options program

The Contracting and Sector Liaison unit coordinates and manages of the Day Options program. If you have any queries or would like more information about this program please contact Inga Perkons-Grauze, Chief Project Officer.

telephone: (08) 8415 4274

email: inga.perkons-grauze@dcsi.sa.gov.au.

Department of Veteran Affairs (DVA) - eligibility for Veterans aged under 65 years

A reminder to the SA HACC service providers that veterans under 65 (under 50 for Aboriginal people) are also eligible for HACC services on the same basis as any other Australian citizen. Please ensure you record the clients DVA status into MDS so we can accurately capture the data required by DVA.

If you have any queries, please direct them to your contract manager.

Funding and Business Development unit

Individual Support Services program

The transition to the new funding system for the Individual Support Services program is complete with many providers now having access to the same contract data as DCSI. This will assist in providing clarity to providers as well as clients about the contracted services to enable payment.

We have experienced some delays in processing payments and apologise. We are working to improve this by updating our system functionality to speed up processing of invoices and working with service providers to help them automate the transfer of their activity data to the department to automate their payments. We have two providers processing this way and another few organisations testing this process. We are running some targeted training to discuss business systems and how we could facilitate this change of process.

If you have any queries about your accounts or would like more information about training, please contact Ian Dillon, Manager, Funding and Business Development or Lalitha Maheswaran.

telephone: (08) 841 54122 or (08) 841 54285

email: ian.dillon@dcsi.sa.gov.au or lalitha.maheswaran@dcsi.sa.gov.au

Data

The data team for disability as well as HACCC have recently come together to form one data unit in Funds Management. This will enable better integration of help desk and data functions for service providers and the department.

For HACCC providers it is important to note that all data for over and under 65 (50 for Indigenous) will continue to be managed by DCSI and will be submitted using one process. If you have any queries or would like more information please contact Leoni Fear.

telephone: (08) 8415 4386

email: leoni.fear@dcsi.sa.gov.au

For more information about the DCSI restructure or Funds Management structure, please contact your contract manager.