

enable

TOGETHER WE IMPROVE LIVES

IN THIS ISSUE

REGIONAL
AGENCY RAISING
ITS PROFILE

NEW TEAM
PROTECTING OUR
CLIENTS

HELPING A
FATHER REGAIN
INDEPENDENCE



Protecting our clients

Striking a balance of care has been a challenge for Damien Tinker after a workplace injury left him with an acquired brain injury. After the accident, Damien, 33, spent two years in shared supported accommodation while his house in Boosey in north-east Victoria was modified for him to return home.

continued inside



**FRIDAY
4TH MARCH
10AM-3.30PM**

222 Exhibition St,
Melbourne
WorkSafe headquarters

DISABILITY SERVICES PROVIDER FORUM

Hosted by the Transport Accident Commission (TAC) and WorkSafe

Guest speakers from the Disability Services Commissioner and Melbourne Fire Brigade.

Find out what's happening across the disability services sector, hear from guest speakers and network with other health care professionals.

Updates will include changes to the TAC and WorkSafe's registration requirements and a new Provider Compliance Program.



WELCOME

This is the first issue of enable



I am thrilled to officially launch this newsletter for disability service providers.

In this issue, we meet a father

who set up his own agency to manage his son's care after struggling to find disability services in regional Victoria.

We also find out how we can help our most vulnerable clients who want to raise concerns about their care.

The treatment of individuals in care has been the focus of a Victorian Ombudsman review following claims that people were being abused.

The role of health care providers and the Transport Accident Commission (TAC) and WorkSafe has been addressed in this review. Our goal is to give these vulnerable clients and their families a voice and ensure they are treated with respect.

A new TAC initiative, the Care Assurance Team (CAT), is helping achieve this by identifying clients to visit in residential and home settings to talk about the quality of their care provision.

Our interview with the wife of WorkSafe client, Damien Tinker, shows how the CAT team and health providers can work together to improve an individual's quality of life. Like many things, it's the small things that make the biggest differences.

The TAC and WorkSafe will host a forum in Melbourne for disability service providers on Friday 4 March. The forum will be a great opportunity to find out what's happening across the health and disability sector and network with other health professionals. We hope to see you there.

In the meantime, enjoy the newsletter.

MARION NAGLE
ON BEHALF OF THE TAC AND WORKSAFE

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PROTECTING OUR CLIENTS

Damien's injuries have left him with little speech. He felt bored living in supported accommodation and missed his wife, Lynda, and young son, Riley, but said he did not want to worry anyone by telling them how he felt.

Damien raised his concerns during a visit from a Care Assurance Specialist who works with TAC and WorkSafe clients.

Care Assurance Specialist, Majella Hoare, visited Damien to talk about the concerns he had with his care and what he thought would help.

Majella said she focused on Damien's perspective of his care and what he would like to improve. Despite Damien's care plan including a schedule for him to receive regular fluids, he was often thirsty but unable to communicate this with his carers.

Damien then received a Camelback – a hands-free hydration pack so he could access water himself when needed.

While living in the facility, he also wanted to spend more time outdoors in the community and go to bed later than his scheduled bedtime, which he thought was too early.

"Working one-on-one with our clients and providing an opportunity to really listen to what life is like from their perspective is the critical step. Working with health providers and an individual's family is also instrumental to identifying what life is like for a client," Majella said.

"They can tell us their daily observations, especially if the client has communication challenges, and family members know that person and what they like."

Since returning home in November, Damien has developed a love of strawberry milkshakes during regular visits with a carer to cafes. He is also awaiting the arrival of a modified fishing rod so he can fish in the river near his house.

Lynda said finding the right health care providers who understood and asked what Damien was capable of, and what he enjoyed doing, really made a difference to his mental health. She helps providers coordinate his daily schedule to ensure clear expectations and to motivate Damien to complete his therapy sessions.

“ We want him to continue being treated with the dignity he deserves and feel reassured that he is safe and cared for. ”

"We have 24-hour care and when he's having trouble with managing his routine or issues with some aspects of a particular carer, there's a coordinator from the agency we can talk to which is really reassuring."

The CAT team will continue working with clients such as Damien to promote changes in the provision of health care in the future.

"We want him to continue being treated with the dignity he deserves and feel reassured that he is safe and cared for," Majella said.

REGIONAL AGENCY RISES TO THE REGISTRATION CHALLENGE

Disability services can be hard to access in regional Victoria. Just ask Brian Notting who decided to register as a provider after his son Chris was involved in a transport accident in 1995.



BRIAN WITH HIS SON CHRIS, CENTRE, AND CHRISCARE MANAGER, EMMA CARLIN, RIGHT AND BRIAN'S WIFE, KYLIE (BACK)

After struggling to find the services in the region, Brian decided to set up an agency, ChrisCare, to manage his son's care.

His initial registration to become a provider took two years – a process he describes as “frustrating at times” but, ultimately, worthwhile.

With the help of ChrisCare manager Emma Carlin, the agency has recently received ISO 9001 certification – a Quality Management System, accepted as an accreditation against standards for Disability Services by the TAC and WorkSafe.

All providers of disability services to the TAC and WorkSafe are required to complete the Independently Reviewed against Quality Standards (IRQS)

registration process by 25 September 2016. Being accredited against standards for Disability Services, like ChrisCare, is one of the requirements for IRQS registration.

Brian credits Emma's internet savviness for finding the quality standard which best fit ChrisCare. “Emma spent a lot of time doing her research online and seeing what the agency needed,” he said.

“We completed the paperwork and then found a Melbourne company to go over our application and ensure we had completed it correctly.”

Gaining the accreditation has helped ChrisCare establish a strong quality management framework, and in Brian's words ensure the filing is “spot on”.

As part of the certification process, Emma has updated the agency's policies and procedures for attendant care programs, moved all documentation online and improved the day-to-day running of the agency.

The changes have given Brian the confidence to consider expanding the services offered by ChrisCare to a holiday program.

“We take Chris someone somewhere in Australia every year and he loves it. We drive him because he can't fly.

“I know a lot of other people want to do it but think it's hard work, but we have done it so many times, we know what to expect.

“We would like to help other people do it for their clients.”

Brian says one of the agency's biggest challenges is raising its profile to attract more clients.

He would like to see more networking opportunities for smaller agencies to meet, exchange ideas and discuss challenges.

His advice to smaller agencies or family carers considering becoming a registered TAC provider to get all the help they can and speak with other agencies.

“Don't be scared of the process. It is frightening and it is a lot of work to get it up and running, but having the right set up really reduces the stress.”

“Now that we are accredited and set up correctly, it feels easier,” Brian said.

WWW.CHRISCARE.NET

Care Assurance Team

A new team of health specialists at the TAC is helping people with a disability and their families understand what care they can expect from disability care providers.

The Care Assurance Team (CAT) protects TAC and WorkSafe clients and was formed last year following concerns raised in the media about people with a disability being abused in care.

TAC Care Assurance Specialist, Majella Hoare, says the CAT team focuses on severely injured individuals who require high levels of care and service provision.

The team has identified more than 350 people to visit as a result of TAC and WorkSafe referrals, and concerns raised by family, friends, allied health professionals and care providers.



“Often people are worried about the quality of care provided and have concerns about emotional, physical, sexual and financial abuse.”

MAJELLA SAID

The CAT has four Care Assurance Specialists who travel to every corner of Victoria, and often interstate, to visit clients in residential care and in home settings and discuss any concerns about care provision.

“Our role is to educate and to create awareness” Majella said. “This can lead to the identification and response to disclosures of abuse. This process really empowers people”

Majella says providers have been very open to working with the CAT team to improve care for clients and to help people concerned about their care.

“It’s best when the service is open to critical reflection and can facilitate changes. That’s really when we get the best results for everyone,” she said.

OMBUDSMAN REVIEW OF ABUSE IN DISABILITY SECTOR

The Victorian Ombudsman announced an investigation in 2014 into the way abuse claims were handled in the disability sector. The investigation considered the role of agencies in supporting people with a disability, the timing and roll out of the National Disability Insurance Scheme and concerns identified by individuals and advocacy groups.

The investigation highlighted the Disability Services Commissioner, a Community Visitors Program to help people in supported accommodation and the TAC’s reviews of vulnerable clients as ‘good practice’ to build on for disability services across Victoria in the future.

Victorian Ombudsman Report into Abuse in Disability Sector Phase One (*read here*)

https://ombudsman.vic.gov.au/VO/media/VO/Parliamentary%20Reports/HTML/web_VO-Report_Disability-P1.html

Victorian Ombudsman Report into Abuse in Disability Sector Phase One (*read here*)

<https://www.ombudsman.vic.gov.au/getattachment/45e28c63-24b0-4efd-b313-85f4f6e44d3f>



FREE COMPLAINTS RESOLUTION FOR TAC CLIENTS

The Disability Services Commissioner (DSC) has agreed to provide TAC clients who receive disability services with free access to independent resolution processes. That means TAC clients can now approach the DSC directly to resolve a complaint about a disability service they receive.

INDUSTRY NEWS

FEDERAL GOVERNMENT ENDORSES MENTAL HEALTH REVIEW

The Federal Government has endorsed the directions outlined in the National Mental Health Commission's national review of mental health programs and services.

The government has identified nine areas of reform that closely align with the recommendations put forward by the commission in the *Contributing Lives, Thriving Communities* paper.

Read the government's response to the review.

NEW COMMISSION TO DEAL WITH UNREGISTERED PRACTITIONERS

The Victorian Government has introduced a Health Complaints Bill 2016 into Parliament to establish a new complaints system to manage unregistered health practitioners.

Under the proposed new laws, a new 'watchdog', the Health Complaints Commissioner, will replace the existing Health Services Commissioner to create a more comprehensive health complaints system that better protects the public and providers of health services.

The new Commissioner will have the authority to take action against dangerous and unethical health providers who are not registered under national health practitioner regulation law.

In a major change, the Bill will allow anyone to make a complaint, rather than just the person who received the health service.

NDIS ROLL OUT ACROSS AUSTRALIA

A quarterly report has shown 22,000 Australians are receiving help under the National Disability Insurance Scheme.

COAG Disability Reform Council data released this month for the December Quarter 2015 has revealed the scheme has invested more than \$1.5 billion in services and equipment for people with a disability to live more independent lives.

Other key findings of the report show 22,281 people with disability have an approved NDIS plan, at a total cost of \$1,521 million, of the 22,281 people with approved NDIS plans, 6292 people are in New South Wales, 5348 people are in South Australia, 1065 people are in Tasmania, 4795 people are in Victoria, 2947 people are in ACT, 117 people are in Northern Territory and 1717 people are in Western Australia.

The cost of the average package (excluding residents of large institutions) is \$35,450 which is less than the expected full scheme average of \$38,600. Visit www.ndis.gov.au/about-us/information-publications-and-reports/quarterly-reportsfull to view the full report.

DID YOU KNOW?

An estimated 1 million people in Victoria have a disability? That includes around 338,200 people who have a 'profound' or 'severe' disability.

NDS VICTORIA CONFERENCE 2016

7-8 March 2016

This year's NDS conference: 'Shaping the future: preparing for change' will showcase innovative service delivery models already making a difference in the lives of people of disability.

<http://www.nds.org.au/events/1439428023>

PERSONAL EFFECTIVENESS SERIES

1 March - 7 June 2016

This National Disability Services (NDS) series of short courses will help you identify ways to save time and learn the difference between 'important' and 'urgent'.

<http://www.nds.org.au/events/1453091133>

CONTACT THE TAC
1300 654 329

HOW TO INVOICE THE TAC
<http://www.tac.vic.gov.au/providers/fees-and-policies/how-to-invoice-the-tac>

CONTACT WORKSAFE
(03) 9641 1444

HOW TO INVOICE WORKSAFE
<http://www.worksafe.vic.gov.au/health-professionals/treating-injured-workers/how-to-invoice-worksafe>

