

### Operational Framework

#### *Innovation, Consistent Practice and Transparent Decision Making*

- Program wide Risk Assessment Policy issued
- Program wide Critical Incident Management Policy issued
- Program wide Records Management Policy issued
- Review of how case management is undertaken within the program undertaken by an external consultant
- Draft Quality Framework developed including management of NGO quality issues
- Program wide Case Allocation Policy developed with intake guidelines implemented

### Sustainable Responses

#### *Equitable, Realistic Responses that Grow Natural Supports*

- Additional \$478 000 into Home and Community Care System in 2007/2008
- Additional \$1 416 000 into the disability service system including additional respite places and supported accommodation places
- Additional \$25 000 into the TAXI subsidy scheme (5% increase for each member and introduction of \$10 lift fee for eligible recipients)
- Additional \$206 000 into the TIMES scheme to meet demand on scheme
- Implementation of eight additional transitional care beds
- Implementation of Resource Allocation methodology to guide allocation of new resources
- Review of SCOPE alternate family care model of support for children with a disability
- Review of individualised funding model to allow for the development of planned cluster responses
- Development of new service model for Santa Teresa, and interim management of service by the Department of Health and Families
- Development of day options model

### Staff: Learning, Innovation

#### *Right People, Learning Together, Contributing Creative Solutions*

- Staff training in risk management, to support the implementation of the policy
- Six monthly management support learning sessions for team leaders and managers
- Three day person centred training program for staff including staff from the NGO sector
  - This training was held in Alice Springs and Darwin.
- Three additional placements for second year graduates as part of the St Vincent Hospital exchange
- Developed Trans Disciplinary Remote Practice Orientation Manual

### Smart Partnerships

#### *Intentional Collaborative Partnerships that Aid Our Success*

- All Service Agreements with Non Government Organisations (NGOs) issued since 1 October 2007 include need to compile A&DP Critical Incident Reporting Processes and Risk Management Reporting Processes
- Worked with DIPE to develop the smart card identification for TAXI subsidy Scheme
- Developed new web site
- Monitor casework compliance ongoing, with 15 high risk client's care plans currently being reviewed both for the role of the A&DP as case manager

### Client Outcomes

#### *Person-Centred Contemporary Services Enhancing Quality of Life*

- Individual Needs and Risk Assessment for all high risk clients undertaken
- Development of revised care plans for identified clients and increased case management role for program where identified through risk assessment
- Single point of entry and intake implemented – Office of Disability 1800 139 656
- Movement of five long stay clients from the hospital setting to the disability setting
- Movement of two clients with disabilities from residential aged care facility into a tailored disability service

### Where To Next (Three Months to 31 October 2008)

- Additional \$990 000 in Home and Community Care system in 2008/2009
- Additional \$1 536 000 in disability service system including respite, supported accommodation and case management
- Development of new service model for 33 clients in Alice Springs, and management of the service in the interim by the Department of Health and Families
- Tender day options services for Alice Springs and Darwin
- Review of TIMES / SEAT operations
- Development of fact sheets outlining processes for client accessing a range of services
- Open Office of Disability in Darwin
- Finalise Policy and Procedure Manual
- Finalise implementation of the Remote Access Points
- Finalise sharing of client information protocol with other internal providers
- Tender Alice Springs service being provided by Department of Health and Families on interim basis
- Rebrand Local Area Coordinators into Case Managers and Case Coordinators
- With the Australian Government tender for a HACC Workforce Training Model