

November 2008

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 delivered within the program undertaken by an external consultant
- Trans Disciplinary Remote Practice Orientation Manual developed
- Draft Quality Framework developed including management of NGO quality issues
- Program wide Case Allocation Policy developed with intake guidelines implemented
- Review of all high risk clients and follow up action.

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
- Eight additional transitional care beds operational
- Resource Allocation methodology used to guide allocation of new resources
- SCOPE alternate family care model of support for children with a disability reviewed
- Individualised funding model reviewed to allow for the development of planned cluster responses
- New service model for Santa Teresa developed, and interim management of service by the Department of Health and Families
- Remote Access Points implemented.

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, held in Darwin and Alice Springs

Disability Review Report Card

- Three additional placements for second year graduates as part of the St Vincent Hospital exchange.

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
- Ongoing monitoring of casework compliance, with 15 high risk clients' care plans currently being reviewed for the role of the A&DP as case manager
- With the Australian Government tender for a HACC Workforce Training Model.

Client Outcomes

Person-Centred Contemporary Services Enhancing Quality of Life

- Individual Needs and Risk Assessment for all high risk clients undertaken
- Revised care plans for identified clients were developed 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
- Moved five long stay clients from hospitals to the disability setting
- Moved two clients with disabilities from residential aged care facility into a tailored disability service.

Where To Next (Three Months to 31 January 2009)

- Allocate additional \$990 000 in Home and Community Care system in 2008/2009
- Allocate additional \$1 536 000 in disability service system including respite, supported accommodation and case management
- Finalise service models for 33 clients in Alice Springs, and management of the service in the interim by the Department of Health and Families
- Call and let tender for day activities services in Alice Springs and Darwin (60 places)
- Examine TIMES / SEAT administration and operations considering contemporary best practice
- Finalise Policy and Procedure Manual
- Finalise sharing of client information protocol with other internal providers
- Implementation of Disability Coordinator and Disability Complex Case Management model on 1 January 2008
- Work with newly funded NDS to progress the development of the NT Disability Quality Framework.