

HACC HOME MODIFICATION & ASSISTIVE TECHNOLOGY (HM & AT) PROJECT UPDATE

November 2013

This communication aims to inform you of the HM and AT Project and the progress that has been made since the Independent Living Centre WA (ILC) commenced the new project in July 2013.

The projects overarching purpose is to identify a sustainable service model that will enable WA Home and Community Care (HACC) clients to access and receive home modifications and assistive technology through the WA Assessment Framework.

Work is underway

Four months on and things are on the move. To date initiatives have a stronger focus on Home Modifications and been directed towards the project structure, engagement across the HM & AT sector, information gathering at both a national and state level, identification and prioritisation of systemic issues impacting on the delivery of the HM & AT in current service models. The following is a summary of work currently underway:

- **The HM and AT Stakeholders Workshop** held in September generated positive interaction from the home modifications sector. The follow up interest and willingness to be involved is encouraging and has informed the direction and suggested initiatives of the project. Seven key systemic issues were identified and prioritised for intervention. These will provide the directional framework for progression of the project.
- **The HM & AT Project Advisory Group** has been formed with representation from HACC, ILC, TADWA, DSC, CAEP/Health, CommunityWest, and Department of Housing. The first meeting will be held on 5 December 2013 where the terms of reference and priority of project initiatives will be developed.
- **HM & AT Service Provider Reviews** are currently being undertaken with face to face visits enabling information collection on service structures, referral processes, prioritisation tools, assessment procedures and intervention procedures. The intention is to gain a broad understanding of operation of service providers across the state.
- **HM & AT Service Provider Information Storage** – A review of existing databases is currently being undertaken to endeavor to develop a suitable, effective and accessible format and location for storage of information relating to HM & AT service providers.

- **Action Research Project**

Development of the scope and structure of an action research project is currently underway. Alex Andrews an OT currently working on the Low Cost AT research project will be engaged from early 2014 to assist with formulation of the elements of the research project. The intention is to have a home modifications and technology solutions advisory call centre established for pilot launch in early 2014. The call centre/helpline for use by RAS assessors will assist them in determining client /carer need, eligibility for the range of different funded schemes; referral options and correct referral paths. The helpline will both support and inform RAS assessors in their decision making pathways and provide essential data collection to further inform the HM & AT project.

- **Workforce Project**

HACC has further engaged with the HM and AT project to support an initiative in collaboration with CommunityWest to explore and map the home modifications workforce and related issues in WA. The structure and scope of this initiative is also currently being undertaken.

- **National Home Modifications and Maintenance (HMM) Review - KPMG**

Through the Department of Social Services, KPMG have been engaged to conduct a National review of HACC funded Home Modifications and Maintenance. Discussion forums are currently underway across the nation. The Perth workshops were held at the beginning of November. There was minimal representation from the HM sector at the forum in Perth. To gain a true representation of home modifications in WA, your involvement in providing feedback would be valuable. There are to be online questionnaires on the Living Longer Living Better website, <http://www.livinglongerlivingbetter.gov.au> under 'Public Consultations' where you can provide your feedback.

Where to from here?

The HM & AT Project will continue under the direction of the Advisory Group with the meeting structure and directions to be formulated for progression into 2014. The action research project will be a priority to get underway to provide the essential data collection to inform the project. A communication strategy will be undertaken to engage with and ensure effective communication flow with stakeholders and consumers in 2014.

Want to get involved or would like further information?

Your involvement and feedback is valuable in determination of the focus and relevance of initiatives of the HM and AT project. We look forward to your continued support into 2014. If you would like to contribute or obtain any further information about the work undertaken to date, you are welcome to contact: Sue Davis, Project Coordinator, Ph. 9381 0674 suedavis@ilc.com.au