



# SUSTAINING OUR VALUES

28-30 AUGUST 2017  
HOTEL GRAND CHANCELLOR HOBART



CATHOLIC HEALTH AUSTRALIA  
2017 NATIONAL CONFERENCE

*Funds following the consumer – what is the reality?*

*Damian Foley  
Executive Manager – Operations*

- **Community Programs**
  - Primarily Community Aged Care
  - Home Care Packages (1600) and CHSP and QCCS funded services
  - NDIS
- **Residential Aged Care**
  - 11 residential aged care facilities with another 2 in build
- **Social Inclusion Programs**
  - Homeless Men's Hostels
  - Women's Refuges
  - A+D services
  - Mental Health



*Brisbane South*

*Bundaberg*

*Cairns*

*Central Highlands*

*Dalby*

*Gladstone*

*Gold Coast*

*Hervey Bay*

*Ipswich*

*Logan*

*Mackay*

*Malanda*

*Miriam Vale*

*Mount Perry*

*Noosa*

*North Lakes*

*Rockhampton*

*Sunshine Coast*

*Toowoomba*

*Townsville*

*Warwick*



## ***Funds Following The Consumer***

*Ozcare is very supportive of the initiatives introduced and see this a positive and significant step forward in providing choice and control to HCP recipients.*

*Has the implementation of this policy since 27 February led to Ozcare clients leaving for other providers?*

- Some initial movement for retirement villages that became providers*
- Currently we are maintaining numbers – we have had an increase in level 3 and 4 HCP*
- Other Service Providers door knocking and some less than desirable practices*

# Funds Following The Consumer

- *Administration burden is heavy in discharging clients*
- *Turn over is 70/80 clients per month (from a total of 1600)*
- *Ensure all outstanding invoices from supplies are received*
- *Are there any outstanding client contributions*
- *Chase new provider for contact details and bank accounts*
- *Deal with deceased estates – probate process – liaise with solicitors*
- *Chasing Medicare – have we received all subsidies*
- *Letters from the Department that clients have received causing confusion around acceptance of HCP's – conflicting information in letters regarding results of ITCF (letters arriving after discharge)*
- *Confusion related to Basic Daily Care fee/you may be charged BDCF but then confirming ITCF payment requirements*
- *Delay in Medicare payments – making settlement difficult*

## Funds Following The Consumer

All Packages			Jul 2017		Aug 2017	
Region	Discharge / Intake	Reason	No. of Packages	Change +/-	No. of Packages	Change +/-
GRAND TOTAL	Intake	Transfer from other provider	-			
		From MAC	-		-	
		Transfer from another Ozcare Branch/Package Level	-		-	
		(Unknown)	-		-	
		<b>Total Intake</b>	<b>-</b>		<b>-</b>	
	Discharge	Changed provider	-			
		Deceased	-			
		Care recipient terminated services	-			
		Ozcare terminated providing services to recipient	-			
		To residential Aged Care - Not Ozcare	-			
		To residential Aged Care - Ozcare	-			
		Transfer to other service within Ozcare	-		-	
		(Unknown)	-			
		<b>Total Discharge</b>	<b>-</b>		<b>-</b>	
	Total		-		-	

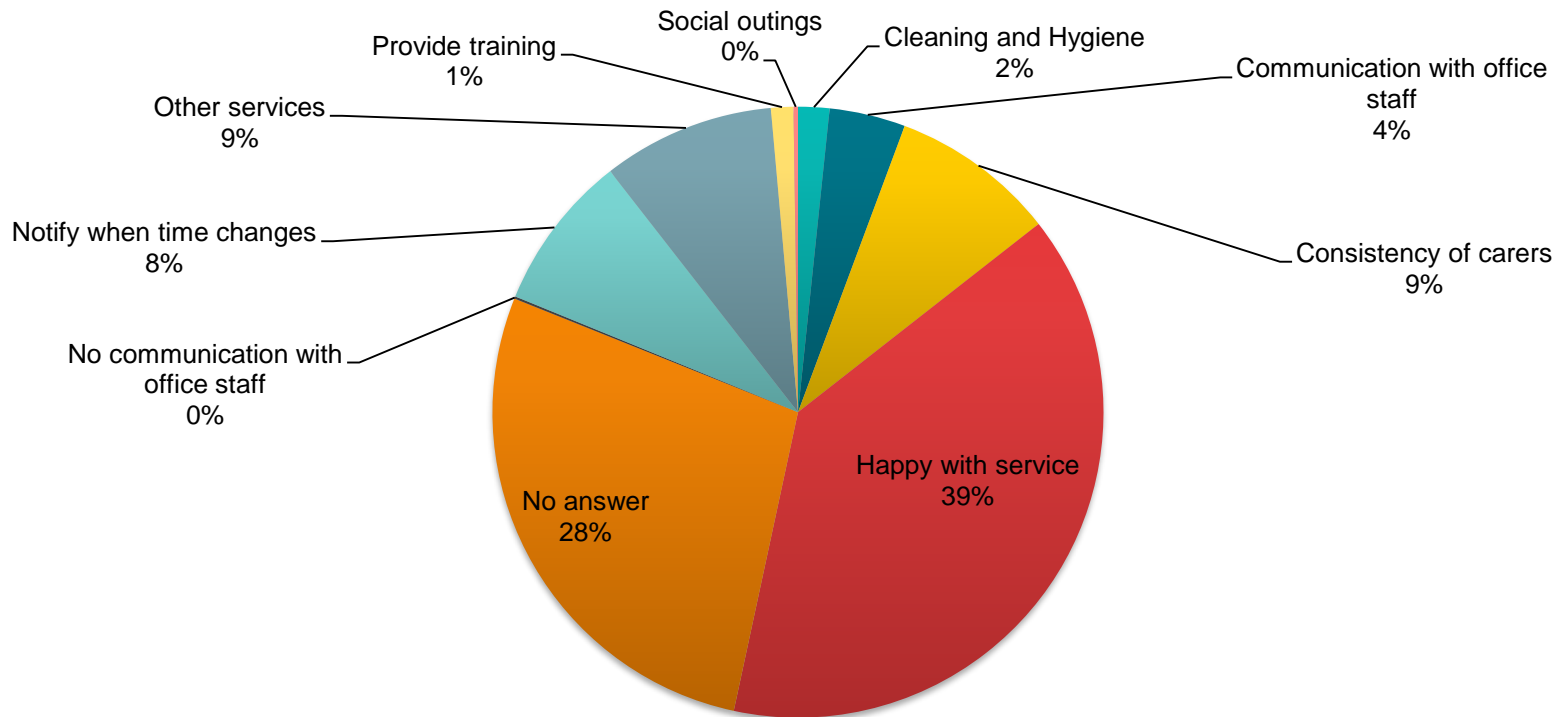
## *Funds Following The Consumer*

*Have you recruited new clients from other providers?*

- *Ozcare do not charge a basic daily care fee*
- *Flat fee for care management and coordination*
- *Low exit fee*
- *Word of mouth*
- *Dissatisfaction from previous Service Providers*
- *HCP client survey had confirmed what we thought we knew regarding what is important for clients*
- *Ozcare is a One stop shop*
- *Quick response from Ozcare*
- *Utilising the budget calculator – clearly explained services available and what flexibility is available under HCP being offered*
- *Marketing / cars*
- *Very little advertising*



# Funds Following The Consumer





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