

Actions identified for inclusion in Business Plan for Community Care in 2023/24

Action	Timeline	Position responsible	Tasks to be completed	Progress
Introduce a trial MOW program	Feb 2023	Maralee		Completed
Set up Carelink and design key forms and trial 10 HCP clients in Carelink	April-May 2023	Maralee, Caterina, Shannon and Caterina		
Develop Clinical indicators for homecare and method of capturing data	May 2023	Maralee		
Refine annual review process to streamline process and engage client and Carers in the collection of information	April 2023	Catherine		
Ensure work is reallocated to Carers following cancellations	April 2023	Caterina		
Develop employment strategy and salary system for Community Care staff	May 2023	Maralee and Caterina		
Develop falls prevention policy for Community Care	August to September 2023	Catherine, Sam and Caitlin		
Develop standard procedures for follow up actions and referrals in relation to Carer feedback i.e. how do we respond to clients who have hoarding issues, how do we respond to clients who have a history of falls		Catherine		
Trial Carelink documents being made available to Carers so they can access		Caterina		

relevant information i.e. care plans, shower assessments, OHS hazard assessment				
Develop investigation policy for Community Care when investigating serious incidents.	August 2023	Maralee		
Ensure a system and policy on Carer collaboration for complex clients and clients who are palliative and require multiple shifts/services		Catherine		
Policy on end of life and dying		Julia and Sam		
Policy on managing intakes and waiting lists in My aged care		Catherine		
Policy on fee waiver client contributions for services		Catherine		
Policy on case management and package management fees for HCPs.				
Policy and process for capturing reablement and wellness data.		Catherine		
Investigate pros and cons in setting rules for contractor services in Carelink		Caterina and Emily		
Ensure policies are accessible to field staff and Community Care staff in n drive and staff intranet on website	February 2023	Maralee		
Develop quality plan for Community Care	April-May 2023	Maralee		
Implement telephone triage for Community Care to reduce calls going to admin team and ensure all staff have access message bank. Organisational	March 2023	Maralee and Caterina		

policy on greetings to message bank and retrieving messages.				
Complete self-assessment against quality standards	June-August 2023	Maralee		
Research other operational models using Westmont staff for the delivery of some home maintenance services.	June 2023	Maralee and Caterina		
Provide Carelink training to care managers who utilize e tools to undertake basic functions-make notes, compile roster notes, set alerts, understand note types-adverse events, complaints	July 2023	Caterina		
Develop financial data to assist with the planning of additional services, staff needs analysis and analyse how many home care packages we can take on to reach our target of 220.	July - August 2023	Maralee, Julia, Shannon and Caterina		
Investigate reforms occurring in the aged care sector-impact on technology, training, employment and recruitment etc.	July to June 2024	Executive Team		