

Project Brief Summary

SRS Service Co-ordination & Support Program

Purpose of Program

To improve the health and wellbeing of pension-level SRS residents through the provision of appropriately targeted on-site support services and improved access to a range of mainstream and specialist services.

Background

Supported Residential Services (SRS) are mainly privately owned and operated facilities that provide accommodation and special or personal care for fee or reward, but does not include Commonwealth or State funded residential care services.

The Department of Human Services registers SRS and is responsible for monitoring the compliance of SRS with the *Health Services Act 1988* and the *Health Services (Supported Residential Services) Regulations 2001*.

The SRS industry can be differentiated into the following two sectors:

- Pension-level SRS catering for people paying pension rates or below. An estimated 79 per cent of these residents have a disability(s) and the majority (73 per cent) are under 70 years of age.
- Above pension SRS which cater predominantly for frail older people paying above pension rates, the majority (83 per cent) of which are over 60 years of age.

This service model relates to support services for people living in SRS with preferably, at least 30 pension-level beds. Pension-level beds are where residents pay up to 100 per cent of their Centrelink payment for accommodation and support.

SRS Proprietors are responsible for ensuring that a care plan be prepared *within 30 days* of a person becoming a resident of an SRS. A care plan refers to the documentation of the care provided for individual residents. All SRS are required to have a Personal Care Co-ordinator with a mandatory minimum qualification of Certificate Three in Personal Care and client:worker ratio of 1:30.

In addition, residents of SRS access a diverse range of community services. This includes a range of outreach services to pension-level SRS including HACC funded planned activity groups, allied health, community nursing and other services, the Community Connection Program, dental services, community health services and a range of mental health services and DisAbility services.

However, many residents of pension-level SRS have complex health needs and are particularly isolated and vulnerable and have difficulties identifying and accessing appropriate services. Their service needs are often met in a partial or fragmented way.

For clients with higher and more complex care needs, often with a history of homelessness, the need to provide a more co-ordinated approach to linking residents into appropriate services has been identified.

Service Model

The proposed service model is the location of a suitably qualified and experienced community health worker at an SRS on a very regular basis. The worker provides holistic assessment and referral to appropriate services for residents who are not linked into the service system. Being physically located at the SRS provides the

opportunity to develop ongoing positive working relationships with the residents of the SRS and the Proprietor and to engage in service system development to enhance service delivery to this client population.

The objectives of the SRS Service Co-ordination and Support Program are:

- To provide on-site holistic assessment, support and referral services to residents of large pension-level SRS.
- To improve the co-ordination of services to residents of pension-level SRS.
- To increase access to mainstream and specialist services by people who live in pension-level SRS.
- To utilise effective and durable strategies and long-term solutions to establish and maintain the target group's ongoing access to appropriate services.
- To undertake service system development activities in partnership with other services and SRS Proprietor(s) to enhance service delivery to this client group in response to identified needs.
- To improve the capacity of the target group to manage their own health and welfare needs and make decisions regarding their use of services.

A more detailed project brief is available from DHS. Contact Sue Casey on 9616 6933 or email Sue.Casey@dhs.vic.gov.au