

Autumn 2018 newsletter

Information for Supported Residential Services (SRS)

Introducing the new Human Service Regulator

The government is committed to meeting community expectations that people in need of support have protections and safeguards when they access support and services.

As part of this commitment the department has appointed Pauline Ireland as the Victorian Human Services Regulator. In her role, Pauline has responsibilities for regulating SRS, as well as some disability services and child, youth and family services.

Regulation is an important way for government to monitor SRS proprietors and make sure they are meeting their obligations under the Act, including obligations to residents.

Pauline has been given responsibilities for decision-making under the SRS Act, including approving applicants for registration and enforcement actions.



You may notice Pauline's name on documents signed by the department, for example SRS certificates of registration.

Important message about Gas Heaters

The government has issued a safety alert about the potential health risk of Vulcan Heritage or Pyrox Heritage gas heaters producing high levels of carbon monoxide.

If your SRS has any Vulcan Heritage or Pyrox Heritage gas heaters you must:

Stop using the heater until it has been tested by a qualified gas fitter.

- Contact the manufacturer of the Heaters, Climate Technologies, on **(03) 8795 2462** so they can advise you of the next steps.
- If your SRS is a rented premise, contact your landlord or leasing agent.
- Ensure all residents are aware that these heaters are not safe to use.

Do you have these heaters in your SRS?



The 2018 SRS census is happening now!

The SRS Census is an important project for both the department and the SRS sector.

Through this process we collect information from proprietors in order to better understand current and future needs of the SRS sector.

Your participation is **vital** to the census providing accurate and meaningful information.

Your census is due back now!!

Thank you very much to all of you who have already returned your census papers, or completed the census online!

For those who have not yet submitted their census, someone from Insync will be contacting you soon to provide you with any help you might need to complete it.

Need help?

If you have any questions about the census process, **please contact Sophie Owen at Insync on 03 9909 9269 or sowen@insyncsurveys.com.au** .

Health updates

Promote oral health for overall health

Oral health is important for overall health:

- residents should clean their teeth twice a day using toothpaste that contains fluoride
- residents should have regular dental checks by a professional
- staff should be encouraged to support residents to look after their teeth and dentures.

Failure to take care of teeth leads to health problems including:

- tooth decay
- gum infections and chronic gum disease
 - if residents with diabetes develop gum disease, their diabetes becomes more difficult to control, and the likelihood diabetic complications increases

- people with poor oral health are more likely to have poor physical health.

Standard 9 of the **SRS Health and Wellbeing Standards** outlines that proprietors need to ensure residents have access to an appropriate range of toiletries.



The Department expects that proprietors ensure residents have access to tooth brushes and tooth paste.

Pension- Level SRS Oral health promotion initiative

The pension level SRS oral health promotion initiative has been operating in pension level (SAAVI and PLP assisted) SRS for 5 years. The initiative aims to improve the oral health of assisted pension level SRS residents.

The department has funded various agencies for dental hygienists & dental nurse/assistants to visit pension level SRS.

The dental hygienist /dental assistant can:

- undertake oral health assessments
- refer residents to clinic-based treatment if required
- provide group education for residents
- provide oral health kits/resources to residents (tooth brushes and toothpaste)
- provide information and education to SRS proprietors and staff to assist staff to support residents to improve their oral hygiene and oral health.
- assist SRS staff to include oral health goals within residents' support plans.

Service providers include:

East- EACH

North- Cohealth and Haven; Home, Safe

West – Cohealth, Ballarat Health Service & GenU

South- Star Health and Monash Health

Phone the service provider in your area and ask to speak to the SRS oral health program to arrange for a service to visit your SRS.

Access to public dental clinics

Any SRS resident who **has a healthcare and pensioner concession card** can access public funded dental services within community clinics across Victoria.

Pension level SRS residents have priority access to public dental care; especially if urgent care is required (for example care for tooth pain). There are 80 community dental clinics within Victoria, for a complete list of community dental clinics visit:

- <https://www.dhsv.org.au/clinic-locations/community-dental-clinics>

Flu Season is approaching

Last year was one of the worst flu seasons on record; thousands of Victorians felt the effects of the flu.

The department recommends that proprietors:

- support residents to access the flu vaccination; many SRS residents will be eligible for the flu vaccination at no cost from their GP
- support their staff to access the flu vaccination.

Eye Care Services for SRS residents

The Australian College of Optometry runs an outreach program to assist SRS residents to access optometry (eye care) services.

An Optometrist can visit your SRS, complete vision assessments, screen for eye disease including diabetic eye disease, and prescribe glasses for residents if required.

Each resident has a report written, and further care arranged if required. Some SRS residents may be eligible for low cost glasses from this service. SRS proprietors are encouraged to contact the Australian College of Optometry and arrange for the outreach service to visit their SRS.

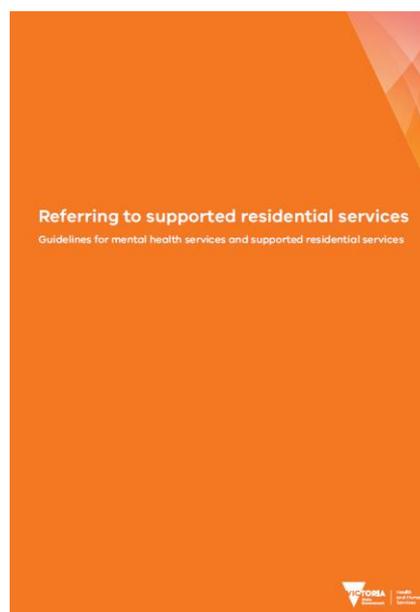
email: outreach@aco.org.au

<http://www.aco.org.au/eye-care-services/eye-care-in-melbourne/services-offered/outreach-services>

Referral guide for mental health services and SRS

A new resource **Referring to supported residential services: Guidelines for mental health services and supported residential services** should have arrived in the mail recently.

The guide provides advice for SRS and mental health services that refer to SRS. The guide will be distributed to mental health services in the coming months.



National Disability Insurance Scheme (NDIS) update

The National Disability Insurance Scheme (NDIS) will allow people with disability to have more choice and control over the types of disability supports they receive. The NDIS aims to help people with disability achieve their goals, for example achieving greater independence, greater involvement in community, employment or improved wellbeing.

The NDIS recognises that everyone's needs and goals in life are different, because of this; people will receive individualised support packages.

Some SRS residents will be eligible to participate in the NDIS. If eligible, a meeting with an NDIS Planner will be arranged, the Planner will work with the resident to establish an NDIS Plan.

It is likely that SRS residents participating in the NDIS will be supported by an 'NDIS Support Coordinator'. The role of the NDIS Support Coordinator is to assist with coordinating the services within the participant's plan. NDIS participants have the right to choose the disability supports they receive.

'NDIS Support Coordinators' are similar to case managers; they have specific professional qualifications, such as a degree in social work.

In some cases a Local Area Coordinator may assist an NDIS participant to identify appropriate services.

The NDIS represents a shift in the way services are provided towards a market based mechanism. More privately operated disability service providers will enter the market; people will be able to change providers if they are not satisfied.

NDIS participants also have responsibilities; they will need to provide timely notice to service providers if they intend to cancel a service.

What this means for SRS proprietors?

An SRS resident who is an NDIS participant might choose to receive a support, such as support with showering, from a disability service provider in the community. If this occurs, the SRS should not continue charging the resident for a similar support no longer provided by the SRS.

proprietors will need to make sure they keep accurate records of all payments made by residents to the SRS, including specifying the supports that are being paid for, within the Residential and Services Agreement (RSA).

Authorised Officers will be monitoring SRS to ensure that residents are not paying twice for services. If an SRS is found to be charging a resident for a support no longer provided by the SRS, SRS proprietors risk enforcement action.

A mandatory Residential and Services Agreement TCR will be conducted in 2018-2019.

NDIA Forum

The department is planning a forum for all proprietors in June/July this year to discuss the National Disability Insurance Scheme and your, and residents, rights

and responsibilities under this new reform. More information will follow when a date has been confirmed.

Letter to proprietors: Offence to operate an unregistered SRS

New and emerging accommodation models are developing for people who require assistance within the private market. Where SRS proprietors are also offering different accommodation options the department is concerned residents may misunderstand these options as offering the same protections as an SRS. The department is sending all proprietors a letter about their legal responsibilities as an SRS proprietor. It is important you read this letter.

Heads up- important updates:

Let us know if your details change!

If there are changes to your company structure, such as, change of company name or change of directors, or if there are changes to managers or personal support coordinators you are required to inform the department on srs.registration@dhhs.vic.gov.au.

Please also email the department if you have changed the company's postal address, email address or phone numbers

Infringement Offences

Did you know it is an infringeable offence not to display your certificate of registration on the premises in a place that it easily seen by others?

An infringements scheme is a way of improving and sustaining compliance. Infringement notices penalise non-compliances and are one of the enforcement actions available to the department to ensure non-compliance is rectified.