

Quarterly Brokered Provider Newsletter

November 2022

Hi,

You are receiving this newsletter because you are an important partner for LCHS in caring for our Home Care and Commonwealth Home Support clients.

This quarterly newsletter will provide updates on important news, as well as changes and requirements that are relevant to our services.

Please feel free to provide any feedback about the newsletter by emailing our team at ba@lchs.com.au.

Thank you for the work you do in helping us make sure our clients receive quality services.

Kind regards,
Lauren Daly

Manager Governance
Latrobe Community Health Service

News & Important Updates

***NEW* My Care Guide**

LCHS has developed a 'My Care Guide' to assist providers in understanding our organisation's consumers, what is important to them, and how they would like their care delivered. You will begin to see this guide attached to our service requests towards the end of this month.

Please take the time to read the guide and understand more about the person you're providing care to. It's important to understand any risks you may encounter while providing services on behalf of LCHS.

Please email agedcareservices@lchs.com.au if you have any feedback or questions.



***NEW* Contract Management via Portt**

LCHS is in the process of implementing a new contract management system, Portt. This system will improve our ability to administer brokered service agreements in a timely manner, and will allow us to communicate with you via a contractor 'hub'.

We will be launching this new system in January 2023. Once launched, you will begin to receive emails from noreply@progenitor.cloud. Please note, this is a legitimate email address and not spam.

Reporting Incidents

Please make sure you report all incidents to LCHS as soon as possible. These could be near misses, incidents that happen during service delivery, or you may be the first person to visit after an incident occurs.

1. Use the 'Incident Report Form' provided to you upon commencing work with LCHS; or
2. Email ba@lchs.com.au describing what happened and when, who was involved, and what action was taken to make the situation safe.

Taking these steps will allow us to follow up and ensure the safety of everyone involved.

If the incident is an emergency, please call (000) immediately for emergency assistance .

Aged Care Reform

The Australian Government is in the process of implementing its aged care reform program, to meet the needs of older Australians now and into the future.

As an approved provider of Home Care Packages (HCP), LCHS is bound to meet these requirements, as are the businesses we broker to provide services to our clients.

From 1 December 2022, the below requirements come into effect:

- Aged Care Sector Code of Conduct
- Requirement to report serious / notifiable incidents

Please visit the Commission website, or subscribe to their monthly Aged Care Quality Bulletin for more information.

Do you deliver personal or clinical care to LCHS consumers? If yes, have you identified a change in a consumer that you think impacts their condition, needs, goals or preferences?

If you've answered yes, please contact us via agedcareservices@lchs.com.au to discuss this as soon as possible.

Aged Care Quality Standards

We all have a responsibility to comply with the Aged Care Quality Standards. You can learn more about these by:

1. Downloading the Aged Care Quality Standards app (it's free).
2. Watching the Aged Care Quality Standards video [here](#).

We will discuss **Standard 1: Consumer Dignity and Choice** in our next newsletter. The standards are also being [reviewed](#) by the Department of Health and Aged Care; we will advise of any changes as they occur.



Contact us on 1800 242 696 or via email.

Operational (service) queries: agedcareservices@lchs.com.au

Contractual queries: ba@lchs.com.au

Invoices: financeemailquery@lchs.com.au

