



## OPEN LETTER

ACST Members  
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*care* assess *care* consultancy *care* forward



with you, for you



16 June 2015

Dear ACST Member,

### **RAS Establishment Update: Separating Care Assess Assessment Services from Service Delivery**

On 29 April I wrote to all Tasmanian HACC forums and ACST members regarding Care Assessment Consultant's selection to become a My Aged Care Regional Assessment Service (RAS) for Tasmania. As indicated in the previous update, our Establishment Plan included an intention to separate our assessment agency functions from our grant funded service delivery programs to ensure both functions are undertaken appropriately.

Following the Department of Social Services' in-principle approval of our Establishment Plan, I am now writing to provide an update of how we have separated our Assessment Services from Service Delivery.

### **Policy of Separation**

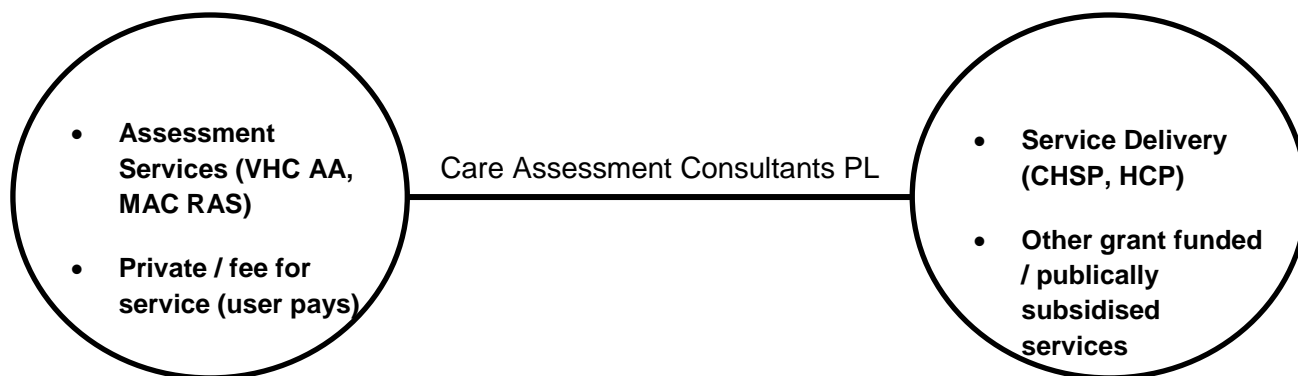
Care Assessment Consultants has implemented a "Policy of Separation" between the provision of RAS Assessment Services and aged care related Service Delivery, including Commonwealth Home Support Programme (CHSP) services, to ensure structural and functional separation and prevent any likely, perceived or actual conflicts of interest.

Strategies to ensure structural and functional separation include separate staff roles and organisational structures, separate locations and offices where possible, strict application of access controls and well defined procedures to prevent inappropriate communication and referrals between these two separate arms of the company.

In addition to the structural and functional separation, a new model of operations has been implemented to create a brand separation within Care Assessment Consultants (the company) – between the trading names, "Care Assess", which will deliver RAS Assessments, and "Care Forward", a separate trading name and brand, which will deliver CHSP services.

## “Care Assess”

## “Care Forward”



## Structural Separation

The formal, organisational separation of Assessment Services from Service Delivery within Care Assessment Consultants as both a RAS Contractor and a HACC/CHSP Service Provider will include separate (distinct) staff, reporting lines, accountability and supervision. Additionally, Approved Subcontractors providing RAS Assessment Services on behalf of Care Assess have been selected in part because they do not receive funding to provide CHSP services.

Structural separation will only allow authorised communication between Assessors and Service Providers, ensuring Assessors make autonomous, unbiased judgements in relation to consumer needs.

A graphical overview of this structural separation is provided in the following attachments:

- Attachment 1: Governance Model with Company Restructure
- Attachment 2: Separation of Reporting Lines

Structurally, this organisational model can be understood as ‘one company with two arms, separated by a central body.’

## Functional Separation

At a fundamental level, there is now a functional separation between the roles of staff providing Assessment Services on behalf of My Aged Care Gateway Regional Assessment Services and staff providing Home Support services (directly or brokered) as part of the Commonwealth Home Support Program (formerly HACC).

## Brand Separation

At a brand-identity level, there are now three separate trading names and brands which distinguish the structural and functional separation between My Aged Care Regional Assessment Services and other Home Support and aged care services.

## Brand Separation – Care Forward

Care Forward is the new trading division which will provide Service Delivery for grant funded programs including Home Support services, Home Care Packages, and other aged care services (eg TML funded services).



## Brand Separation – Care Assess

Care Assess will continue as a trading name, and will only provide the following services:

- My Aged Care RAS Assessment Services;
- Veterans Home Care Assessment Agency Services;
- Private Health Assessments; and
- Health Personnel Services (including exercise physiology, occupational therapy and social work)



## Brand Separation – Care Consultancy

In order to ensure true separation is maintained, a new central business unit has been established to manage the corporate and support functions of the company. This separate division trades as "Care Consultancy".



## Quality Assurance

Processes for ensuring transparency and accountability will include formal reporting requirements on all assessment processes; in particular audit by and reporting to the Department which will monitor all referral processes and patterns.

## Help Us Improve!

We are committed to ensuring a true separation between RAS Assessment Services and CHSP Service Delivery. We understand that independent assessment services are fundamental to ensuring the provision of high quality assessments.

However, we also acknowledge that independence is difficult to achieve when an agency has a stake in a particular type of service and/or professional expertise in a particular area; therefore a true separation of assessment from service provision in the delivery of Home Support services and other aged care services is necessary to ensure good practice and quality assessment services are provided.

Careful consideration has been given to develop the most appropriate systems to ensure Care Assessment Consultants manages any conflicts of interest between the provision of RAS Assessment Services and CHSP services.

Our Policy of Separation is available along with related policies and procedures at [www.careassess.com.au/policies](http://www.careassess.com.au/policies).

We welcome your feedback as part of our commitment to provide high quality services. You can provide feedback to the Quality Manager at [careassess.com.au/feedback](http://careassess.com.au/feedback) or by emailing [feedback@careassess.com.au](mailto:feedback@careassess.com.au).

Once again, thank you for your engagement; it is a privilege and an honour to be working with you, for you!



Kind regards  
Joe



**Joe Towns** | Managing Director

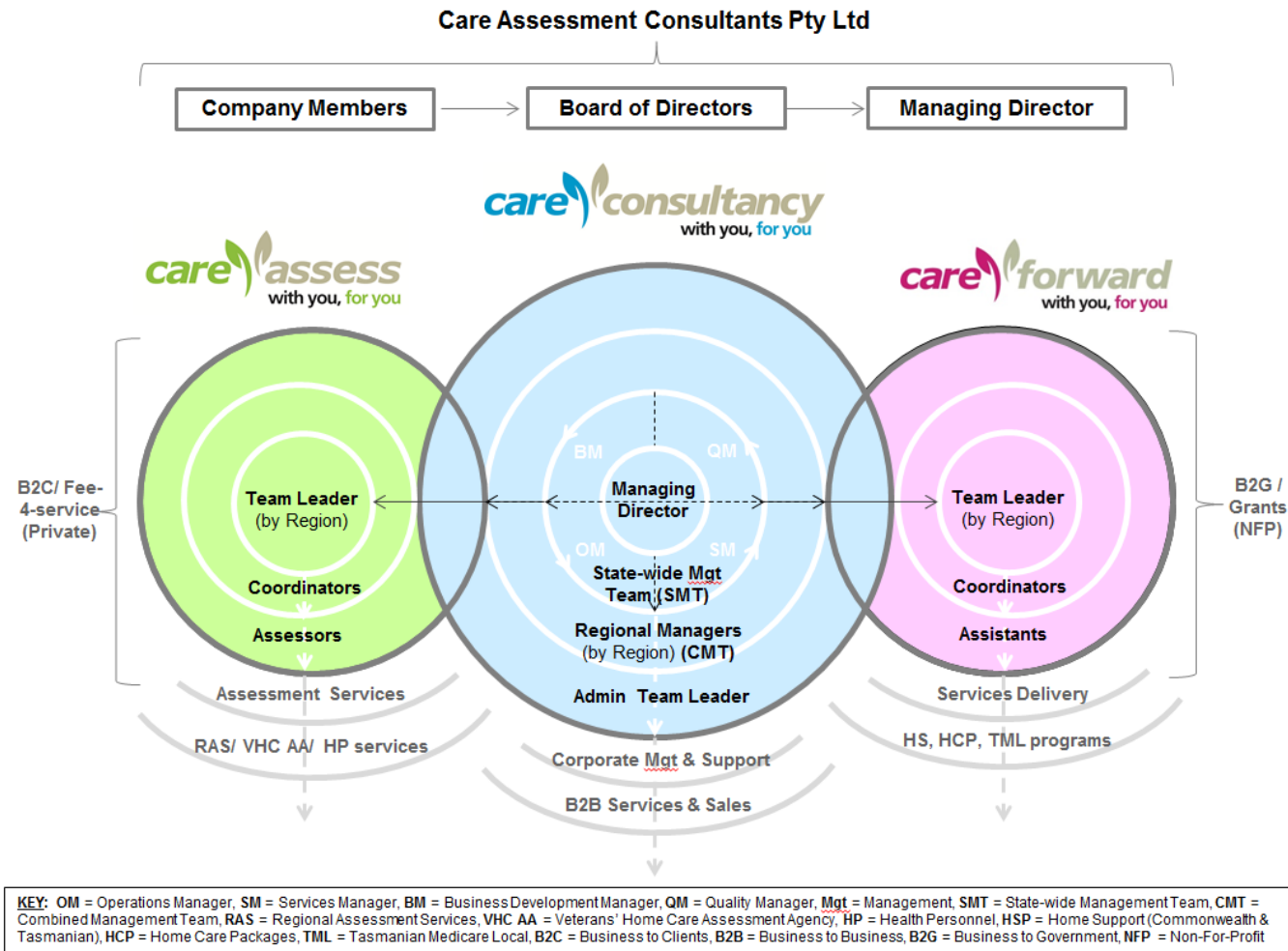
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## Attachment 1: Governance Model with Company Re-Structure



## Attachment 2: Separation of reporting lines

Separation of reporting lines between Care Assess (in green), Care Forward (in pink) to Care Consultancy (in blue):

