

Activity solutions

Activity 1 – HACC Client

<p>JUDITH</p>	<p>Judith is an elderly woman who has previously been independent, however, she now needs some help after your Agency assessed her situation.</p> <p>It is decided that Judith is eligible for some nursing assistance and some delivered meals. These services are provided to Judith by your Agency.</p> <p>Do you need a NSW Health HACC MDS v2 record for Judith?</p>
<p>Answer - YES</p>	
<p>SHAUN</p>	<p>Shaun is a young man in his twenties. Shaun was involved in a car accident and is now has a physical disability.. He requires significant medical and at-home assistance. Shaun receives nursing care and physiotherapy regularly.</p> <p>Your Agency provides nursing care.</p> <p>Do you need to record NSW Health HACC MDS v2 information for Shaun?</p>
<p>Answer - YES</p>	
<p>JOHN</p>	<p>John contacts your Agency to enquire about the types of assistance you offer and to find out whether his ageing mother is likely to be eligible for help.</p> <p>You provide appropriate advice to John and the phone conversation ends.</p> <p>Do you need a NSW Health HACC MDS v2 record for John?</p>
<p>Answer - NO</p>	
<p>MARYANNE (and others)</p>	<p>Your Agency has organised an information session for the local community. It is an opportunity for the community to learn about the services you offer and as well as other services available to the HACC target population. The information session is targeted at those in the community who are in caring roles.</p> <p>Over 50 people attend. There are some familiar faces and some unknown people. There is a lively discussion, and many attendees take away brochures and ask questions.</p> <p>You notice a neighbour (Maryanne) amongst the group and talk with her about her parents' situation and whether it might be appropriate to review the assistance they receive.</p> <p>Do you need to record your conversation with Maryanne for the NSW Health HACC MDS v2?</p>
<p>Answer - NO</p>	
<p>PEARL and EDWARD</p>	<p>Pearl and Edward are a mutually supportive elderly couple in reasonable health and receiving a small level of assistance from the local HACC Agency.</p> <p>Pearl receives continence nursing and delivered meals. She is also the carer of her husband Edward. Edward receives delivered meals. He is also the carer of his wife Pearl. Your Agency provides nursing and allied health services for both Pearl and Edward.</p> <p>Do you need NSW Health HACC MDS v2 record(s) for Pearl and/or Edward?</p>
<p>Answer - YES for both Pearl and Edward</p>	

Activity 2 – HACC Client characteristics

DAVIDE	Davide was born on 8 May 1921 in Naples, Italy and emigrated to Australia in the late 1950s with his wife Maria. Davide speaks mainly Italian at home but has developed a sound knowledge of English and speaks English with his old work mates.					
DATE OF BIRTH	DATE OF BIRTH STATUS	SEX	ABORIGINAL/TORRES STRAIT ISLANDER ORIGIN	COUNTRY OF BIRTH	PREFERRED LANGUAGE SPOKEN AT HOME	INTERPRETER SERVICES REQUIRED
08051921	2 Not estimated	1 Male	4 - Neither Aboriginal nor Torres Strait Islander	3104 Italy	2401 Italian	2 Interpreter not required

CONSUELA	Consuela was born on 24 January 1899. Consuela is originally from Valparaiso, Chile and trained as a teacher. She came to Australia in the 1970s as a refugee and has since established a family here. Consuela worked as a language translator (Spanish – English) and teacher before retiring and speaks Spanish at home.					
DATE OF BIRTH	DATE OF BIRTH STATUS	SEX	ABORIGINAL/TORRES STRAIT ISLANDER ORIGIN	COUNTRY OF BIRTH	PREFERRED LANGUAGE SPOKEN AT HOME	INTERPRETER SERVICES REQUIRED
24011899	2 Not estimated	2 Female	4 - Neither Aboriginal nor Torres Strait Islander	8204 Chile	2303 Spanish	2 Interpreter not required

BRIAN	Brian (assessed in July 2008) is not sure about this date of birth. He thinks he is 82. Brian lives on an Aboriginal community in the Bourke area. He was born in Gumbalie and has an Aboriginal father and non-Aboriginal mother. He is an elder in his Aboriginal community. Brian is conversant in a number of the local languages and English although tends to speak one of the Aboriginal languages with family and friends.					
DATE OF BIRTH	DATE OF BIRTH STATUS	SEX	ABORIGINAL/TORRES STRAIT ISLANDER ORIGIN	COUNTRY OF BIRTH	PREFERRED LANGUAGE SPOKEN AT HOME	INTERPRETER SERVICES REQUIRED
01011926	1 Estimated	1 Male	1 - Aboriginal but not Torres Strait Islander	1101 Australia	8000 Aboriginal dialect, NFD	2 Interpreter not required

MAUREEN	Maureen was born on 28 February 1943. Maureen originates from Far North Queensland and her family is composed of both Aboriginal and Torres Strait Island members. She regards herself as being both Aboriginal and Torres Strait Islander. At home she mostly speaks an Aboriginal language although is conversant in a number of Aboriginal languages.					
DATE OF BIRTH	DATE OF BIRTH STATUS	SEX	ABORIGINAL/TORRES STRAIT ISLANDER ORIGIN	COUNTRY OF BIRTH	PREFERRED LANGUAGE SPOKEN AT HOME	INTERPRETER SERVICES REQUIRED
28021943	2 Not estimated	2 Female	3 - Both Aboriginal and Torres Strait Islander	1101 Australia	8000 Aboriginal dialect, NFD	2 Interpreter not required

TRAN	Tran was born in 1936, but is not sure of any other details. Tran was born outside Ho Chi Min City, Vietnam and has lived in Australia for the past 15 years after joining her son who resides here. She converses in her native language at home and speaks very little English.					
DATE OF BIRTH	DATE OF BIRTH STATUS	SEX	ABORIGINAL/TORRES STRAIT ISLANDER ORIGIN	COUNTRY OF BIRTH	PREFERRED LANGUAGE SPOKEN AT HOME	INTERPRETER SERVICES REQUIRED
01011936	1 Estimated	2 Female	4 - Neither Aboriginal nor Torres Strait Islander	5105 Vietnam	6302 Vietnamese	1 Interpreter required

Activity 3 – HACC Inward referrals

DAVIDE	Davide has recently started receiving assistance from your Agency. He self-presented to your Agency on 14 August 2008 after his daughter encouraged him to seek your services.	
SOURCE OF REFERRAL	DATE OF REFERRAL	DATE REFERRAL RECEIVED
00 Self referral - no formal or informal referral	14082008	14082008
CONSUELA	Consuela's GP contacted your Agency by phone on the morning of 4 November 2008 and an appointment was arranged for 17 November 2008. Consuela brought the referral letter dated 5 November 2008 with her to the appointment.	
SOURCE OF REFERRAL	DATE OF REFERRAL	DATE REFERRAL RECEIVED
45 Private practice, medical general practice	04112008	04112008
BRIAN	The Aboriginal Medical Service referred Brian to your Agency by phone on 12 July 2008 and Brian's first appointment arranged for 25 July 2008 at the nearby community health centre.	
SOURCE OF REFERRAL	DATE OF REFERRAL	DATE REFERRAL RECEIVED
71 Other Aboriginal and Torres Strait Islander community-based service agency	12072008	12072008
MAUREEN	Maureen heard about the services offered by your Agency on 6 September 2008 from her tribal elders. She contacted your Agency on 10 September 2008, at which time an appointment was arranged for 17 September 2008.	
SOURCE OF REFERRAL	DATE OF REFERRAL	DATE REFERRAL RECEIVED
00 Self referral - no formal or informal referral	10092008	10092008
TRAN	Tran's situation was recently assessed and this has resulted in her attending a local Day Centre weekly. Tran was originally referred to your Agency on 6 October 2008 by the nearby public hospital. Tran brought the referral with her to the first appointment on 17 October 2008.	
SOURCE OF REFERRAL	DATE OF REFERRAL	DATE REFERRAL RECEIVED
01 Public hospital	06102008	17102008

Activity 4 – HACC Service Episode-Client identification/ benefit data elements

DAVIDE	Davide receives an Australian aged pension and a pension from the Italian government relating to his previous army period in Italy. Davide began receiving a variety of services under the HACC Program on 14 August 2008, and since then your Agency has continued to provide him with services.			
DATE OF COMMENCEMENT OF SERVICE EPISODE	DVA CARD TYPE	GOVERNMENT PENSION/ BENEFIT STATUS	DATE OF CESSATION OF SERVICE EPISODE	MAIN REASON FOR CESSATION OF SERVICE EPISODE
14082008	9 No DVA card	01 Aged Pension		

CONSUELA	Consuela receives an aged pension. On 17 November 2008 Consuela was assessed by your Agency and approved to receive home modification and maintenance services. The modifications were completed on 13 December 2008. Home maintenance (cleaning up the yard and lawn mowing) was done on 28 November 2008 and 14 December 2008. On 17 December 2008, Consuela's son notified the Agency that Consuela would no longer require services as he would maintain the house/garden.			
DATE OF COMMENCEMENT OF SERVICE EPISODE	DVA CARD TYPE	GOVERNMENT PENSION/ BENEFIT STATUS	DATE OF CESSATION OF SERVICE EPISODE	MAIN REASON FOR CESSATION OF SERVICE EPISODE
17112008	9 No DVA card	01 Aged Pension	17122008	04 Client terminated service by mutual agreement - Client needs unchanged

BRIAN	Brian has a gold card from the Department of Veterans' Affairs. Brian began receiving home nursing services from your Agency on 25 July 2008. Brian's condition improved and on 17 November 2008 he was reviewed by your Agency and home nursing ceased. He was referred to another Agency that would provide social support.			
DATE OF COMMENCEMENT OF SERVICE EPISODE	DVA CARD TYPE	GOVERNMENT PENSION/ BENEFIT STATUS	DATE OF CESSATION OF SERVICE EPISODE	MAIN REASON FOR CESSATION OF SERVICE EPISODE
25072008	2 DVA Gold card	02 Veterans' Affairs Pension	17112008	02 Transferred/referred to another service - improved Client status

MAUREEN	Maureen is a self-funded retiree. Maureen began receiving physiotherapy from your Agency on 17 September following an injury she sustained after a fall. Your client records show that Maureen was visited a number of times during September and October and would require further care beyond that.			
DATE OF COMMENCEMENT OF SERVICE EPISODE	DVA CARD TYPE	GOVERNMENT PENSION/ BENEFIT STATUS	DATE OF CESSATION OF SERVICE EPISODE	MAIN REASON FOR CESSATION OF SERVICE EPISODE
17092008	9 No DVA card	10 Retirement fund		

TRAN	Tran has no source of income and is fully supported by her daughter. On 6 October 2008, Tran was discharged from hospital after recovering from a heart operation. On returning home, she was assessed and approved for ongoing home nursing services from your Agency, which commenced on 17 October 2008. However Tran's condition deteriorated and after an assessment and discussion with Tran's daughter on 12 November 2008, it was decided that Tran needed to be referred for an Extended Age Care at Home Package. Tran was provided with a newly funded EACH package on 17 November.			
DATE OF COMMENCEMENT OF SERVICE EPISODE	DVA CARD TYPE	GOVERNMENT PENSION/ BENEFIT STATUS	DATE OF CESSATION OF SERVICE EPISODE	MAIN REASON FOR CESSATION OF SERVICE EPISODE
06102008	9 No DVA card	11 Dependent on others	12112008	07 Transferred/referred to another community-based service - Client's needs changed

Activity 5 – HACC Service Episode-Client usual living arrangements data elements

DAVIDE	Davide lives alone in a small unit that he purchased some time ago with his wife (now deceased) in Leichhardt, NSW, 2040.			
USUAL LIVING ARRANGEMENTS	USUAL ACCOMMODATION	SUBURB	STATE	POSTCODE
01 Alone	01 Privately owned house/flat/mobile home	Leichhardt	NSW	2040

CONSUELA	Consuela lives alone in a house she purchased in the 1980s at Villawood, NSW, 2163.			
USUAL LIVING ARRANGEMENTS	USUAL ACCOMMODATION	SUBURB	STATE	POSTCODE
01 Alone	01 Privately owned house/flat/mobile home	Villawood	NSW	2163

BRIAN	Brian is an Aboriginal elder and lives with family members in a home he built himself within the community in the Bourke area (NSW, 2840).			
USUAL LIVING ARRANGEMENTS	USUAL ACCOMMODATION	SUBURB	STATE	POSTCODE
07 Other relative(s)	01 Privately owned house/flat/mobile home	Bourke	NSW	2840

MAUREEN	Maureen lives with her 49 year-old daughter in her daughter's house which is rented from the local Aboriginal community at Boonoo Boonoo, NSW, 2372.			
USUAL LIVING ARRANGEMENTS	USUAL ACCOMMODATION	SUBURB	STATE	POSTCODE
04 With child(ren) (non-dependent) only	10 Private residence rented from Aboriginal community	Boonoo Boonoo	NSW	2372

TRAN	Tran lives with her daughter and son-in-law at Fairfield West, NSW, 2165 in a flat rented from the state housing authority.			
USUAL LIVING ARRANGEMENTS	USUAL ACCOMMODATION	SUBURB	STATE	POSTCODE
04 With child(ren) (non-dependent) only	03 Rented house /flat/mobile home (public rental)	Fairfield West	NSW	2165

Activity 6 – HACC Carer

<p>JUDITH AND MARK</p>	<p>Judith is an elderly woman who has previously been independent, however, now needs some assistance after your Agency assessed her situation.</p> <p>It is decided that Judith is eligible for some nursing assistance and some delivered meals. These services are provided to Judith by your Agency.</p> <p>Mark, Judith's son, also provides assistance to her. He visits her weekly and talks to her on the phone between visits. He does odd jobs around the house on his weekly visits, such as mowing the lawn and fixing dripping taps. Mark's children also often come to visit and enjoy going for a walk to the nearby park with Judith, however Mark is Judith's only regular informal support.</p> <p>Do you need a NSW Health HACC MDS v2 record for Judith? Should Mark's details be recorded?</p> <p>Answer - YES: JUDITH NEEDS A NSW HEALTH HACC MDS V2 RECORD. MARK'S DETAILS SHOULD BE RECORDED</p>
<p>KAREN AND SHAUN</p>	<p>Karen is the mother of Shaun, a young man in his twenties. Shaun was involved in a car accident and is now has a physical disability. He requires significant medical and at-home assistance. Karen is the main support person for Shaun although his father Jacob assists when not at work. Shaun receives nursing care and physiotherapy regularly.</p> <p>To give Karen a break, a substitute carer is provided for a few hours each week and occasionally for a full day (and sometimes overnight) on a weekend so that the rest of the family may have time together. Your Agency provides nursing care and carer respite.</p> <p>Do you need to record NSW Health HACC MDS v2 information for Karen, Shaun and Jacob?</p> <p>Answer - YES: SHAUN = CLIENT KAREN = CARER JACOB = CARER</p>
<p>JOHN</p>	<p>John contacts your Agency to enquire about the types of assistance you offer and to find out whether his ageing mother is likely to be eligible for help.</p> <p>You provide appropriate advice to John and the phone conversation ends.</p> <p>Do you need a NSW Health HACC MDS v2 record for John?</p> <p>Answer - NO</p>
<p>PEARL AND EDWARD</p>	<p>Pearl and Edward are a mutually supportive elderly couple in reasonable health and receiving a small level of assistance from the local HACC Agency.</p> <p>Pearl receives continence nursing and delivered meals. She is also the carer of her husband Edward. Edward receives delivered meals. He is also the carer of his wife Pearl. Your Agency provides nursing and allied health services for both Pearl and Edward.</p> <p>Do you need NSW Health HACC MDS v2 record(s) for Pearl and/or Edward?</p> <p>Answer - YES: PEARL = CLIENT WITH EDWARD = CARER EDWARD = CLIENT WITH PEARL = CARER</p>

Activity 7 – HACC Carer residency, relationship and carer for more than one person data elements

JUDITH AND MARK	Judith is an elderly woman who is now receiving some nursing assistance and delivered meals. These services are provided to Judith by your Agency. Mark, Judith's son, also provides assistance to her. He visits her weekly and talks to her on the phone between visits. He does odd jobs around the house on his weekly visits, such as mowing the lawn and fixing dripping taps. Mark's children also often come to visit and enjoy going for a walk to the nearby park with Judith, however Mark is Judith's only regular informal support.		
CARER – EXISTENCE OF	CARER RESIDENCY STATUS	RELATIONSHIP OF CARER TO CLIENT	CARER FOR MORE THAN ONE PERSON
1 Has a Carer	2 Non-resident Carer	3 Son or daughter	4 No
KAREN AND SHAUN	Karen is the mother of Shaun, a young man in his twenties. Shaun has a physical disability. He requires significant medical and at-home assistance. Karen is the main support person for Shaun although his father Jacob assists when not at work. Shaun receives nursing care and physiotherapy regularly. Karen receives respite care. Karen also visits her mother in law, Sue weekly to help her with the washing and housework, and take her shopping. Sue also receives meals from your Agency.		
CARER – EXISTENCE OF	CARER RESIDENCY STATUS	RELATIONSHIP OF CARER TO CLIENT	CARER FOR MORE THAN ONE PERSON
1 Has a Carer	1 Co-resident Carer	2 Parent	1 Yes, one other person
PEARL AND EDWARD	Pearl and Edward are a mutually supportive elderly couple in reasonable health and receiving a small level of assistance from the local HACC Agency. Pearl receives continence nursing and delivered meals. She is also the carer of her husband Edward. Edward receives delivered meals. He is also the carer of his wife Pearl. Edward occasionally receives general nursing care and allied health services. Your Agency provides nursing and allied health services for both Pearl and Edward.		
CARER – EXISTENCE OF	CARER RESIDENCY STATUS	RELATIONSHIP OF CARER TO CLIENT	CARER FOR MORE THAN ONE PERSON
1 Has a Carer	1 Co-resident Carer	1 Spouse/partner	4 No
EDWARD AND ELIZABETH	Edward lives with his wife, Elizabeth, in their home. Although Edward is frail and highly susceptible to colds and flu, he is still mobile and manages most things at home. However, Edward is unable to cook for himself, Elizabeth provides personal care for him, and he receives some additional services (e.g. nursing). Once a fortnight, a personal carer comes to the house to allow Elizabeth to go bowling and visit her friends, though sometimes she prefers to spend the day in the garden and visit the local shops.		
CARER – EXISTENCE OF	CARER RESIDENCY STATUS	RELATIONSHIP OF CARER TO CLIENT	CARER FOR MORE THAN ONE PERSON
1 Has a Carer	1 Co-resident Carer	1 Spouse/partner	4 No
ELLEN	Ellen lives alone and receives several HACC-funded services. Her daughter lives interstate and Ellen does not consider anyone to be in the role of carer for her.		
CARER – EXISTENCE OF	CARER RESIDENCY STATUS	RELATIONSHIP OF CARER TO CLIENT	CARER FOR MORE THAN ONE PERSON
2 Has no Carer			

Activity 8 – HACC Service Event-assistance type, funding and service location data elements

DAVIDE		Davide began receiving a variety of services under the HACC Program on 14 August 2008, commencing with community nursing provided by your Agency in his home in Leichhardt, NSW, 2040. Davide also receives home delivered meals daily (commencing 18 August 2008) and, from 21 August 2008, attends the Kindilan Aged Day Care Centre at Concord Hospital, 2139. Your Agency has continued to provide him with these services.		
DATE OF SERVICE EVENT		14082008	18082008	21082008
HACC PROGRAM FLAG		1 HACC funds	1 HACC Funds	1 HACC funds
PRIMARY TYPE OF ASSISTANCE RECEIVED		78 General and other nursing support	81 Meals	Centre-based day care
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home	35 Day care centre/ respite care centre
LOCATION OF SERVICE DELIVERY	SUBURB	Leichhardt	Leichhardt	Concord
	STATE	NSW	NSW	NSW
	POSTCODE	2040	2040	2139

CONSUELA		On 17 November 2008, Consuela was assessed by your Agency in her home in Villawood, NSW, 2163 and approved to receive home modification and maintenance services funded by the HACC Program. The modifications were completed over two days, commencing 12 December 2008. Home maintenance (cleaning up the yard and lawn mowing) were done on 28 November 2008 and 14 December 2008 by another Agency.		
DATE OF SERVICE EVENT		17112008	13122008	
HACC PROGRAM FLAG		1 HACC funds	1 HACC Funds	
PRIMARY TYPE OF ASSISTANCE RECEIVED		01 Assessment (including screening) - Client	89 Home modification	
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home	
LOCATION OF SERVICE DELIVERY	SUBURB	Villawood	Villawood	
	STATE	NSW	NSW	
	POSTCODE	2163	2163	

BRIAN		Brian lives in the Bourke area (NSW, 2840) and has a gold card from the Department of Veterans' Affairs. Brian began receiving home nursing services from your Agency on 25 July 2008.		
DATE OF SERVICE EVENT		25072008		
HACC PROGRAM FLAG		8 Other funds only		
PRIMARY TYPE OF ASSISTANCE RECEIVED		78 General and other nursing support		
SERVICE DELIVERY SETTING		00 Client's/Carer's home		
LOCATION OF SERVICE DELIVERY	SUBURB	Bourke		
	STATE	NSW		
	POSTCODE	2163		

MAUREEN		<p>Maureen lives in the Aboriginal community at Boonoo Boonoo, NSW, 2372 and following an injury sustained after a fall commenced receiving fortnightly physiotherapy from your Agency (which receives HACC Program funding for allied health and community nursing) at the Tenterfield CHC (NSW, 2372) on 17 September 2008. She also receives weekly social support from the local Aboriginal Medical Service, which includes visits into Tenterfield. This commenced on 19 September 2008.</p> <p>In addition to receiving these services, Maureen is transported to and from the CHC by your Agency's Transport for Health bus so that she can attend her physiotherapy appointments</p>		
DATE OF SERVICE EVENT		17092008	17092008	17092008
HACC PROGRAM FLAG		4 Transport for Health funds	1 HACC Funds	4 Transport for Health funds
PRIMARY TYPE OF ASSISTANCE RECEIVED		95 Transport-Client	67 Physiotherapy	95 Transport-Client
SERVICE DELIVERY SETTING		00 Client's/Carer's home	57 Community Health Centre	57 Community Health Centre
LOCATION OF SERVICE DELIVERY	SUBURB	Tenterfield	Tenterfield	Boonoo Boonoo
	STATE	NSW	NSW	NSW
	POSTCODE	2372	2372	2372

TRAN		<p>On 6 October 2008, Tran was discharged from Fairfield Hospital after recovering from a heart operation. On the same day as returning to her home at Fairfield West (NSW, 2165), she was assessed by your Agency and approved for ongoing home nursing services through the HACC Program from your Agency, which commenced on 17 October 2008.</p> <p>However, Tran's condition deteriorated and after an assessment and discussion with her daughter, it was decided that Tran needed to be referred for an Extended Aged Care at Home Package. Tran was able to get a newly funded EACH package just following the referral.</p>		
DATE OF SERVICE EVENT		06102008	17102008	
HACC PROGRAM FLAG		1 HACC funds	1 HACC funds	
PRIMARY TYPE OF ASSISTANCE RECEIVED		01 Assessment (including screening) - Client	78 General and other nursing support	
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home	
LOCATION OF SERVICE DELIVERY	SUBURB	Fairfield West	Fairfield West	
	STATE	NSW	NSW	
	POSTCODE	2165	2165	

ELEANOR		<p>Your HACC funded Agency, based at Lismore, NSW, 2480, provides Community Options. You are formally assigned case management of Eleanor on 18 September 2008.</p> <p>You are responsible for coordinating the delivery of services by several Services on behalf of Eleanor. You also monitor Eleanor's situation and provide feedback to the involved Services. On 19 September 2008, you arrange for community nursing and community transport services to be provided to Eleanor. You also arranged Eleanor's attendance at the local Frail Aged Day Care Centre each Monday, Wednesday and Friday, commencing on 22 September 2008.</p>		
DATE OF SERVICE EVENT		19092008		
HACC PROGRAM FLAG		1 HACC funds		
PRIMARY TYPE OF ASSISTANCE RECEIVED		10 Case management		
SERVICE DELIVERY SETTING		58 Other non-residential community health service		
LOCATION OF SERVICE DELIVERY	SUBURB	Lismore		
	STATE	NSW		
	POSTCODE	2480		

JENNIFER, JEREMY AND FAMILY		Jeremy suffers dementia and lives with his wife Jennifer and their son and daughter at Burrangong, NSW, 2594. Sometimes a substitute carer is provided by your Agency (based at Young, NSW, 2594) to Jennifer, Jeremy and family for a full day on a weekend. This HACC-funded service commenced on 4 July 2008 and lets Jennifer share an activity with the rest of the family without constantly caring for Jeremy. Sometimes Jeremy will attend your Agency's NRCP-funded Dementia Day Centre in Young for a few hours on a weekend. He last attended the Dementia Day Care on 24 October 2008	
DATE OF SERVICE EVENT		04072008	24102008
HACC PROGRAM FLAG		1 HACC funds	8 Other funds only
PRIMARY TYPE OF ASSISTANCE RECEIVED		46 Respite care	45 Centre-based day care
SERVICE DELIVERY SETTING		00 Client's/Carer's home	35 Day care centre/respite care centre
LOCATION OF SERVICE DELIVERY	SUBURB	Burrangong	Young
	STATE	NSW	NSW
	POSTCODE	2594	2594

RICHARD		On 6 November 2008, Richard commenced attending your HACC-funded Frail Aged Day Centre at Mudgee, NSW, 2850 for a half day each week. He has morning tea whilst there and receives some diversional therapy each time.	
DATE OF SERVICE EVENT		06112008	
HACC PROGRAM FLAG		1 HACC funds	
PRIMARY TYPE OF ASSISTANCE RECEIVED		45 Centre-based day care	
SERVICE DELIVERY SETTING		35 Day care centre/respite care centre	
LOCATION OF SERVICE DELIVERY	SUBURB	Mudgee	
	STATE	NSW	
	POSTCODE	2850	

JOE		Joe is a frail aged person, at no risk of entering a nursing home. He lives alone in a public housing unit at Woy Woy, NSW, 2256 and requires some podiatry services, and has a continence problem. Your Agency is HACC-funded for general community nursing and continence nursing and provides continence care to Joe twice weekly in his home, commencing 01 September 2008. Each month after the continence care (commencing 11 September 2008), the continence nurse transports Joe to Woy Woy CHC for podiatry services. Joe is transported back home again by the local MoT-funded community transport service.	
DATE OF SERVICE EVENT		01092008	11092008
HACC PROGRAM FLAG		1 HACC funds	8 Other funds only
PRIMARY TYPE OF ASSISTANCE RECEIVED		51 Continence care	95 Transport-Client
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home
LOCATION OF SERVICE DELIVERY	SUBURB	Woy Woy	Woy Woy
	STATE	NSW	NSW
	POSTCODE	2256	2256

EDWARD, CONSTANCE AND ELLEN		<p>Your Agency, based at Nowra, NSW, 2541 and HACC-funded for Centre Day Care and transport, runs a bus as part of the Day Centre program and uses it to collect clients attending the program, and also for excursions.</p> <p>Edward, Constance and Ellen all participate in the programs conducted by your Agency. On Tuesday 11 November 2008, the excursion involved a trip to a fishing spot some 100 km out of town.</p> <p>Ellen lives in Nowra and was transported to the Day Centre in order to participate in the excursion. Edward and Constance live (at Tomerong 2540 and Milton 2538, respectively) along the way to the fishing spot so the bus picked them up on the way and dropped them off on the way back. Ellen was transported from the Day Centre back home by the bus at the end of the day.</p> <p>As part of the Tuesday fishing excursion, the Day Centre took along refreshments, drinks and lunch. The fish were biting so staff and clients cooked some fish to eat as part of lunch.</p>		
EDWARD				
DATE OF SERVICE EVENT		11112008		
HACC PROGRAM FLAG		1 HACC funds		
PRIMARY TYPE OF ASSISTANCE RECEIVED		45 Centre-based day care		
SERVICE DELIVERY SETTING		35 Day care centre/respice care centre		
LOCATION OF SERVICE DELIVERY	SUBURB	Nowra		
	STATE	NSW		
	POSTCODE	2541		
CONSTANCE				
DATE OF SERVICE EVENT		11112008		
HACC PROGRAM FLAG		1 HACC funds		
PRIMARY TYPE OF ASSISTANCE RECEIVED		45 Centre-based day care		
SERVICE DELIVERY SETTING		35 Day care centre/respice care centre		
LOCATION OF SERVICE DELIVERY	SUBURB	Nowra		
	STATE	NSW		
	POSTCODE	2541		
ELLEN				
DATE OF SERVICE EVENT		11112008	11112008	11112008
HACC PROGRAM FLAG		1 HACC funds	1 HACC funds	1 HACC funds
PRIMARY TYPE OF ASSISTANCE RECEIVED		95 Transport-Client	45 Centre-based day care	95 Transport-Client
SERVICE DELIVERY SETTING		00 Client's/Carer's home	35 Day care centre/respice care centre	35 Day care centre/respice care centre
LOCATION OF SERVICE DELIVERY	SUBURB	Nowra	Nowra	Nowra
	STATE	NSW	NSW	NSW
	POSTCODE	2541	2541	2541

ANNE		<p>Anne, aged 43, has a disability and lives with her husband and young daughter in a house at Belimba Park, 2570 with three steps to the front door.</p> <p>Anne has great difficulty with the steps and was referred to your HACC-funded Home Modifications and Maintenance Service at Camden, NSW, 2570 on 1 July 2008. An electric wheel chair purchased using AHS funds was provided to Anne at her home on 15 July 2008.</p> <p>Grab rails were purchased using HACC funds and installed (along with a ramp at the front of Anne's house) by tradespersons contracted by your Agency on 21 July 2008.</p>	
DATE OF SERVICE EVENT		15072008	21072008
HACC PROGRAM FLAG		8 Other funds only	1 HACC funds
PRIMARY TYPE OF ASSISTANCE RECEIVED		90 Provision of goods and equipment	88 Home modification
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home
LOCATION OF SERVICE DELIVERY	SUBURB	Belimba Park	Belimba Park
	STATE	NSW	NSW
	POSTCODE	2570	2570

YAMINI AND DAVID		<p>Yamini and David are friends who live in independent living units within a retirement village at Kogarah, NSW, 2217. The village has no contract for nursing, but does run a Frail Aged Centre Based Day Care.</p> <p>Yamini is a 75 year old from Fiji and her main language is Hindi. She has some difficulty communicating in English, suffers regularly from leg ulcers and has recently stopped cooking for herself. David looks after her by taking her shopping and tidying her unit. David is suffering some stress in his caring role. Your Agency is HACC-funded for community nursing and is contacted by the village to provide wound care services to Yamini in her unit, commencing on 4 August 2008.</p> <p>At this initial Service Event, the nurse also meets with David to assess his needs. Yamini is referred to a local non-government HACC-funded Agency to further assist with her needs, and a place is sought for Yamini in the village Day Care Centre.</p>	
DATE OF SERVICE EVENT		04082008	04082008
HACC PROGRAM FLAG		1 HACC funds	1 HACC funds
PRIMARY TYPE OF ASSISTANCE RECEIVED		54 Wound management	02 Assessment (including screening) - Carer
SERVICE DELIVERY SETTING		00 Client's/Carer's home	00 Client's/Carer's home
LOCATION OF SERVICE DELIVERY	SUBURB	Kogarah	Kogarah
	STATE	NSW	NSW
	POSTCODE	2217	2217

Activity 9 – HACC Service Event-service delivery data elements

SANDRA		<p>Sandra receives nursing care from your Agency.</p> <p>Your Agency visited Sandra at home on several occasions to care for an injury she sustained after a fall. Your client records show the following: Sandra was visited on 10 July 2008 from 10:30am to 11:00am to clean her wound and change dressings. Follow up nursing care was provided on 12 July from 10am to 10:20am.</p> <p>As Sandra was able to return to her fortnightly attendance at a Day Centre, a nurse visited her there on 17 July at 11:45am to check all was well. This assistance event took 10 minutes.</p>		
DATE OF SERVICE EVENT		10072008	12072008	17072008
SERVICE EVENT INDICATOR		1 Individual (one-to-one) service	1 Individual (one-to-one) service	1 Individual (one-to-one) service
SERVICE EVENT MODE		1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS		1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided
UNIT OF MEASURE	START TIME	10.30	10.00	11.45
	END TIME	11.00	10.20	11.55
REBEKKAH		<p>Rebekkah receives home-delivered meals from your Agency on Mondays, Wednesdays and Fridays; the most recently being Friday, 14 November 2008. On most occasions, Rebekkah is home to receive the meals when they are delivered at 10:30am, but on 10 November, Rebekkah was not home.</p> <p>Normally six meals are provided on Mondays and Wednesdays and 9 meals on Fridays, but as Rebekkah advised your Agency that she would be away for the coming weekend (returning after lunch on Monday), only 2 meals were delivered on the Friday.</p>		
DATE OF SERVICE EVENT		10112008	12112008	14112008
SERVICE EVENT INDICATOR		1 Individual (one-to-one) service	1 Individual (one-to-one) service	1 Individual (one-to-one) service
SERVICE EVENT MODE		1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS		1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided
UNIT OF MEASURE	QUANTITY	6	6	2
ELSIE		<p>Elsie receives nursing care from your Agency in her home every Monday for 45 minutes. Elsie last received community nursing services on 15 September 2008 from 10:15am. Elsie was due to have her next appointment on 22 September at 10am, but contacted your Agency the Friday beforehand to reschedule the appointment to the Tuesday at 9am.</p>		
DATE OF SERVICE EVENT		10072008	12072008	17072008
SERVICE EVENT INDICATOR		1 Individual (one-to-one) service	1 Individual (one-to-one) service	1 Individual (one-to-one) service
SERVICE EVENT MODE		1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS		1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided
UNIT OF MEASURE	START TIME	10.30	10.00	11.45
	END TIME	11.00	10.20	11.55

CHRISTINE	Christine receives a transport service from your Agency. Mostly you deliver her by bus to a Day Centre on Mondays and Thursdays, where she attends a day program delivered by another Agency. Her daughter, Melanie, drives her home. On 6 October 2008 your Agency transported Christine to the Day Centre, but on 9 October the bus was out of service and your Agency paid for a taxi to transport Christine to the Day Centre. The taxi fare was \$45.00. On 13 October, the bus arrived to pick Christine up to deliver her to the Day Centre, but despite the driver knocking on the door and ringing her contact number, Christine did not answer her phone and was not home.		
DATE OF SERVICE EVENT	06102008	09102008	13102008
SERVICE EVENT INDICATOR	2 Group service	1 Individual (one-to-one) service	2 Group service
SERVICE EVENT MODE	1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	2.0 Service provider present, but Client/Carer failed to attend/service not provided
TRANSPORT MODE	21 Bus-owned by Agency/ service provider	48 Taxi	21 Bus-owned by Agency/ service provider
TRANSPORT PURPOSE	35 To day care centre/ respite care centre	35 To day care centre/ respite care centre	35 To day care centre/ respite care centre

SERGIO	Sergio attends the Centre-based Day Care provided by your Agency; most recently on 12 November 2008. Sergio normally attends for four hours each fortnight on Wednesdays from 10am to 2pm and participates in an Italian speaking group during that time. The first Wednesday he attended in the reporting period was the 15 October 2008. He receives morning tea while at the Centre and is well known for his good humour and singing voice. On 29 October 2008 an excursion was arranged from 9am, which resulted in a 6 hour attendance at the centre instead of the usual 4 hours. Lunch was provided by the Centre as part of the excursion activities.		
DATE OF SERVICE EVENT	15102008	29102008	12112008
SERVICE EVENT INDICATOR	2 Group service	2 Group service	2 Group service
SERVICE EVENT MODE	1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided
UNIT OF MEASURE	START TIME	10.00	9.00
	END TIME	14.00	15.00

VIOLET	On 2nd August 2008 Violet received some home modification assistance from your Agency. The cost of materials was \$65, all of it funded by your Agency. Fred took two hours to do the modifications. Fred's labour cost (including on-costs) was \$55/hour.		
DATE OF SERVICE EVENT	02082008		
SERVICE EVENT INDICATOR	1 Individual (one-to-one) service		
SERVICE EVENT MODE	1 Face-to-face		
ATTENDANCE STATUS	1.0 Client/Carer and service provider attended appointment/service provided		
UNIT OF MEASURE	COST	\$175.00	

JAMES	James receives podiatry and occupational therapy services from your Agency at the CHC. Podiatry services were last provided to James on 6 August 2008 from 2pm to 2:30pm. James most recently received occupational therapy on 25 July 2008 from 11am to 11:45am, but did not attend his subsequent appointment from 9am to 9:30am on 8 August 2008.		
DATE OF SERVICE EVENT	25072008	06082008	08082008
SERVICE EVENT INDICATOR	1 Individual (one-to-one) service	1 Individual (one-to-one) service	1 Individual (one-to-one) service
SERVICE EVENT MODE	1 Face-to-face	1 Face-to-face	1 Face-to-face
ATTENDANCE STATUS	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided	1.0 Client/Carer and service provider attended appointment/service provided
UNIT OF MEASURE	START TIME	11.00	14.00
	END TIME	11.45	14.30

Activity 10 – HACC Goods and equipment

PEDRO	Pedro recently had a fall and is a little unsteady on his feet. He receives a variety of services under the HACC Program from your Agency, which lent him a walking stick for several weeks, commencing on 30 July 2008.		
DATE OF SERVICE EVENT	30072008		
TYPES OF GOODS AND EQUIPMENT RECEIVED	22 Crutches for support, walking frame/stick		
QUANTITY OF GOODS AND EQUIPMENT RECEIVED	1		
QUENTIN	Your Agency arranged the purchase of a shower rail for Quentin and it's fitting into his bathroom on 14 August 2008. Quentin subsequently reimbursed you for the cost of the shower rail and its installation.		
DATE OF SERVICE EVENT	Nil - Shower rail provided as part of Home modification		
TYPES OF GOODS AND EQUIPMENT RECEIVED			
QUANTITY OF GOODS AND EQUIPMENT RECEIVED			
STUART	Whilst Stuart's arm was in a plaster cast, your HACC-funded community nursing Agency lent him a reading frame for six weeks to help him read books more comfortably. This frame was provided on 16 September 2008.		
DATE OF SERVICE EVENT	16092008		
TYPES OF GOODS AND EQUIPMENT RECEIVED	63 Reading frame, page turners, reading aids not associated with loss of sight		
QUANTITY OF GOODS AND EQUIPMENT RECEIVED	1		
ROSEMARY	Rosemary required assistance from your Agency. You provided a walking frame on 14 October for a few weeks. Two days later, your Agency also provided Rosemary with a toilet chair and dressing aids (button hook and zip pull) to make it easier for her to dress.		
DATE OF SERVICE EVENT	14102008	16102008	16102008
TYPES OF GOODS AND EQUIPMENT RECEIVED	22 Crutches for support, walking frame/stick	08 Toilet chair, commode, frame, conventional toilet use aids	04 Dressing aids - button hook, clothes tongs, zip pull, etc
QUANTITY OF GOODS AND EQUIPMENT RECEIVED	1	1	2
ANTOINETTE	Your HACC-funded Agency provides wound management and continence care to Antoinette each week. During your last visit on 26 November 2008, your Agency used two dressing packs and provided five packs each of 25 incontinence pads.		
DATE OF SERVICE EVENT	26112008		
TYPES OF GOODS AND EQUIPMENT RECEIVED	06 Bag, urinal, incontinence pad, uredome, urinary appliances		
QUANTITY OF GOODS AND EQUIPMENT RECEIVED	125		

Activity 11 – HACC Functional Assessment

	SCENARIO	FUNCTIONAL STATUS ITEM	ANSWER
SUE	Sue has bipolar disorder and has recurrent bouts of severe depression. Her daughter advises you that she is not doing any housework, her mood is very low and all she does is sit in a chair all day. There is no physical reason for Sue not doing the housework. Sue's history indicates this will likely last for several months.	Behavioural problems	1 Yes
		Housework	1 No
CLARA	Clara lives with her "mob" in the outer suburbs. She has severe arthritis and diabetes. When asked if she manages her shopping she says there are no problems with this. You have a concern about this response and wonder if Clara may be misunderstanding what it is being asked, so you rephrase. "Clara, how do you do your shopping?" Clara responds with – "My husband takes me. He gets the food from the list I give him, while I wait on the chair outside – I can't walk too much with my arthritis – moving around is quite difficult without my husband."	Shopping	1 No
		Getting out of bed/moving around	1 No
HELEN	Helen has dementia, which has progressed quite significantly in the last few months. Helen now cannot identify what shopping is needed, or undertake the task of shopping herself.	Memory problems /confusion	1 Yes
		Shopping	1 No
PAMELA	Pamela lives in the local park. She has schizophrenia with associated concentration and motivation issues. Each Wednesday Pamela goes to the drop-in centre where she uses the shower and other amenities, and takes the opportunity to use the washing machine.	Housework	9 Not stated/ not known/ inadequately described
		Bathing/ showering	3 Yes, always
STEVEN	Steven is 124kg, has diabetes and has recently returned home from hospital after having his left leg amputated. He is able to move around using a wheelchair, but has difficulty negotiating corners and corridors, and needs assistance getting in and out of his chair.	Walking	2 Yes, sometimes
		Transport classification	2 High level Transport for Health services required
CONSTANCE	Constance lives with her 80 year-old sister, Daisy. Constance has Parkinson's Disease and often finds it difficult to eat or dress without the assistance of Daisy.	Dressing	2 Yes, sometimes
		Eating	2 Yes, sometimes
LEONORA	Leonora speaks and understands a little English. Service intake is done with the assistance of an interpreter. Leonora takes Warfarin tablets, her dosage fluctuates and she is unable to read labels on the bottles and identify the correct medication dosage. Someone helps Leonora with this.	Communication	3 Yes, always
		Medication	1 No
PAUL	Paul has emphysema and lives alone in public rental accommodation. Until 2 months ago, he used to be able to go for walks and do his own shopping without help, but he now can't move around anymore without an oxygen bottle. The recent acquisition of an electric motor chair, however, has allowed Paul to go to the shops and get out of the house.	Shopping	3 Yes, always
		Getting out of bed/moving around	3 Yes, always
KAREN	Karen is 36 years old and has Multiple Sclerosis. Most days Karen can walk, but her condition is fluctuating and on bad days has to use a wheelchair to get around. When using the wheel chair Karen needs help to negotiate entering and exiting rooms in her house.	Transport	2 Yes, sometimes
		Transport classification	3 Medium level Transport for Health services required

	SCENARIO	FUNCTIONAL STATUS ITEM	ANSWER
SUSAN	Susan has very limited vision and has difficulty reading and paying her bills without assistance. Susan's medication is prepared by the pharmacist in a Webster pack. Susan is independent with managing her Webster pack.	Money	1 No
		Medication	3 Yes, always
MARIO	Mario has no physical or mental limitations that will impact on his ability to conduct household chores. Mario's cultural belief is that housework is women's work. Mario chooses not to do any of this work and his wife does all of the domestic chores required. He acknowledges he could do it if he had to.	Behavioural problems	1 No
		Housework	3 Yes, always
BILL	Bill lives alone and suffers from early-stage Alzheimer's. He no longer cooks food himself, relying on Meals-on-Wheels. Bill has a Webster pack and his daughter rings him each morning and visits him each evening to prompt Bill to take his medication.	Memory problems /confusion	1 Yes
		Medication	1 No
MARY	Mary has severe arthritis and has right-sided immobility following a stroke. Mary's husband, Jack, helps Mary dress and eat. Mary moves around using her electric wheel chair.	Dressing	1 No
		Eating	1 No
JOSEPH	Joseph has a brain tumour affecting his memory and functional capability. Joseph's wife Mary prepares and provides him with his medication and assists him with toileting.	Medication	1 No
		Toileting	1 No
JIM	Jim has a history of Parkinson's disease and has recently become widowed. His wife used to do the heavy housework like vaccuming and cleaning the toilets and bathroom, because he was unable to. He can shower himself using a shower chair and do his own washing, clean the kitchen dishes, etc.	Housework	2 Yes, sometimes
		Bathing/ showering	3 Yes, always
HENRY	Henry is 18 years old. He has Spina Bifida and has never been able to walk but can transfer independently to his wheelchair. When out and about Henry is able to negotiate corners himself.	Transport	3 Yes, always
		Transport classification	4 Low level Transport for Health services required