

healthy@home fact sheet



An Aged Care Consortium

Healthy@home is a consortium of 18 leading organisations committed to providing high quality community aged care services in the Brisbane North, Moreton Bay and parts of the Somerset region to help older people maximise their independence and remain living at home.

The consortium includes community aged care service providers, government and non-government agencies, peak bodies and advocacy groups. Our workforce exceeds 1000 clinical and non-clinical support staff across all member organisations. Today these members provide services to over 8000 older Australians.

Leadership and service

Healthy@home is collaboratively managed and has a well-established governance structure, which includes a management group that oversees the consortium's operations.

The group is comprised of representatives from each of the provider and peak organisation members, the Metro North Hospital and Health Service (MNHHS), along with carer and consumer representative organisations. Each of the 12 service provider members has over 20 years' experience and is fully accredited under the quality aged care standards.

Brisbane North PHN leads the consortium as part of the broader strategic work it undertakes to improve coordination of care within the region.

Through the involvement of Brisbane North PHN, the consortium has better communication channels with healthcare services, general practice and hospitals, which supports the development of a holistic system to improve the health and wellbeing of older Australians.

The consortium focuses on supporting people with special needs and collectively deliver services to over 8000 older Australians.

Sector support

The management group places a high priority on developing the local aged care sector. It achieves this by supporting a range of activities. For example:

- Sector support through our annual and quarterly aged care forums, attended by large numbers of aged care and community care workers to help meet the challenges of an evolving and complex aged care environment.
- Facilitating Communities of Practice (CoP) to support sector wide development on specific issues including a centre-based respite CoP.

Value and innovation

All healthy@home member organisations are not-for-profit, meaning all funds are invested into supporting better client care and innovative research. The consortium's investment in research has led to the development and ongoing delivery of the following programs:

- Active at home- this program supports the consortium's holistic approach to social wellbeing; enabling clients to stay connected to their community, while improving their physical health and facilitating access to clinical care when they need it.
- The Adult Social Care Outcomes Tool (ASCOT) is a self-completion questionnaire developed for older adults which the consortium has adopted as part of the evaluation from clients receiving their services. The outcome measure helps identify quality of life domains in which the needs of clients are being met, as well as the areas that need improvement.

The consortium also uses its pooled resources to sponsor professional development for members.

Benefits and risk management

Healthy@home delivers services through a wide range of providers experienced in supporting people with diverse needs, characteristics and life experiences who may have experienced exclusion, discrimination and stigma during their lives or are part of a culturally and linguistically diverse group.

This service model provides a nimble, client-centred approach to service delivery. Sharing expertise, data and other program information allows the consortium to deliver tailored, personalised services to identify and respond to client needs. This occurs through regular meetings at management and coordinator levels, and through the Clinical Reference Group and Communications Group.

The consortium model provides the government with an efficient communication structure, by providing a central point of contact for the 12 service provider members.

The consortium is one of a small number of non-government service providers nationally who manages a contract of a similar scale.

This model also de-risks operations for government as it needs only to deal with one large organisation, in which all members share accountability. This arrangement also supports flexibility delivery, where if one consortium member is unable to deliver services, for whatever reason, another member will step in as required.

healthy@home members



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