

27 April 2020

Dear Pat,

I am following up on previous correspondence that outlined the Primary Health Network's support for Residential Aged Care Facilities during the COVID-19 pandemic in our region.

I am now able to provide some details on the Capacity Tracker that we hope will benefit RACFs. The Capacity Tracker will enable RACFs to provide real time updates on the status of their workforce, admissions/vacancies, PPE supplies and COVID-19 cases in just a few clicks from any internet-connected device at any time. These updates will be used by HNECC PHN, in partnership with Hunter New England LHD and Central Coast LHD to provide greater support to RACFs in need.

The original tool has been widely used by Care Homes in the UK for some time and recent enhancements funded by the PHN means it can support providers during (and after) the current pandemic.

To allow us to roll out the tracker we will be asking RACFs in our region to provide the following information:

- General and admission status
- Workforce levels
- COVID-19 cases and PPE levels
- GPs who are caring for residents
- Bed vacancies

Collection of this data will be used to analyse the current issues and challenges across the region and assist the PHN and Local Health District in identifying areas where support may be provided.

There will be no cost for providers to use the system and participation is voluntary, however, the system will be most effective if all providers take part.

The tracker is not intended to replace or replicate current systems such as My Aged Care. All data will be securely stored in accordance with relevant government storage requirements.

Use of the system does not require any software to be installed, nor does it link in with any current software operating on a provider's network. The tracker is online, users log in with an email address and a password and updating data takes only a few entries.

The PHN is asking for your assistance in encouraging all of your Residential Aged Care Facilities in our region to participate.

More details will be sent to individuals RACF's across our region shortly, however, should you wish additional details on the tracker please contact Catherine Turner (Executive Manager) at CTurner@hneccphn.com.au.

Yours sincerely,



Richard Nankervis
Chief Executive Officer
Hunter New England and Central Coast Primary Health Network