



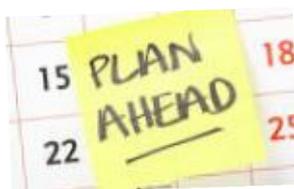
EMR HACC Alliance e-Bulletin

*Eastern Metropolitan Region (EMR) Home and Community Care (HACC) e-bulletin - a resource to help all EMR HACC funded services implement an ASM and diversity planning approach
Issue 17 - April 2015*

ASM & Diversity — Quality Planning 2015-16

Inside this issue:

Quality Planning 2015-16	1
On-line e-learning resources	2
Enabling wellbeing through self reflection and awareness— case study by UnitingCare East Burwood Centre	3
Useful Tools and Resources	4
EMR HACC Alliance Meeting Dates 2015	4



The Department has confirmed that HACC organisations will be required to submit a one year ASM & Diversity Plan for the period 2015-16. While dates are yet to be confirmed it is likely that the planning will be scheduled for June 2015.

We will provide you with all of the information that you need to complete the 2015-16 process as soon as we can, but in the meantime there are a number of things that you can do to prepare. These include:

- **Revisit your ASM & Diversity Plan 2014-15** to check your progress against your previous priorities. Are there outstanding actions that you need to complete to finalise these priorities? Are there actions or activities that you need to initiate to be able to measure the success of your actions?
- **Review your ASM PREPARE review findings** – Were there outstanding priorities not addressed as part of your ASM & Diversity Plan 2014-15? If so, are the priorities still relevant?
- **Consider the outcomes of your most recent Community Care Common Standards audit and in particular, the actions identified as part of your agencies CCCS Improvement Plan.** For some agencies these will be the same as those identified in your agencies ASM & Diversity Plan 2014-15; particularly for improvements and/or priorities around the 4 expected outcomes related to ASM:
 - 2.2 Assessment
 - 2.3 Care Plan Development & Delivery
 - 2.4 Service User Reassessment
 - 3.5 Independence

We look forward to being able to share some of the great work that agencies have been doing over the past 12 months to support ASM & Diversity practice.

Did you know:

In 2012-13 more than 298,000 people accessed HACC services in Victoria, and 74% of service users were aged 65 years or more

To learn more about the HACC services delivered across Victoria please download the HACC Fact Sheet 2012-13 at:

http://www.health.vic.gov.au/hacc/hacc_victoria/facts.htm

For further information please contact:

Lisa Dean, ASM Industry Consultant
P: 9843 1738
E: Lisa.dean@dhhs.vic.gov.au

Dale Park, HACC Diversity Advisor
P: 9843 1718
E: Dale.Park@dhhs.vic.gov.au

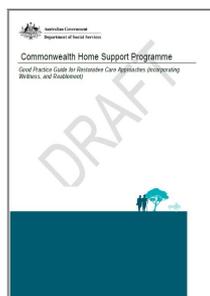


Commonwealth Home Support Programme

The Commonwealth Government recently released the draft Commonwealth Home Support Programme (CHSP) Programme Manual and the CHSP Good Practice Guide. These documents provide information about the design of the Commonwealth Home Support Programme being introduced from 1 July 2015. While Victorian HACC services will continue to be funded and managed under existing arrangements with the Victorian Department of Health and Human Services until agreement has been reached with the Commonwealth about transition, it is useful to understand the direction of the Commonwealth program and its wellness approach. The work that Victorian HACC agencies have completed to introduce the ASM and Diversity will place them in a strong position for transition and the introduction of the CHSP



The draft CHSP manual can be downloaded at: <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/commonwealth-home-support-programme-programme-manual>



The draft CHSP Good Practice Guide can be downloaded at: <https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme/good-practice-guide-for-restorative-care-approaches-incorporating-wellness-and-reablement>

Service Coordination Online learning resource



This e-learning tool has been developed by the Victorian Department of Health and Human Services and the Victoria Primary Care Partnerships to support the practice of Service Coordination.

It is appropriate for anyone who is new to service coordination and those wanting to refresh their knowledge. The online course covers the four elements of service coordination (Initial Contact, Initial Needs Assessment, Assessment & Care/Case Planning). It will take between 1-2 hours to complete. In addition to the online component, the course includes a personal learning journal to support and consolidate learning. Please visit <http://elearning.health.vic.gov.au/scol/>

Service Coordination Tools and Template (SCTT) online learning resource



This module has been developed by the Victorian Department of Health and Human Services and the Primary Care Partnerships to support the implementation of the SCTT 2012 suite of templates. It has been designed as an 'open-book' blended learning experience, which means you'll need to refer to a copy of the [SCTT User Guide](#) while you're working through it. The module will take around 1 hour to complete but is designed so that you can work at your own pace.

Please visit <http://elearning.health.vic.gov.au/sctt/menu.php> to access the online learning

Elder Abuse Online Learning Resource



This online training has been developed to assist in building the capacity of the Victorian workforce to identify and respond to elder abuse. It is based on the Victorian Government Practice Guide, [With respect to age 2009](#). At the conclusion of this training, you should be able to:

- recognise and define types of elder abuse
- identify risk factors for elder abuse
- understand the empowerment model
- recognise that elder abuse situations are often complex
- understand your duty of care as worker
- contribute to building the capacity of your organisation to effectively respond to elder abuse.

The free course will take 1.5 to 2 hours to complete and is appropriate for anyone working with older people. It includes a range of case studies, (some in video format) to illustrate these concepts and a short assessment. Participants are required to register for the course and will be issued with a certificate upon successful completion of the course and assessment.

Please visit: <http://elderabuseprevention.e3learning.com.au>



Enabling wellbeing through self reflection and awareness

By Denise Femino—UnitingCare East Burwood Centre

Assessment, care planning, program planning and evaluation support good person centred care. This case study, kindly shared by Denise Femino provides some insight into how UnitingCare East Burwood engage with clients to ensure client’s individual needs, goals and interests are understood and supported within a group setting.

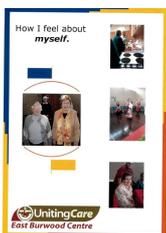
The UnitingCare East Burwood Centre supports personal and family independence, wellbeing and community connections.

HACC funded Planned Activity Groups are referred to as 'positive living groups' and operate four days per week. They are supported by four qualified staff and more than 20 volunteers. An average of twelve participants attend each group. The Centre also offers a monthly carers' meeting.

The McKinley Self-Assessment WellBeing Tool was first introduced to HACC clients in 2007 as part of UnitingCare East Burwood Centre’s (the Centre) *Well for Life* funding. This tool asks a person to rate different aspects of their physical, social, emotional, spiritual and intellectual health with the view to identifying those areas of a person’s wellbeing which they may need to work on. When results from the initial self-assessments identified areas of concerns around self worth and depression, UnitingCare made their counselling services available to clients and decided to use the Wellbeing Self-Assessment Tool as part of the agencies ongoing wellbeing plan.

Since that time, the Centre has worked hard to promote the value of understanding one’s own wellbeing through self awareness and reflective practices. Over time it became evident that the wellbeing tool was difficult for some clients to understand and relate to so it was decided that the tool needed to be amended.

With input from clients, staff and volunteers the ***‘How I feel about myself’*** self assessment tool was created.



“Recently one of our carers filled one in and upon completion she advised me that she was going to enrol in a U3A or similar organisation as she felt ‘her life sounded dull!’”

The tool is used during the initial service specific assessment to help staff get to know the client and is then offered twice yearly to all clients and carers. With consent, the results are compared and collated to get a general sense of the individual and group’s wellbeing. Learnings are discussed as a group or privately, depending on client’s wishes.

The identification of gaps in the general wellbeing of the group has led to the introduction of new activities such as the Vitamin D Club (which includes a walking group) and information about healthy eating being included in the Centre’s newsletters.

The Centre is currently having ‘How I feel about myself’ translated into Italian and Tagalog.

In addition to the wellbeing tool, each client is provided with a personal journal at the commencement of service to record their activities, thoughts or ideas – this may include achievements in games and exercises, craft items completed, what they thought of a particular ‘themed day’ and more.

According to staff, the journals allow clients to take ownership of their achievements and time spent at the Centre. With consent, clients regularly share their journals with staff, providing valuable insights about the client’s experience of the service and its strengths and weaknesses.

Staff use this information to inform ongoing improvement and find it useful to ensure they can address any concerns quickly.

Along the way we have learnt that:

Clients interest and engagement increases tenfold when documentation is personalised with visual images of clients involved in Centre activities

Staff continue to seek new ways to engage clients and encourage active participation across all areas of the program. Recently, a beautiful beagle puppy began visiting. She has proven to be so popular with clients that she is now listed as an official volunteer/companion dog to the centre; attending various sessions and enjoying regular strolls with members of the centres ‘Vitamin D’ walking group.

For further information about UnitingCare East Burwood Centre please contact:

Denise Femino
E: DFemino@ebcentre.org.au
P: 9803 3400



Useful Resources



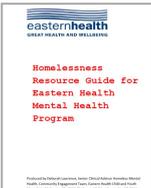
HACC Education and Training

The HACC education and training calendar of events is available for you to access from the Chisholm website at: <https://hacc.chisholm.edu.au/> New programs are uploaded regularly so members are encouraged to check the website regularly



HANet

HANet is an online, interactive network for health professionals and service providers to work together, share information and resources, and discuss best practice strategies to support Victorians as they get older. It is funded by the State of Victoria and available at: <http://hanet.health.vic.gov.au/login.asp?target=default.asp>



Homelessness Guide

The guide includes information about the EMR homelessness service sector including entry points and support available. The homelessness resource was originally developed for the Eastern Health Mental Health Service, but it is suitable for any service provider wanting practical information about how to assist clients who may be experiencing homelessness or who are at risk of homelessness. The Resource is available at: http://www.easternhealth.org.au/images/services/emhsca/Homeless_Guide_2014.pdf



Translated Volunteer Resources

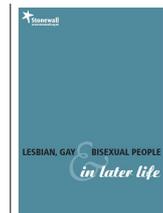
The 12 Handouts developed as part of the Supporting Volunteers to take an Active Service Approach—A Resource Kit for Victorian Home and Community are now available to download in 6 community languages:

- Arabic Chinese Greek
- Italian Russian Vietnamese

These handouts are designed to help volunteer's understand the HACC program and the important role that volunteers play in supporting clients to maintain their independence. Download the resources at the EMR HACC Alliance websites: <http://www.oehcsa.org.au/special-project> or <http://www.iepcp.org.au/active-service-model-emr-hacc-alliance>



The 2012-13 HACC fact sheet is now available to download from the HACC website. The fact sheet provides an overview of Victorian HACC services delivered in 2013. It includes information about who used HACC services and the hours and type of services they accessed. The HACC fact sheets 2012-13 are available to download at: http://www.health.vic.gov.au/hacc/hacc_victoria/facts.htm



Lesbian, Gay and Bisexual people in later life

This research examines the expectations that both heterosexual and gay people have about getting older and demonstrates how their experiences differ. It demonstrates that older gay people are not accessing the services they need and are genuinely afraid about who will support them as they age. The Stonewall report is available at: <http://www.theguardian.com/society/2015/jan/21/lesbian-gay-bisexual-seniors-face-old-age-homophobia>

EMR HACC Alliance Meeting Dates 2015

EMR HACC Alliance meetings provide the opportunity for *all EMR agencies* to effectively share their knowledge and key learnings and access resources. The meetings feature HACC updates, group discussion, and collaborative problem solving and education sessions. From time to time, the Broad Alliance meetings will be followed by short term, fixed Focus Group meeting to complete specific pieces of work (i.e. development of a MOU). We welcome your feedback about the EMR HACC Alliance and associated activities via email emr.asmalliance@health.vic.gov.au

Tuesday 23 June 2015	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 25 August 2015	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 27 October 2015	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 8 December 2015	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading