



# 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 22—February 2016

## ASM & Diversity in 2016

Welcome to 2016! Can you believe its February already.

Analysis of the EMR ASM and Diversity plans is now complete and HACC Managers will have received the regional ASM and Diversity reports, along with Local Area Catchment plans. We encourage you and your colleagues to review these plans and to use the information to consider:

- Which providers share the same priorities as my agency, either across the region or in my local catchment?
- Is there potential for joined up work/effort or sharing resources?
- What can I learn from the experiences of other providers?
- Do I have learnings, successes or challenges to share with other providers?

We have also developed the EMR Alliance Work Plan which guides the work of the Alliance for the year. This includes running a number of workshops to support the implementation of quality activities relating to priorities identified through the ASM and Diversity planning process. These workshops are proving to be very popular so register your interest quickly.

Upcoming events including Goal Directed Care Planning for people with low literacy, Understanding unconscious bias, Managing unconscious bias, LGBTI Inclusive Practice and Collecting and using consumer feedback.

As always, we welcome your thoughts and feedback about these sessions and potential areas of interest for Alliance activities.

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## PAG Make it meaningful: Assessment and care planning guidelines and tools

Please visit the DHHS ASM website to download your copy of the resource: [PAG Make it meaningful: Assessment and care planning guidelines and tools \(June 2015\)](#).

This resource provides 'how to' information and templates for service specific assessment and care planning for PAGs.

Watch out for details about an EMR Alliance workshop to support the release of this resource soon.



## Aboriginal and Torres Strait Island Update

Cathy Austin has recently been appointed as the Aboriginal HACC Development Officer for Metro Melbourne. Cathy provides strategic support to Aboriginal organisations and staff and non-Aboriginal staff/organisations working extensively with Aboriginal clients across Metro Melbourne. Cathy brings a wealth of experience within the Aboriginal and HACC sectors and has previously worked as an Access and Support worker. If you are interested in discussing how Cathy's role can support your organisation/staff/clients, please contact [dale.park@each.com.au](mailto:dale.park@each.com.au)

The 13th of February marked National Apology Day, the anniversary of the formal apology made in February 2008 by the Government and the Parliament of Australia to Australia's Aboriginal and Torres Strait Islander People. The video link below explains the importance and impact of this day for the community.

<https://www.youtube.com/watch?v=Dild-xAzJ0&feature=youtu.be>

### Please also see these two great videos:

**Yarning Circle: Goals and Dreams under the NDIS:** A personal story from an Aboriginal man discussing his life, the importance of being independent and having the freedom of choice, and how the NDIS can assist with that independence. <https://youtu.be/QCdsNetxkno>

### Engaging Respectfully with Aboriginal and Torres Strait Islander Clients

This video created by MECWA Care, describes appropriate and respectful practices for direct care staff when going into the home of an Aboriginal person. It is highly recommended that organisations watch and share this video with their staff.

<https://www.youtube.com/watch?v=6vgfSgB5nkY>



## ASM & Diversity Planning in 2016 cont...

### Regional Themes

<b>Client/carer outcomes; engagement in planning, evaluation</b>	Supporting the collection of feedback from clients and/or carers to inform program planning, to improve program delivery, and/or to understand whether the client needs are being met.
<b>Connecting with, and to other services</b>	Service coordination activities including building and strengthening partnerships and relationships, referral pathways, client transition and service exit.
<b>Inclusive communication practices</b>	Communicating inclusive healthy ageing messages that integrate ASM and/or diversity principles into marketing and promotional material and platforms. Primarily, agencies seek to promote inclusive service access by improving the quality of information to consumers before, during or after service. Also includes inclusive communication practices to encourage volunteer engagement.
<b>Inclusive service access</b>	Addressing specific access issues for people from diverse communities through implementing new programs tailored to the needs of the population group.
<b>Person centred assessment &amp; care planning</b>	Intake, assessment, care planning, care plan review and reassessment activities that may include priorities and actions supporting practice, tools and documentation and the organisation/program policy and procedure.
<b>Preparing for transition</b>	Preparing organisations, staff and consumers for changes across the health and community sector including HACC transition and the introduction of My Aged Care, the introduction of NDIS and Consumer Directed Care.
<b>Promoting consumer health &amp; independence</b>	Introducing more structure and incidental activities to build the physical and/or mental capacity of consumers to support health, wellbeing and independence as well as identifying suitable social inclusion activities for service users who may be home bound and/or experiencing mobility difficulties.
<b>Service system models, structures &amp; systems</b>	Introducing or reviewing the service model for clients and/or carers or reviewing the structures, systems and processes that support the delivery of a service or program inclusive of diverse needs.
<b>Workforce readiness to deliver inclusive person centred care</b>	Build staff and volunteer skills or knowledge about: <ul style="list-style-type: none"> <li>• person centred care to support a consistent approach to service delivery so that the individual needs of clients are met and clients receive care that aligns with the ASM and diversity approach</li> <li>• diversity or seek to improve the diverse representation of staff and volunteer</li> </ul>

Table: Themes attracting the most activity

ASM	Diversity	Theme
priority 1		Person centred assessment & care planning
priority 3	priority 1	Workforce readiness to deliver inclusive person centred practice
priority 2	priority 3	Service system models, structures & systems
	Priority 2	Connecting with, and to other services



55% of agencies identified priorities and actions related to supporting access for people experiencing dementia and their carers. These included building workforce readiness (34%) and revising service delivery models, structures & systems (27%)



CALD communities account for the greatest number (77%) of diversity priorities. These included CALD priorities related to:

- ⇒ connecting with, and to other services (48%)
- ⇒ workforce readiness (39%), and
- ⇒ service delivery models, structures & systems (36%)



74% of agencies identified priorities related to person centred assessment & care planning. Of these, 66% relate to care planning, 32% to care planning review, 38% to assessment and 7.5% to the development of community care worker feedback processes that support care planning review.



What the clients say...

40.74 % of agencies identified priorities relating to client and carer outcomes to support person centred practice . Less than 25% of agencies prioritised actions in this theme to support inclusive access.

EMR regional summaries of ASM and Diversity plans and local area catchment plans have been provided to HACC Managers.

If you would like to discuss the plans please contact  
 Lisa Dean, ASM Industry Consultant at [lisa.dean@each.com.au](mailto:lisa.dean@each.com.au)  
 or  
 Dale Park, Diversity Advisor at [dale.park@each.com.au](mailto:dale.park@each.com.au)



# Yarra Ranges Council Cooking Small, Eating Well—Pilot Program

By Kelly Naughton, Health Promotion Officer, Outer East Health & Community Support Alliance

## Introduction

In 2014-15 Yarra Ranges Council delivered the pilot of the *Cooking Small, Eating Well* program. The program was developed after the Outer East Health & Community Support Alliance (OEHCSA) facilitated the delivery of *Cooking Small, Eating Well* training to staff across Outer East Melbourne; which provided information and skills on how to support older individuals to access and prepare healthy, nutritious food. Yarra Ranges Council identified a gap in hands-on, in-home services around food access and skills and took the opportunity to develop and implement the *Cooking Small, Eating Well* pilot program - an innovative, active-service approach to addressing food insecurity.

The *Cooking Small, Eating Well* program supports vulnerable individuals to develop confidence and motivation in a range of food safety and preparation skills by providing weekly sessions focusing on menu planning, nutritional information, food safety and cooking tips, and cooking with clients to make a range of simple and nutritious recipes.

## Approach

Pilot participants were identified through the Yarra Ranges Council Intake and Assessment process which flagged 20 potential clients who had been assessed as being nutritionally at risk. While 17 agreed to participate, 14 clients actually took part in the 8 week pilot.

- Each client was matched with a Community Care Worker (CCW) who provided one-on-one in home support weekly to:
- Plan menus based on food preference and skills
- Provide up to date nutritional information, food safety and cooking tips
- Support the purchasing of ingredients and preparation of equipment prior to the session
- Cook with the client to make a range of simple and nutritious recipes

CCW's attended the original training provided by the OEHCSA which covered all aspects of their role in the pilot, including a practical 'cooking for one' demonstration. CCW's recognised that involvement in this type of activity might be considered daunting for some, particularly where CCW did not have their own cooking and nutritional knowledge, however others felt the training and manual (including recipe ideas) provided all the guidance required.

## Participant and CCW's experience of the program

The OEHCSA involvement in the program included a research and evaluation component to explore client impacts. The evaluation also sought to understand the structure and design of the program, document the characteristics of the *Cooking Small Eating Well* clients and lessons learned and ideas for future program implementation.

Overall, the findings of the evaluation were positive. Client reported a high level of satisfaction across all aspects of the program including the content, duration, their earnings, worker knowledge and pace.

CCW and Assessment staff reported that they enjoyed the program. In particular, CCWs discussed the benefits of having variety within their work, they looked forward to the session and they felt supported by their employer. Participating in the pilot program actually led to some workers reflecting on their own cooking and eating habits. Many enjoyed the flexibility to draw on their own knowledge and interest and being able to put this into practice to tailor session according to the client's needs.

## Evaluation findings

A key finding of the formal evaluation acknowledged that the flexible in-home nature of the program aligned well with a wellness approach and that the program demonstrated broader impacts such as improved wellbeing in addition to renewed interest, motivation and confidence in preparing a variety of healthy meals and snacks for clients.

## Key program strengths

- The in-home nature of the program meant that clients he in-home nature of the program meant that clients were more relaxed and comfortable in their own environment and it was easier for CCW's to build rapport; client were able to use their own equipment and utensils and be actively engaged in the food preparation
- The flexibility of the one-on-one, client centred partnership which enabled sessions to be tailored to the client needs and abilities (ie: change recipes based on the clients food availability etc.)

## Key challenges

- Managing client expectations about what their responsibilities would be during the 8 weeks, or about the type of support that was being offered
- Lack of client motivation which resulted in a handful of clients pulled out at beginning of program
- Point of referral—familiarity with the program by intake and assessment staff

The evaluation proposed a number of recommendations for future *Cooking Small, Eating Well* programs. These included refining the intake process, changes to program scheduling (from 1 weekly visit over 8 weeks to 1 fortnightly visit over 12 weeks), inclusion of optional shopping, additional training and peer networking opportunities for CCWs and introducing mechanisms to support follow up to assist with sustained change .

While the pilot is now complete, Yarra Ranges Council continues to seek opportunities to support clients using this approach as part of their individualised, person centred approach to service delivery.

For further information about the program or to receive a copy of the full evaluation report please contact:

Kelly Naughton, OEHCSA  
P: 9879 8385  
E: [Kelly.naughton@oepcp.org.au](mailto:Kelly.naughton@oepcp.org.au) or

Simone Marias, Yarra Ranges Council  
P: 9294 6238  
E: [S.Marais@yarraranges.vic.gov.au](mailto:S.Marais@yarraranges.vic.gov.au)



## Useful Resources & Links



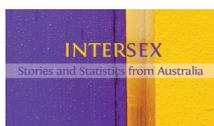
### HACC Education and Training

The HACC education and training calendar 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. Upcoming events include:

22-February	<a href="#">Financial and Disadvantage - A Client Centered Approach</a>	Glen Waverley
08-March	<a href="#">Managing Challenging Behaviours</a>	Croydon
09-March	<a href="#">Follow Basic Food Safety Practices</a>	Glen Waverley
10-March	<a href="#">Understanding the needs of GLBTI People</a>	Glen Waverley
15-March	<a href="#">Provide Support to People Living with Dementia</a>	Wantirna
23-March	<a href="#">Mental Health Awareness</a>	Glen Waverley
23-March	<a href="#">Reflective Practice Skills for HACC Workers</a>	Glen Waverley
	<a href="#">Follow Basic Food Safety Practices</a>	Online course
	<a href="#">Recognise and Respond to Suspected Abuse of Vulnerable People</a>	Online course
	<a href="#">Recognise Healthy Body Systems in a Health Care Context</a>	Online course
	<a href="#">Support Older People to Maintain their Independence</a>	Online course
	<a href="#">Support People with Disabilities who are Ageing</a>	Online course
	<a href="#">Work Effectively with Carers</a>	Online course
	<a href="#">Work Within a Relevant Legal and Ethical Framework</a>	Online course



The federal Government has launch the Carers Gateway which is a national online and phone service that provides practical information and resources to support carers. The Gateway includes an interactive service finder which helps carers connect to local support services. Access at: <https://www.carergateway.gov.au/>



**Intersex-Stories and Statistics from Australia:** This 2015 survey of people born with atypical sex characteristics has now been published. This is an independent research project with 272 respondents, making it one of the largest studies of intersex people yet conducted to date and it may be the first to investigate a broad range of issues, including how people see their own bodies, and experiences of health services, education, and employment.



**We're People First and Gender is just part of who I am:** Created by Val's Café, these resources explore trans people's experiences of ageing and their health needs including living with dementia. Fifteen trans people and seven service providers participated in the research which has produced a tool kit which can be used as an education tool. For these and other great LGBTI resources visit: <http://www.valsafe.org.au/index.php/resources>

## EMR HACC Alliance Meeting Dates 2016

EMR HACC Alliance meetings provide the opportunity for *all EMR agencies* to effectively share their knowledge, and access resources. The meetings feature HACC updates, group discussion, and collaborative problem solving and education sessions. We welcome your feedback about the EMR HACC Alliance and associated activities via email [emr.alliance@each.com.au](mailto:emr.alliance@each.com.au)

Tuesday 19 April 2016	9.00-11.00 am	<b>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</b>
Tuesday 21 June 2016	9.00-11.00 am	<b>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</b>
Wednesday 26 October 2016	9.00-11.00 am	<b>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</b>
Tuesday 13 December 2016	9.00-11.00 am	<b>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</b>