

Introduction

As providers of Health and Community services, we all recognise the value in improving access to services for all people and delivering services that are responsive and centred on the needs of the person, their family and carers.

The Connecting the Pieces video (and accompanying Guide) articulates the unique aspects of diversity and person centred care and importantly, the relationship between these approaches, how they influence each other and the need for diversity and person centred care to be understood throughout the continuum of the client's journey.

The video addresses three key questions:

- Why are our experiences of health and community services different?
- What is it that attracts us to one service provider over another? and
- How can providers help people to get the most out of the services they use?

This resource has been developed for members of the Eastern Metropolitan Region (EMR) Alliance, in recognition of their continued commitment and ongoing contribution to implementing inclusive person centred practice across the Eastern Metropolitan Region.

Content

Topic 1	Know our community
Topic 2	Removing the barriers to accessing services
Topic 3	Working with people
Topic 4	Putting the person at the centre of care
Topic 5	Celebrate not tolerate
Case Studies	John, Jenny, Mai-Lee & Kimiko
Topic 6	Diversity Jigsaw
Further Resources	
Video Transcript	

Who is this resource for?

The Connecting the Pieces video is suitable for all staff and volunteers involved in service delivery who want to improve their understanding about the interrelationship between diversity, inclusive access and person centred care to improve outcomes for clients.

What's included?

This resource includes:

- Connecting the Pieces video (7 minutes)
- Facilitator's Guide comprising Discussion Topics and reflective questions; Case Studies; and Resources to further discuss, explore and embed key messages from the Connecting the Pieces video.

Acknowledgements & Further Information

- Art work and video produced by Think in Colour at <http://www.think-in-colour.com.au>
- Connecting the Pieces is available to download via the EMR Alliance website: www.oepcp.com.au
- The video resource is available to view at the [EMR Alliance YouTube channel](#)
- For further information about this resource please contact the EMR Sector Development team at: emr.alliance@each.com.au

The EMR Alliance is supported by the Victorian Government and supported by the Australian Government Department of Health. Visit the Department of Health website (<http://www.health.gov.au/>) for more information. *Disclaimer: Although funding for this resource has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.*



How to use the resource

Orientation for new staff or refresher training for existing staff

Make the video available to new employees as part of an orientation program

- Provide access to an internet enabled computer and quiet workspace or preview the video as a group
- Embed link to the video in organisational orientation material via the EMR Alliance YouTube channel
- Use the Discussion Topics and/or Case Studies to explain what the approach looks like on the ground and involve participants in discussions about how they might contribute to the approach
- Follow up with regular individual or team discussions to understand how the approach is being implemented and to identify good practice and potential barriers

Team reflection

Show the video at a team meetings to engage and motivate staff and volunteers in training, reflective practice or use as part of a quality review process

- Use the Discussion Topics and/or Case Studies to introduce new ideas and approaches or to reflect on current practice, identifying what's working well and what's not
- Follow up with regular supervision to identify good practice, potential barriers and professional development needs

Using the Discussion Topics

The reflective questions in the Discussion Topics are included to prompt a conversation depending on your area of interest. Identify one or more of the reflective questions and build your conversation around these. Alternatively, you may want to address questions of your own.

	Orientation for new staff	Refresher training for existing staff	Reflective practice
Connecting the Pieces video	<p>Learning objectives:</p> <ul style="list-style-type: none">• Articulate the way in which a client's diversity informs the concept and practice of person centred services and how to remove barriers to accessing service• Understand the relationship between diversity and person centred services with a focus on the key elements that support the promotion of independence and wellness for clients and their carers.• Develop an understanding of the breadth of characteristics that create a person's diversity and how these characteristics intersect.		
Connecting the Pieces Facilitator's Guide	<ul style="list-style-type: none">• Use the Guide to start a conversation, generate discussion and debate and identify good practice and improvement opportunities• Use the Guide as part of orientation, training or quality improvement activities• Support continuous quality improvement by re-engaging with the video and the accompanying Guide as your practice evolves and the people who use your service change		

