

Wellness and Reablement Practical Guide, Toolkit and Tip Sheets

- for the Commonwealth Home Support Programme (CHSP)



Introduction

The CHSP has released a range of resources via the new [Wellness & Reablement digital landing page](#) to support a consistent understanding and approach to wellness and reablement. These include:

- A practical Guide, Toolkit, and Tip Sheets (Information sheet #1)
- Reablement and wellness eLearning training (refer Information sheet #2)
- A Podcast series – Joining the Dots (refer Information sheet #3)
- Reablement Community of Practice (refer Information sheet #4)

This Information sheet introduces the **Wellness and Reablement Practice Guide, Toolkit and Tip Sheets**

About the resources

A suite of products is now available for Commonwealth Home Support Programme (CHSP) organisations to better understand, embed, and to practically apply wellness and reablement into CHSP service delivery practices. These products include a practical guide for embedding wellness and reablement into service delivery, a toolkit for embedding wellness and reablement into your organisation and a range of related Tools / Tip Sheets.

A Practical Guidance for embedding wellness and reablement into service delivery

The Practical Guidance for embedding wellness and reablement into service delivery has been developed for front line employees. Its format follows the service delivery journey which is formatted into four stages:

Stage 1 – Intake: This section provides an overview of the key wellness and reablement considerations and practices which should be implemented when receiving a referral for services and communicating with clients and potential clients on your organisation’s approach

Stage 2 – Care Plan: This section outlines the responsibility and practical tools the care coordinator/facilitator can leverage to develop the care plan with the client based on their strengths, aligning it to the support plan.

Stage 3 – Service delivery: This section provides tangible tools to empower support workers to work with clients using wellness and reablement approaches to ensure a specific goal or outcome is achieved.

Stage 4 – Review: This section provides an overview of the importance of reviewing how your wellness and reablement approaches have been delivered, if and how your client met their outcomes, if your approaches to working with the client were effective, what can be learned from them and how to share these with your peers and organisation

The Guide includes practical examples, definitions, helpful hints, and tools.

The Guide is user friendly and enables users to dip in and dip out of the resource, depending on the stage of service delivery you are involved in.

Additional related tools and tip sheets

Principles of wellness and reablement

A one-page document explaining the concept of wellness and reablement for CHSP support workers. It identifies eight underlying elements - or key principles - of wellness and reablement, including how these can be applied to an overall service delivery approach with their clients.

Principles for goal setting

In developing person-centred goals for clients there is no one-size-fits all but there are certain guiding principles that can help you develop individual goals for your clients. The SMARTA approach is demonstrated with examples for each element, including a goal-setting checklist.

More good days wellness wheel

Outlines a whole-of-person approach across three key areas of wellness: mind, body, and social connectedness. Includes sample questions to gain an understanding of what is important to the client, so that with the information in the assessment, an individualised care plan can be developed.

Care planning checklist

Sets out the principles of effective care planning and includes a checklist to step out the client requirements. For example, their circumstances, goal, actions (and who is responsible: the client, family or carer, or the service provider), the frequency of services and review dates.

A Toolkit for embedding wellness and reablement into your organisation

The Toolkit for embedding wellness and reablement into your organisation provides CHSP managers with support to implement change at an organisational level to embed, review and establish continuous improvement mechanisms on wellness and reablement. The toolkit sits alongside the practical guide (see above) and is formatted into 3 stages:

Stage 1: Prepare - This section provides guidance and tools for assessing your organisation's maturity for implementing wellness and reablement, and better prepare your organisational structures to better suit wellness and reablement practices.

Stage 2: Implement - This section provides guidance and tools for implementing wellness and reablement within your organisation, specifically, your people, processes, and systems.

Stage 3: Evaluate - This section provides guidance on how your organisation can evaluate and improve on wellness and reablement practices and policies.

The Guide includes practical examples, definitions, helpful hints. and tools. The Guide is user friendly and enables users to dip in and dip out of the resource, depending on the stage of service delivery you are involved in.

Conversational tips

How to have a conversation on wellness and reablement with the client (without using the word reablement) by instead defining and illustrating your delivery approach and how doing with, rather than for, can benefit the client. Includes benefits to clients, their carers' and/or families.

Identifying opportunities for reablement

Guidance to introduce reablement practices into everyday service delivery to help empower clients do what they can for themselves. This may involve different ways of doing a task or offering choices, which can increase confidence and motivation, in turn linking to increased social connectedness

Service delivery reflection template

Through questions, this template aims to develop a greater understanding of the effectiveness of service delivery techniques in shifting towards wellness and reablement by considering what worked well, if there were barriers, what were they and what could be done differently to support clients.



More Good Days wellness wheel

Additional related tools and tip sheets

Wellness and reablement change management plan

Designed as a practical tool to assist CHSP management teams to plan and undertake change activities within your organisation. It provides a process to systematically identify and capture change activities through a change management template and provides examples to help get started.

Continuous improvement template

This template steps out guidance on how to incrementally review, plan and deploy improvements within your CHSP organisation. Continuous improvement is cyclical, and changes should be continuously reviewed and evaluated to ensure they are fit-for-purpose and will meet your organisational needs.



Organisation culture checklist

While organisations have their own style and way of doing things, every CHSP must actively adopt wellness and reablement approaches, as this is the foundation of the broader program. This checklist helps to review how your organisation has embedded a culture supporting wellness and reablement.

Organisation self-assessment tool

The self-assessment provides an overview of the elements you need to adopt wellness and reablement in your CHSP. It includes scoring to measure the current level of organisational readiness, helps to identify areas of focus or improvement, and enables a baseline to be developed for future progress.

Standard operating procedure template

Standard operating procedures (SOP) provide an ability to define the steps and processes required to undertake a given activity. This can be critical in setting team expectations and to identify the requirements - such as training or coaching - needed to complete the SOP

Target audience

A Practical Guide for embedding wellness and reablement into service delivery is suitable for all staff working across the CHSP programme, including support workers (and volunteers), coordinators, team leaders and allied health professionals who are interested in confirming and /or building their understand and approach to wellness and reablement.

A Toolkit for Embedding Wellness and Reablement into your organisation is suitable for all coordinators, team leaders, and quality personnel who are responsible for leading the organisational change and/or implementing wellness and reablement as part of the service delivery model.

Using the resources to support learning & build knowledge

There are many number of ways that you can use the resources to support wellness and reablement at an organisational, team or individual practice level. Below is a list of just some of the ideas you might consider:

At an organisational or program level:

- Make links available to the resources on the organisations Intranet
- Profile a different Tip sheet or area of interest as part of your organisations regular internal communication (eNews). You might write a short article that describes why and how this area of interest supports improved outcomes for your organisation's clients
- Embed the Service Delivery Reflection tool as part of your quality process
- Embed the use of the care planning checklist as part of your regular care planning audit process
- Use the resources to review your induction, orientation, and other in-house training material to ensure consistent messaging in your learning material

At a team level:

- Using the Conversational Tips tool, provide front line employees with opportunities to role play or practice how they converse with clients and their families/carers about wellness and reablement
- Use the Identifying Opportunities for Reablement Tip sheet to workshop how support staff might think about breaking down tasks to encourage small changes that can allow the client to achieve their outcomes independently
- Host a 'book club' where staff read a selection of the material and you meet to discuss its relevance for their work
- Lead a discussion about any barriers or challenges to working within a wellness and reablement
- Identify one tip sheet or chapter and facilitate a discussion at a team meeting
- Encourage staff to share stories (verbal or written) that demonstrate how they are using or applying the principles and approaches described in the Guide, Toolkit or Tip Sheets

At an individual practice level:

- Schedule time (i.e.: weekly, monthly, or quarterly) to use the service delivery reflection template as part of your reflective practice
- Dip into the Guide, Toolkit and Resources regularly to check practice
- Use the Care planning checklist to review the service specific care plans you develop, or ask a trusted colleague to complete the checklist for you

Accessing the resources

The resources are free to access via the CHSP wellness and reablement [digital landing page](#) which provides a single point of access for CHSP organisations to locate Australian Government endorsed information. The resources are available to download in word or PDF format.

Other learning resources

Visit the CHSP digital landing page at <https://www.health.gov.au/initiatives-and-programs/wellness-and-reablement-initiative> which provides a single point of access for CHSP organisations to locate Australian Government endorsed information.

To access local resources, please visit the Eastern sector development team website at www.esdt.com.au

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Note: This resource is developed to support information sessions provided to CHSP providers by the Eastern Sector Development Team (ESDT) to promote resources available on the Wellness and Reablement digital landing page. The information does not replace existing material that is available to support and/or promote the wellness and reablement resources as part of the CHSP. Please refer to relevant program manuals and associated documentation (above) for further information.

The ESDT is 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 the ESDT has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government