



# 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 a quality approach.

Issue 10—January 2013

## Introduction

Firstly, a huge thank you and congratulations to all EMR HACC agencies for your commitment, support and input to the EMR HACC Alliance during 2012. While it has been a particularly busy year, I hope you take some time to reflect on your achievements and challenges over the past 12 months. In particular, the great progress you have made in the ASM and Diversity spaces.

While 2012 marked the 3rd year of the ASM Implementation Planning process, it also featured the development of the inaugural 3-year Diversity Plans for HACC agencies. This significant piece of work has been supported by the Alliance using a local planning approach which, in the EMR has sparked or extended a range of new and existing collaborations within and across local government areas. 2013 will be an exciting time to see how these partnerships work together to strengthen the capacity of HACC agencies to deliver services that are responsive and centred on the needs of the person and their family and carers. We look forward to sharing your successes and challenges with Alliance members in 2013.

## EMR HACC Alliance—Name Change

At the ASM Alliance Executive on 13 November 2012, the Executive Group endorsed the change of the name for the EMR ASM Alliance to EMR HACC Alliance. This change better reflects the role of the Alliance which has evolved to include a broader quality agenda.

## Looking Ahead.....

Significant planning is already underway to progress priorities identified by HACC agencies as part of the ASM and Diversity planning processes. This includes looking at ways to share good practice, trialing different models of service delivery and streamlining and integrating HACC quality initiatives. In particular:

- Healthy Ageing demonstration projects
- Establishing *HACC Diversity Advisor (HDA)* role and *Access & Support* positions
- Occupational Therapists in Council - Three 12 month pilot projects
- Community Care Common Standards reviews
- Extension of Short Term Case Management pilot - City of Boroondara
- Continued support for round 2 seeding grant projects including:
  - Goal directed care planning
  - Workforce development: structures & systems to support ASM around 4 key areas: organisational policies and procedures, ongoing quality improvement, staff development, embedding the change
- Alignment of HACC training with Alliance priorities to June 2013
- Alignment of ASM & Diversity Planning processes

On behalf of the HACC team in the EMR regional office (Annette Worthing, Rebecca Voake, Trudy Parker, Wayne Molesworth & Helena Allen), Belinda Gillam (HACC Diversity Advisor), and Kate Pascale (HACC Alliance Consultant) I wish you a very happy, productive and successful new year.

*Lisa Dean, ASM Industry Consultant*

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Approach the New Year  
with resolve to find the  
opportunities hidden in  
each new day

~Michael Josephson



## Alliance Executive update December 2012

By Martin Wischer, Chair, EMR HACC Alliance & Victorian General Manager, RDNS

2012 has been a very busy year for the Alliance. ASM strategies continue to be implemented across all HACC organisations and while it is evident that it will take quite a bit longer to embed ASM in everyday practice, work is progressing steadily.

As part of the EMR ASM strategy, the Alliance Executive has auspiced the development of a 'Toolkit' to assist Agencies and staff with practical strategies to support effective goal setting and care planning for HACC clients. This project has received significant support from Alliance members and training to embed the project learnings will be a priority for 2013.

Diversity planning has been a large focus for the Alliance this year and there has been great work done both individually and organisationally to identify diversity actions and document Diversity Plans across the region. Belinda Gillam has been appointed as HACC Diversity Advisor (HDA) for the region and will commence as a secretariat member of the Alliance Executive. Belinda will provide significant support and momentum to the development of plans and future strategy. The Alliance Executive is also currently working on the possibility of joint ASM and Diversity Planning between Alliance agencies.

All Medicare Locals are now all established across Australia. We are fortunate to have the Inner Eastern Melbourne Medicare Local (IEMML) represented on the Alliance Executive and hope to have the Eastern Melbourne Medicare Local (EMML) also represented next year.

ASM seeding grant projects continue to develop with some real success stories! Most are due for completion this month, and a summary report on the projects is expected early in 2013.

Congratulations to all who have given their time and commitment to the various activities within this Alliance. It continues to grow from strength to strength and 2013 will be another year of growth and maturity for the group.

*Martin Wischer*

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## Welcome to the EMR HACC Diversity Advisor



Belinda Gillam, EMR, HACC Diversity Advisor

Welcome to Belinda Gillam, who recently commenced in the role of Home & Community Care Diversity Adviser.

For the past four years Belinda has been the Knox City Council Community Development Officer – Diversity, working within Council and with community organisations to improve services for CALD residents in Knox. During this time she was also Community Wellbeing Coordinator at Anchor Inc, developing social inclusion opportunities for people experiencing homelessness. Other recent positions include community and cultural development roles at Yarra Ranges and Knox Councils. Belinda established the Aboriginal Children's Choir program in Healesville in 2006 and currently conducts a 50-voice community choir, with the majority of members aged from 60 to 90.

Belinda can be contacted by email [bgillam@miceastmelb.com.au](mailto:bgillam@miceastmelb.com.au) or telephone 9275 6949 (Mon, Thurs & Fri at the Migrant Information Centre, Eastern Melbourne) or 9843 1718 (Tues & Wed at Department of Health, Box Hill).



## EMR HACC Training - supporting the implementation of ASM & Diversity

The Migrant Information Centre has finalised the Semester 1, 2013 EMR HACC Training Calendar which has been developed to support the activities of the EMR HACC Alliance and key priorities identified by HACC agencies as part of the ASM & Diversity planning processes.

In particular, the region will build on the significant work of the EMR HACC Alliance around Goal Directed Care Planning (GDGP). Staff and management across all HACC funded agencies are strongly encouraged to participate in one of the nine GDGP sessions to support a shared understanding of, and consistent approach to Goal Directed Care Planning.

Staff and managers responsible for supporting volunteers are encouraged to attend 'Supporting Volunteers to Take an Active Service Approach' which supports the release of the new Volunteer Toolkit in early 2013. Additionally, agencies that have identified the collection of client/consumer feedback as part of their ASM & Diversity approach should register for one of the two Consumer Consultation sessions. A snapshot of the programs scheduled between January—June 2013 is outlined below and the full version of the EMR HACC Training Calendar is available at: <http://www.miceastmelb.com.au/EMRHACCTraining.htm>

	Date	Target Audience	Program Title
February	Wednesdays 6 & 13	All including volunteers	Apply First Aid (2 day unit)
	Thursday 14	Staff from HAS Agencies	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 27/03/2013)
	Wednesday 20	Staff from HAS Agencies	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 27/03/2013)
March	Monday 4	Staff in PAGs, Social Support & Respite agencies	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 7/05/2013)
	Thursday 7	Program Managers, Coordinators & quality personnel	Consumer Consultation
	Tuesday 12	All including volunteers	Perform CPR
	Wednesday 13	Managers, Quality Improvement staff & Supervisors	Supporting Goal Directing Care Planning (GDGP) in your agency
	Monday 18	Program Managers, Team Leaders, Coordinators & Volunteer Coordinators	Supporting Volunteers to Take an Active Service Approach
	Tuesday 19	Program Managers, Coordinators & quality personnel	Consumer Consultation
	Monday 25	Program Managers, Team Leaders, Coordinators & Volunteer Coordinators	Supporting Volunteers to Take an Active Service Approach
	Tuesday 26	Staff in PAGs, Social Support & Respite agencies	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 7/05/2013)
	Wednesday 27	Staff from HAS Agencies	Goal Directed Care Planning (GDGP): Why, When and How! (2hr follow up)
April	Monday 22	Managers, Quality Improvement staff & Supervisors	Supporting Goal Directing Care Planning (GDGP) in your agency
May	Wednesdays 1 & 8	All including volunteers	Apply First Aid (2 day unit)
	Tuesday 7	Staff in PAGs, Social Support & Respite agencies	Goal Directed Care Planning (GDGP): Why, When and How! (2hr follow up)
	Thursday 9	Staff in Community Health, Case Management & Community Nursing	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 26/06/2013)
	Tuesday 14	Staff in Community Health, Case Management & Community Nursing	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 26/06/2013)
	Wednesday 15	Staff in Community Health, Case Management & Community Nursing	Goal Directed Care Planning (GDGP): Why, When and How! (1 day unit + 2hr follow up on 26/06/2013)
	Thursday 16	Managers, Quality Improvement staff & Supervisors	Supporting Goal Directing Care Planning (GDGP) in your agency
June	Tuesday 4	All including volunteers	Perform CPR
	Wednesday 19	All including volunteers	Providing Person Centred Services
	Thursday 20	All including volunteers	Stress Management
	Wednesday 26	Staff in Community Health Services, Case Management & Community Nursing	Goal Directed Care Planning (GDGP): Why, When and How! (2hr follow up)

### For Information or registration:

Amber Huang, HACC Training Coordination

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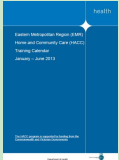
Website: <http://www.miceastmelb.com.au/EMRHACCTraining.htm>



## Resources

Both the Inner East PCP and Outer East PCP host the EMR HACC Alliance web pages which include a range of useful resources and information to support the activities of the Eastern Metropolitan Region HACC Alliance. Check out the latest resources added to the sites at:

<http://www.iepcp.org.au/active-service-model-emr-asm-alliance>  
<http://www.oehcsa.org.au/special-project>



The 2013 EMR HACC Training Calendar is available to view and download at:  
<http://www.miceastmelb.com.au/EMRHACCTraining.htm>



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 you can access the site at <http://hanet.health.vic.gov.au/login.asp?target=default.asp>

Regional HACC Diversity Plans are now available on the Department of Health Website at:  
[http://www.health.vic.gov.au/hacc/projects/diversity\\_framework.htm](http://www.health.vic.gov.au/hacc/projects/diversity_framework.htm)

The revised draft HACC Program Manual is available for viewing online at [http://www.health.vic.gov.au/hacc/prog\\_manual/index.htm](http://www.health.vic.gov.au/hacc/prog_manual/index.htm). The manual has been redrafted with the view to reflect the language and intent of current quality initiatives such as the Active Service Model, Diversity Planning and Practice, the HACC Assessment Framework and the Community Care Common Standards

## EMR HACC Alliance Meeting Dates 2013

**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](mailto:emr.asmalliance@health.vic.gov.au)

Tuesday 19 February	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 16 April	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 25 June	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 13 August	9.00-11.00 am	<b>Ground Floor Conference Room 1 &amp; 2, DHS</b> , 883 Whitehorse Road Box Hill
Monday 21 October	9.00-11.00 am	<b>Ground Floor Conference Room 1 &amp; 2, DHS</b> , 883 Whitehorse Road Box Hill
Wednesday 4 December	9.00-11.00 am	<b>Ground Floor Conference Room 1 &amp; 2, DHS</b> , 883 Whitehorse Road Box Hill