



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 approach.

Issue 13, July 2013

ASM and Diversity Planning 2013-14

Thank you to those EMR HACC agencies that have submitted their ASM and Diversity planning Pro forma 2013. I am pleased to advise that we have received over 90% of plans from across the EMR and early indications are that good progress is being made to embed a person centered approach to service delivery across ASM and Diversity Planning activities.

EMR HACC agencies will now be familiar with the new, consolidated ASM and Diversity reporting format which aimed to support EMR HACC agencies to plan for, and collect evidence to demonstrate how ASM and Diversity is being implemented. We thank you for your patience in transferring information from two previous reports into one document (for some, a potential IT disaster waiting to happen!) and trust that the benefits of a consolidated template will hold true. Additionally, we hope that the content of the reporting template helped you to reflect on the impact of service improvements for clients and provided the opportunity to recognise and celebrate achievements with staff.

Agency Feedback

The Department of Health (DH) EMR HACC team is currently in the process of reading and reviewing the plans and we expect that all agencies will be provided with feedback over the coming month. As required, some agencies may be asked to resubmit plans or provide further clarification where information is unclear, or more detail is required.

Sharing the Findings of the ASM and Diversity Plans across the EMR

In addition to reviewing the plans, we are also identifying the key themes in terms of achievements and challenges and putting together a summary of ASM and Diversity priorities and actions for each of the 7 local planning areas across the EMR. When complete, it is hoped that the local area summaries will assist agencies to understand the breadth of ASM and Diversity priorities within their local catchment and provide opportunities to identify potential partnerships and collaborations.

Evaluating the Process

We are keen to collect feedback from EMR HACC agencies about their experience of this year's ASM and Diversity planning process. The DH EMR office will send a Survey Monkey questionnaire to all EMR HACC agencies by Friday 12 July to collect this feedback and the learnings will inform how we can improve the ASM and Diversity Planning process into the future. We look forward to sharing the survey results with Alliance members.

For Further information about the ASM and Diversity Planning 2013-14 please contact:

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The Victorian HACC Education and Training Calendar is available now at:
www.hacc.chisholm.edu.au

The HACC program is supported by funding from the Commonwealth and Victorian Governments



EMR HACC Alliance - Dementia Resources Session

Tuesday 13 August 2013 9.30 am - 1.00 pm (Nunawading)

The Alliance meeting on Tuesday 13 August is extended to include a 2.5 hour focus on Dementia Resources in the EMR. The session, proudly sponsored by Alzheimer's Australia Victoria will include a range of interesting speakers and valuable discussion around:

A Partnership approach to dementia care

This introductory session led by Alzheimer's Australia Victoria explores the idea of a Dementia Community of Practice. What is it, how does it complement the Eastern Dementia Action Group and how can it benefit the delivery of HACC services to people with dementia and their carers in the Eastern Metropolitan Region?

Referral, Assessment and Support

Specialist dementia service providers responsible for the diagnosis, assessment and support of people with dementia and their carers' share their knowledge about the type of specialist services available in the EMR and how to access them. This interactive session includes presentations and an open floor discussion and Q & A with service providers from the Cognitive, Dementia and Memory Service (CDAMS), Dementia Behaviour Management Advisory Service (DBMAS) and the Royal District Nursing Service (RDNS)

Supporting Service Coordination

A number of services work across the Eastern Metropolitan Region to improve the coordination of health and human services, planning and service integration. Representatives from the Inner East Primary Care Partnership (IEPCP) and the Outer East Melbourne Medicare Local (OEMML) will provide insight to the work they are currently doing to support a coordinated approach to dementia care

Eastern Metropolitan Region Dementia Resources

Following the release of the *Dementia Practice Guidelines for HACC assessment services* in 2012 and associated resource *A Guide to services for people with dementia and their carers* the EMR HACC Alliance identified the need to develop a local dementia resource. This session launches the EMR Dementia resource which provides a list of dementia services available to residents in each local government area. It also introduces the role of dementia focussed Access & Support workers located at Whitehorse Community Health Service and EACH Social and Community Health

Supporting Social Connectedness for people with dementia and their Carers

A Panel consisting of Eastern Metropolitan Region local HACC providers will share what they have learnt about the benefits of social support for people with dementia and their carers. Panel members from Caladenia Dementia Care, Villa Maria's Carinya Dementia Service and EACH's Killara House Planned Activity Groups will provide an insight into the dementia specific services they provide

Your invitation to this EMR HACC Alliance event will be forwarded shortly

Further information available via :

Belinda Gillam, HACC Diversity Advisor on ph: 9843 1218

Lisa Dean, ASM Industry Consultant ph: 9843 1738

Is your organisation developing or reviewing its Diversity Statement ? You might gain some inspiration from this example...

'Platitudes are cheap. We've all heard services say they're committed to "diversity" and "tolerance" without ever getting specific, so here's our stance on it:

'We welcome you.

We welcome people of any gender identity or expression, race, ethnicity, size, nationality, sexual orientation, ability level, neurotype, religion, elder status, family structure, culture, subculture, political opinion, identity, and self-identification. We welcome activists, artists, bloggers, crafters, dilettantes, musicians, photographers, readers, writers, ordinary people, extraordinary people, and everyone in between. We welcome people who want to change the world, people who want to keep in touch with friends, people who want to make great art, and people who just need a break after work. We welcome fans, geeks, nerds, and pixel-stained techno peasant wretches. (We welcome Internet beginners who aren't sure what any of those terms refer to.) We welcome you no matter if the Internet was a household word by the time you started secondary school or whether you were already retired by the time the World Wide Web was invented.'

This is an excerpt from **Dreamwidth** Diversity Statement. The full Statement can be found at <http://www.dreamwidth.org/legal/diversity> (Thanks to Sarah Yeates, Caladenia Dementia Care for sharing)



Access and Support Program - Case Study

By Wanling Zhang and Robyn Tan, Migrant Information Centre (Eastern Melbourne)

The Access and Support Program provides short-term individualised support to Home and Community Care (HACC) eligible people who, due to their diversity, have barriers to accessing HACC services. Diversity includes people from Aboriginal and Torres Strait islander backgrounds; people from culturally and linguistically diverse (CALD) backgrounds; people living with dementia; people living in isolated and remote areas; and people experiencing financial disadvantage (including people who are homeless or at risk of homelessness). The A & S Program can support individuals to overcome access barriers and uses a person centred approach to assist them to access a wide range of HACC services to meet their needs. This case study illustrates how an A & S worker can assist a client, experiencing communication barriers due to cultural diversity, to access mainstream HACC services.

David* is an older person who is currently living with his family in the Eastern Suburbs of Melbourne. David migrated to Australia from Asia many years ago. The Access & Support (A&S) Program received this new referral from a friend of the family and allocated a worker.

The A&S worker made a home visit to David and his family and talked with them about his needs. David was very active in the past and was attending the seniors club, but had fallen twice in the last 6 months. He was very worried about falling again and his family had become protective about him. As a result, he had stopped going to the seniors club and was unable to leave the house alone. He wanted to be able to join a club and leave the house independently, make friends, build his confidence and build his physical strength.

After listening to David's story, the A&S worker provided information about relevant services that he could access. David and his family were interested in him joining a local Planned Activity Group (PAG), however they were initially reluctant as there were no ethno-specific PAGs in the area, and they were worried that no one could speak his language. The A&S worker suggested a visit to a mainstream PAG to have a look and they agreed. David liked the program and was also interested in a falls prevention program offered by the PAG. The A&S worker made a formal referral and organised the PAG coordinator to make a home assessment.

The A&S worker attended the home assessment and provided the PAG staff with cue cards and the cultural profile so they had a better understanding of David's background, and some resources that they could use to communicate with him during the group. The A&S worker went with the client to the program the first time for encouragement and reassurance. Transport was also provided by the PAG which helped David and his family feel comfortable and happy.

David continues to attend the PAG and his family told the A&S worker that he seems happier and feels physically stronger as a result. Staff at the PAG initially found it challenging to work with David due to language barriers however after a few visits they felt confident with the help of cue cards and using interpreter services when needed.

The Access & Support Worker provided staff with cue cards and cultural profile so they had a better understanding of David's background

PAG staff initially found it challenging due to language barriers, however after a few visits they felt confident with the help of cue cards and using interpreter services

*Not his real name

To refer a client to an Access and Support worker in the Eastern Metropolitan Region, contact one of the agencies below.

- | | |
|---|-------------------------|
| • Chinese Community Social Service Centre Inc | 9888 8671 |
| • EACH Social and Community Health (Knox, Maroondah & Yarra Ranges) | 8720 1131 |
| • Migrant Information Centre | 9275 6901 |
| • Mullum Mullum Indigenous Gathering Place (excluding Yarra Ranges) | 9725 2166 |
| • Whitehorse Community Health Centre
- (Boroondara, Manningham, Monash & Whitehorse) | Program commencing soon |
| • St Vincent's Hospital (Boroondara only) | Program commencing soon |
| • Yarra Valley Community Health | Program commencing soon |



Resources to support Diversity planning and practice

Working with Older Aboriginal and Torres Strait Islander People

This briefing from the Benevolent Society presents evidence from research to guide mainstream community aged care organisations and practitioners on working in a respectful and culturally sensitive manner with Aboriginal and Torres Strait Islander people. It aims to help enhance the quality of care by ensuring it is underpinned by reflection, knowledge, understanding and respect. Please note, it should not be understood as a universal set of protocols, nor as a prescription for care, as Aboriginal and Torres Strait Islander cultures are complex and extremely diverse, and accepted protocols vary across communities. The briefing can be downloaded at <http://apo.org.au/research/working-older-aboriginal-and-torres-strait-islander-people>

CALD Demographics—The Migrant Information Centre (Eastern Melbourne) has compiled cultural profiles for each local government area in the Eastern Metropolitan Region, based on data from the 2011 Census. Information is available in table format for the top 50 languages spoken broken into age groups (for example 60-69 years, 70-79 years and 80+ years). The profiles can be found at <http://www.miceastmelb.com.au/demographics.htm>

Matrix Guild Victoria Inc—The Matrix Guild was founded in 1992 to raise awareness of the health, housing and care needs of older lesbians. *We Live Here Too: A guide to lesbian inclusive practice in aged care* is a resource booklet developed to help agencies provide a welcoming and inclusive service for older lesbians. Further information about the Guild and its services can be found at <http://www.matrixguildvic.org.au/>. The Matrix Guild will be presenting GLBTI at the EMR HACC Alliance Meeting on Wednesday 4 December

Cross-cultural awareness workshop—older Chinese clients *Fri 19 July, 9:30am-12:30pm, MonashLink Community Health Service*

This workshop, targeted at primary car service workers and aged care staff, aims to provide useful information, resources and insights about the older Chinese people's beliefs, attitudes and family relationship and dynamics. To register, or for further details, Contact: Maria Yap via email myap@monashlink.org.au

Work effectively with culturally diverse clients and co-workers *Thurs 12—Fri 13 September (2 day course)*

This unit deals with the cultural awareness required for effective communication and cooperation with persons of diverse cultures. To register, go to the Victorian HACC Education and Training Service Website at www.hacc.chisholm.edu.au

Provide support for people living with dementia *Mon 14—Tues 15 October (2 day course), Glen Waverley*

This unit deals with the knowledge and skills required to provide support to clients with dementia in a variety of settings including family homes, community day settings and residential care. To register, go to the Victorian HACC Education and Training Service Website at www.hacc.chisholm.edu.au

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

Tuesday 13 August	9.30-1.00 pm *Extended session and venue change	Session includes: a 3 hour Dementia Community of Practice Forum which aims to provide information about the range of services and resources available to support the delivery of HACC services to people with dementia and their carers Willis Room, City of Whitehorse, 379-397 Whitehorse Road Nunawading
Monday 21 October	9.00-11.00 am	Ground Floor Conference Room 1 & 2, DHS, 883 Whitehorse Road Box Hill
Wednesday 4 December	9.00-11.00 am	Ground Floor Conference Room 1 & 2, DHS, 883 Whitehorse Road Box Hill includes a one hour introductory GLBTI training session delivered by the Matrix Guild, which provides care and accommodation support for older lesbians