



# 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 14 - 19 March 2014*

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Have you seen the new Goal Directed Care Planning tools and resources?

- What is a Care Plan
- Tip & Hints
- FAQ
- Care Plan Template # 2
- Care Plan review template

Download from the EMR HACC Alliance websites:

<http://www.oehcsa.org.au/special-project>

Or

<http://www.iepcp.org.au/active-service-model->

## Ready, set..... PREPARE/EXPRESS 2014

The Department's 3 year state wide review of the ASM Implementation is progressing and agencies should have received advise from Australian Healthcare Associates (AHA) about accessing the online ASM PREPARE/EXPRESS tools.

During this initial phase of the review you should be:

- Visiting the [AHA website](http://www.ahaconsulting.com.au/) at <http://www.ahaconsulting.com.au/> to download the Review Workbook and Resource Guide
- Reviewing priorities and actions in your previous ASM Implementation Plans
- Planning how you will conduct the review across your organisation
- Finalising your organisation's evaluation planning priority identified in your 2013-14 ASM and Diversity Planning Pro forma (if you have not yet done so)

## 2014-15 EMR ASM & Diversity Planning

Similar to last year, the 2014-15 ASM and Diversity Planning template combines the reporting requirements for your organisation's ASM Implementation Plan and the Diversity Plan. The template has been simplified for 2014-15 and does not require you to review the previous year's ASM Implementation Plan. This will be completed as part of your three year systematic review of ASM Implementation using ASM PREPARE/Express 2014 workbooks and online tools.

In this planning cycle you will be required to:

- Review and provide a progress report for year two of your organisation's Diversity Plan (2012-15)
- Complete the 2014-15 ASM Implementation Plan, and
- Complete year three of your organisation's Diversity Plan (2012-15) priorities.

The Reporting template will be forwarded to you shortly. Completed Plans must be returned to the DH EMR office by Friday 6 June 2014.

*continued on page 2.....*

## Healesville Referral Pathways Project

Inspiro Community Health Service (CHS) is leading the Healesville Referral Pathways Project which aims to improve access to health services for local Aboriginal community members. If you deliver services in Healesville and would like to know more about how you can get involved in the project, please contact:

Barb Dobson, Indigenous Health Promotion Worker at Inspiro Community Health Service on 9738 8878 or mobile 0409 448 011



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## Revisiting ..... Evaluation planning

In the 2013-14 ASM & Diversity Planning cycle, EMR HACC agencies were asked to submit a plan that described how they would evaluate 'how changes to process and practices have supported the move to a more person centre approach to service delivery'.

This approach was driven by feedback from Alliance members which identified that many agencies were prioritising the need to collect evidence about the benefits and impact of their work to support ASM Implementation.

Agencies were provided with an evaluation planning tool (part 1.5 in the 2013 ASM & Diversity Planning Pro forma) and asked to outline their plan and process to evaluate one ASM or diversity priority/action. The tool encouraged HACC agencies to consider the information required to answer specific questions about the impact of changes to process and practices; and to develop data collection strategies that could provide evidence of these impacts.

Twelve months on, we would like to understand what you learned, and how this evaluation planning process worked for you – what worked well, what didn't and whether your experience might benefit others planning similar activities. This information will also help us understand how we can better support you in the future.

This information will be collected via an online survey which contains 11 questions and takes about 10 minutes to complete. The survey link will be forwarded to all EMR HACC agencies with the 2014-15 ASM and Diversity Planning template and responses will be due by Friday 6 June 2014.

If you have any questions regarding the survey please contact Lisa Dean, Department of Health on 9843 1738 or via email at [lisa.dean@health.vic.gov.au](mailto:lisa.dean@health.vic.gov.au)

Lisa Dean, ASM Industry Consultant  
 P: 9843 1738  
 E: [Lisa.dean@health.vic.gov.au](mailto:Lisa.dean@health.vic.gov.au)

*Visit the EMR HACC Alliance website to download and review the Evaluation Planning resources*

<http://www.iepcp.org.au/active-service-model-emr-hacc-alliance>

or

<http://www.oehcsa.org.au/special-project>

## Personal Alert Victoria (PAV) - Proposed Eastern Regional network

Is your organisation a designated Personal Alert Victoria (PAV) assessment organisation? If yes, are you interested in being part of a network to meet with other providers across the Eastern region to:

- Share information between stakeholders
- Raise and discuss issues in relation to policy, program and service delivery
- Provide objective feedback and advice in relation to policy, program and service delivery
- Facilitate communication with the State wide Advisory Group

Expressions of interest are currently being sought to gauge the level of interest in establishing the Eastern Regional PAV network, similar to the Western Region's Network which has been successfully operating for a number of years.

The network membership might include PAV service providers, Department of Health (DH) Aged Care Service Development, DH Regional Offices and HACC Response Services .

If you are interested in participating in an Eastern Regional Network of PAV providers or would like further information about the proposed network please contact:

Wayne Molesworth,  
 Program and Service Advisor, Department of Health  
 Email: [wayne.molesworth@health.vic.gov.au](mailto:wayne.molesworth@health.vic.gov.au)  
 Phone: 9843 1725

If you are interested in knowing more about the PAV program please visit the Department of Health website at : <http://www.health.vic.gov.au/agedcare/services/pav/>



## Small steps into the community

By Lyn Scott, Team Leader & Sue Kelsey, Occupational Therapist, Allied Health, EACH

### Introduction

Frank is a 54 year-old man living in Office of Housing accommodation with his friend and carer Bill. Frank has chronic health issues, is legally blind, and seldom goes out due to poor mobility. Bill does some volunteer work at the local RSL, but sometimes cannot participate in this activity due to Frank's health issues.

### Initial contact

As the carer, Bill was concerned about Frank's safety in the home, and contacted the Intake office at EACH to organise rails in the bathroom. Following a phone based initial needs assessment, a home visit was organised for the Occupational Therapist to conduct a holistic assessment with Frank and Bill.

The home based assessment revealed that Frank experienced high levels of anxiety associated with his health issues and a loss of confidence when performing activities of daily living. Frank was reluctant to engage with services however did agree to the installation of equipment to promote his independence in the bathroom.

Initially, the short term goal was to increase Frank's safety at home and the relevant equipment was arranged (rails, seating, and toilet frame).

### Building trust and setting long term goals

A second home visit to review the installation of equipment provided the Occupational Therapist with the opportunity to discuss any additional issues Frank and Bill were still facing.

Having established trust through meeting Frank and Bill's initial need, the Occupational Therapist was able to assist Frank and Bill to identify some longer term goals:

- Increase Frank's confidence so he can become involved in activities to reduce his isolation
- Reduce Frank's anxiety through building confidence in being at home and confidence in socialisation at home

- Bill's desire to maintain his volunteer activities
- Reduce carer stress

### Towards independence

The Occupational Therapist engaged the EACH Social Worker and liaised with the local Council to assist with a back yard clean up.

The local Council also arranged a weekly respite service and a personal alarm for Frank. These services mean that Bill can feel more confident about leaving Frank at home and provides the opportunity for him to continue his volunteer work at the RSL.

A wheelchair was organised by the Occupational Therapist and Frank is now able to go for walks in the local community with the respite worker. Frank also spends some time in the back yard with the respite worker and the dog. At times, this social interaction also includes a volunteer dog walker who walks Frank's dog - increasing Frank's level of confidence in social environments.

With these small changes and improvements in Frank's level of socialisation and confidence, Frank has recently expressed an interest in attending a social group. He is being supported to find a suitable group of interest – a very unexpected and exciting outcome.

In addition to supporting Frank achieve his personal needs, Bill – who also has chronic health issues, is now a client of EACH and receiving support from the Occupational Therapist to assist him to address his own needs.

For further information about the services provided by the Allied Health team at EACH please contact:

Lyn Scott, Team Leader  
Email: lscott@each.com.au

## Community Services & Health Training Packages Open for Consultation

The Community Services & Health Industry Skills Council (CS&HISC) is undertaking a review of the Community Services and Health Training Packages and seeking feedback from the sector about draft qualifications relating to Direct Client Care (including HACC, disability, aged care), Allied Health Assistance, Leisure and Health and Mental Health and Alcohol and other drugs (AOD)

Please visit <http://www.cshisc.com.au/> to access the Direct Client Care and Support Consultation Paper 2014 and to access details about the feedback process which is open until Friday 9 May 2014.



## Useful Resources



### **HACC Program Manual**

The HACC program manual 2013 provides information and guidelines for HACC funded organisations about program management, access and eligibility, and service delivery requirements in Victoria. Download the updated program manual at [http://www.health.vic.gov.au/hacc/prog\\_manual/](http://www.health.vic.gov.au/hacc/prog_manual/)



### **HACC Education and Training**

The HACC education and training Calendar of events is now live and available for you to access from the Chisholm website at: <https://hacc.chisholm.edu.au/>. New programs are being uploaded on a regular basis so members are encouraged to schedule regular visits to the website



### **Wellness Resource**

CommunityWest have produced a range of resources to support a wellness approach across the HACC program in Western Australia. The WA HACC Program Communications Kit – Talking about Wellness contains a number of resources which you may find useful including examples of position descriptions, job recruitment advertisements and more. The resource is available at:

<http://www.communitywest.com.au/Wellness/communications-kit-talking-about-wellness.html>



### **Tips to assist social engagement**

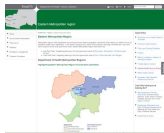
Alzheimer's Australia Vic has developed a series of 5 Tip Sheets for carers, family and friends to assist engagement in social and creative activities for a person with dementia. Download the Tip sheets to share with carers at <http://www.fightdementia.org.au/understanding-dementia/tips-sheets.aspx>



### **Diversity planning and practice in Home and Community Care services in Victoria – Working with HACC Access and Support services**

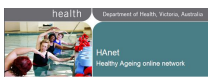
This document provides information about how practitioners can interact with the Access and Support workers to support diverse clients to access services effectively. The resource can be downloaded at:

[http://www.health.vic.gov.au/hacc/projects/diversity\\_advisor.htm](http://www.health.vic.gov.au/hacc/projects/diversity_advisor.htm)



### **Department of Health, EMR website**

Looking for information about current regional initiatives in the Eastern Metropolitan Region? Check out the EMR website at <http://www.health.vic.gov.au/regions/eastern/> which has been updated to include information about the Regional Operating Model and regional organisational structures; information on current 'regional initiatives' and links to central office programs



### **HANet**

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>

## EMR HACC Alliance Meeting Dates 2014

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)

Monday 5 May 2014	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Thursday 26 June 2014	9.00-11.00 am	<b>Session includes:</b> presentation by the Centre for Culture, Ethnicity, & Health which will introduce the concept of cultural health beliefs and provide some insights into understanding how to negotiate health belief systems  <b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Monday 25 August 2014	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 21 October 2014	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Thursday 4 December 2014	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading