



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 15 - September 2014*

EMR ASM & Diversity Planning 2014-15

Thank you to all EMR HACC agencies for submitting their final 2014-15 ASM & Diversity Plans. As you will have experienced, this year's planning process incorporated the ASM PREPARE – 3 review and was the final year of inaugural 3 year Diversity Plans. Considerable feedback was provided to agencies about the content of their Plans, with a focus on ensuring that strategies and actions reflected the stated priorities. We were pleased that agencies addressed this feedback; with many reporting that this years planning process provided a great opportunity to reflect (and refocus) more broadly on their ASM & Diversity journey Both in the past and into the future.

Overall, the quality of the plans was high and we congratulate all agencies for their commitment to this process.

As we all know, planning is just the first step and we look forward to hearing how the implementation of key strategies and actions progress over the next 9 months.

The EMR HACC Alliance will continue to be a platform for agencies to share information and problem solve challenges associated with the implementation of these quality improvement activities, and of course, the regional ASM Industry Consultant (Lisa Dean) and HACC Diversity Advisor (Dale Park) are available to provide one on one assistance to EMR HACC agencies as required.

We encourage you to participate in relevant Alliance activities as they become available (refer page 2 - Review & Reassessment Workshops) and to contact Lisa or Dale if you identify opportunities to share learnings that might help others to progress ASM and Diversity activities across the region.

Lisa Dean, ASM Industry Consultant E: lisa.dean@health.vic.gov.au P: 9843 1738
Dale Park, HACC Diversity Advisor E: dale.park@health.vic.gov.au P: 9843 1718

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The **PAG Pathways** manual was developed as a resource to assist Planned Activity Group staff with the implementation of the Active Service Model in 2012.

The manual has recently been updated to reflect the progress of ASM, and Version 2 of the **PAG Pathways** manual is now available.

The **PAG Pathways** manual is available to download at <http://www.caladenia.com.au/pag.php> along with examples and document templates

Have your say..... Upcoming consultations

EMR HACC Education & Training

Chisholm Institute will be holding a regional consultation session with the HACC sector following the EMR HACC Alliance on Thursday 21 October 2014 between 11.00 am—1.00 pm in Nunawading

RSVP to lisa.dean@health.vic.gov.au

Diversity Planning & Practice

HDG Consulting has been engaged by the Department of Health to conduct a review of the introduction of Diversity Planning & Practice activities. A consultation with the EMR HACC sector is scheduled for 31 October 2014 between 9.00—12.00 at the Karralyka Centre Ringwood

RSVP to dale.park@health.vic.gov.au



Invitation to attend: Goal Directed Care Planning Review and Reassessment Workshops

The EMR HACC Alliance is offering 2 workshops to support the continued implementation of activities to progress person centred assessment and care planning.

Session Outline

This half day workshop focusses on the skills and strategies required to conduct effective GDCP reviews and reassessments. These include:

- Clarification of GDCP monitoring, review and reassessment processes and timelines
- How to ensure that GDCP reviews add value for clients, carers and staff
- Practical strategies to embed timely and efficient reviews
- Documentation requirements
- The organisational systems and tools that support effective GDCP reviews

Pre-requisite

It is expected that participants will have attended the GDCP: Why, When and How! or Developing Effective GDCP

Target audience

Session 1: PAG staff responsible for the development of GDCP. Team leaders and managers are encouraged to attend
Session 2: Allied Health staff responsible for the development of GDCP. Team leaders and managers are encouraged to attend

Date/Location

Session 1: **PAG** only : 9am – 12:30pm Thursday 6 November 2014
Willis Room, City of Whitehorse, 379 Whitehorse Road, Nunawading
Session 2: **ALLIED HEALTH** only: 9am – 12:30pm Monday 10 November 2014
Willis Room, City of Whitehorse, 379 Whitehorse Road, Nunawading

For further information or to register your attendance please contact:

Lisa Dean, ASM Industry Consultant
E: lisa.dean@health.vic.gov.au
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Translated Volunteer Resources....



The 12 Handouts developed as part of the Supporting Volunteers to take an Active Service Approach—A Resource Kit for Victorian Home and Community are now available to download in 8 community languages:

- Arabic
- Chinese
- Greek
- Italian
- Russian
- Vietnamese

These handouts are a resource that HACC funded organisations can use to help volunteer's understand the HACC program and the important role that volunteers have in supporting clients to maintain their independence.

Download the resources at the EMR HACC Alliance websites:

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



Mike's story

By Kath Holton, Wesley—Melba Community Support Program, Wesley Mission Victoria

Introduction

Mike is an 82 year widower, adjusting to life without his wife who passed away some years ago.

Mike has led an active life, running his own business and managing his rural property including a well-equipped shed and garden. Mike has been involved with a local Men's Shed where he enjoyed spending time making toys and other items for sale and developing a management system that gave the men autonomy to run and manage the Shed themselves.

Over a period of time Mike's health began to fail. He could no longer stand for any length of time and his breathing problems meant he could no longer be in a dusty environment. His social interactions at the Shed were no longer providing a positive experience for him, and he ceased going and retreated to his home.

Re-establishing connections

Mike was referred to the Melba Club by a friend who used to volunteer with the Melba program.

During initial discussions Mike indicated that he was feeling depressed and looking for something stimulating to engage his mind. Mike wanted to get to know some other people in his community (most of his acquaintances were men with whom he had lost contact) and reduce the time he spent sitting at home - an activity which he attributed to his feelings of isolation and depression.

Mike also sought assistance for the installation of home safety equipment (i.e. rails, etc.)

Reigniting passions

When Mike first joined the Melba Club, he was apprehensive and aloof. He was of the opinion that everyone was out to "get the better of him" or take advantage of his abilities.

Over time Mike developed a greater level of trust within the mixed group and began to make small items to give to some of the ladies.

One week he brought in a small wooden cross that he had made to put on his wife's grave. Some of the others at the Club liked the cross so much they asked for one for themselves. Before long Mike was making crosses for everyone in the Club including their friends and family.

As the activity expanded Mike began spending more time in his own shed, and at his own pace, is now making crosses of three different sizes, small wheelbarrows and planter boxes. The entrepreneur in him had been reinvigorated.

Mike suggested that he wanted to sell his items to raise money for the Melba Club and in November (in time for Remembrance Day) Melba held a street stall in Yarra Junction to sell his well-made, home-made items. The crosses had red poppies in the centre of them, made by the others in the Club.

A fresh outlook

Mike has said that his day at the Club is the highlight of his week. More goods are added to the collection of items for sale as Mike comes up with new ideas including propagating plants to fill the planter boxes and making games for other Wesley Aged Care services (St Marks PAG).

Mike now makes regular requests to attend weekend markets, and depending on staff availability this is beginning to occur more often.

Mike's life has turned around, from social isolation to re-engagement with his community, meeting new people, and coping better with his losses and life changes. Mike has regained confidence in his abilities to be productive and feel valued.

Further Information

For further information about the Melba Program please contact:

Kath Holton

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Useful Resources



HACC Education and Training

The HACC education and training Calendar of events is 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



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>



Dementia Enabling Environment Project

Developing an enabling environment for a person living with dementia can make a significant difference to independence, quality of life and wellbeing.

A well designed garden, or an interior planned with cognitive impairment in mind can provide essential prompts, accessibility and reduce risks to support a person with dementia to maintain abilities and take part in meaningful engagement. Alzheimer's Australia Victoria have a [Virtual Information Centre](#) that provides practical tips, guides and resources to help make the places in which we live more dementia enabling

LGBTI communities, ageing and dementia

Everyone's getting older and many people in our diverse Australian community are being affected by dementia. Yet while much written is written about many aspects of dementia and it's impact on relationships and sexuality there is less information on the impact of dementia on people who are lesbian, gay, bisexual, trans sexual and intersex (LGBTI). So what's it like to be a LGBTI person with dementia? Or the carer and partner? Or an aged-care worker? Alzheimer's Australia Victoria have developed resources that focus on issues experienced by LGBTI people with dementia, their carers and how different aged care services can better deliver to these groups.



The Centre for Culture, Ethnicity and Health

The Centre for Culture, Ethnicity and Health have developed a number of valuable resources to help service providers understand how culturally competent they are, and tools and techniques to make their services inclusive for people from culturally and linguistically diverse communities.

[Tip Sheets on Cultural Competence](#) [Ethnicity, Health and inclusion Publications](#)



Forum—Ageing Well with George Vaillant and Friends

Swinburne University is sponsoring a 2-day event featuring Professor George Vaillant (USA) a leading researcher and author in the area of ageing well and former director of the longest running longitudinal study on ageing. If you are interested in hearing Professor Vaillant's insights on the factors that promote emotional health in late life please register for this event at: <http://www.swinburne.edu.au/lss/psychology/pc/ageing-well.html>

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

Tuesday 21 October 2014	9.00-10.30 am	<p>Session includes: Launch of the EMR HACC Consumer Feedback Toolkit directly followed by the Chisholm Education and Training consultation (11-1pm)</p> <p>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</p>
Thursday 4 December 2014	9.00-11.00 am	<p>Session includes: Information and presentations showcasing volunteering activities in HACC</p> <p>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</p>