



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 18 - July*

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The Commonwealth Government has released the Commonwealth Home Support Programme (CHSP) Programme Manual and the CHSP Good Practice Guide.

These documents provide information about the design of the Commonwealth Home Support Programme introduced from 1 July 2015.

If you are interested in understand the direction of the Commonwealth program and it's wellness approach download a copy of the documents at:

<https://www.dss.gov.au/our-responsibilities/ageing-and-aged-care/aged-care-reform/commonwealth-home-support-programme>

NOW AVAILABLE—Consumer Feedback Toolkit

For staff working directly with clients, it's often very easy to see the value of HACC services and the difference they make to the everyday lives of our clients and their carers. Collecting hard evidence of this, is often more difficult.

The introduction of ASM and Diversity have required HACC agencies to modify the way services are designed, promoted and delivered. Understanding the impact of these changes is an important part of that change process. In particular, agencies are keen to understand the differences for the people that matter – our Consumers. While staff are well aware of the importance of collecting feedback from consumers, feedback from local HACC agencies has told us that:

- Many agencies provide their clients and carers with satisfaction surveys, but the feedback they collect is not always useful (especially in relation to specific opportunities for improvement).
- Some staff lack confidence to collect feedback in other ways (e.g. running a focus group).
- Staff are concerned about bombarding their clients and carers with too many evaluations
- It's challenging to find the time and resources to conduct evaluations. Staff are especially concerned about diverting time away from direct service delivery to work on evaluations. When feedback is collected, finding time to collate, analyse and report the results is especially challenging.
- Staff are keen to learn more about efficient ways to collect and use feedback from consumers to provide evidence of the great work they are doing and to identify ways to continue improving.

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ASM & Diversity Planning 2015-16

Around 80% of EMR HACC organisations were represented at the recent workshops to support the 2015-16 ASM and Diversity Planning cycle across the EMR.

The workshops explored the process of developing evidence based priorities and in particular focused on the use of a Population Planning Tool to collect and review local population and client demographics and intelligence to identify gaps and barriers. This Planning Tool forms part of the reporting requirements for 2015-16 ASM & Diversity Planning cycle.

EMR HACC agencies will now have received all of the reporting documentation for this ASM & Diversity planning cycle. These include the Population Planning Tool, the ASM & Diversity 2014-15 REVIEW template and the ASM & Diversity 2015-15 PLANNING template. We look forward to receiving the Plans by Friday 11 September 2015, however in the meantime please don't hesitate to contact Lisa or Dale if you have any questions, or would like assistance.

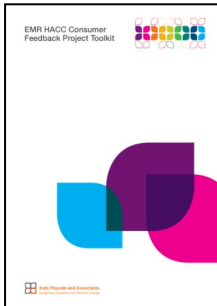
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Consumer Feedback Toolkit cont....

Over the last 12 months, we have therefore been working to develop the *Consumer Feedback Toolkit*. The toolkit contains a range of practical tools and information to help you make the most of your consumer feedback strategies. To make sure the resources are relevant and useful, staff from 10 local HACC agencies have been actively involved in the project and have already put many of the tools to the test.



A hard copy of the toolkit has been sent to each EMR HACC Agency, but you can also download the resources from the Alliance website at <http://www.iepcp.org.au/eastern-metropolitan-region-home-and-community-care-alliance/eastern-metropolitan-region-home-and-co> or <http://oehcsa.org.au/special-project>

You will also find Microsoft Word versions of the practical tools online, so you can also use these electronically. Thank you again to everyone who provided feedback on the draft toolkit. We really appreciate your ideas and hope that the final product will be a useful resource for you all. If you would like more information about the *Consumer Feedback Toolkit*, please contact Kate Pascale (katepascale@kpassoc.com.au) or Lisa Dean (Lisa.Dean@dhhs.vic.gov.au).

Feedback from members of the working group:

"Using the survey checklist was a real lightbulb moment for my team. We've learned a lot about what makes a survey work and it has given us really clear direction about the changes we need to make to this survey, but also about how to plan other surveys better in the future"

"The examples of common challenges are great because they include lots of examples of problems that I would never have noticed before. Now I know about this, I'll be able to come up with much better questions in the future"

"Everyone needs a different level of information. Some organisations have really advanced processes and lots of resources, but others don't have a lot of time or support for surveys and evaluations. The tools are great because you can just find the bits of information you need"

Maroondah HACC Supported Residential Services Program

By Geof Collister, Social Inclusion & Wellbeing Coordinator and Graham Bergroth SRS Officer

The Maroondah City Council Social Inclusion and Well-being program receives HACC funding to supports clients living in pension level Supported Residential Services (SRS). People living in SRS accommodation are diverse and a high percentage of residents have disabilities, particularly psychiatric disability, intellectual disability, acquired brain injury and chronic health problems. Residents are usually mobile but may need support or supervision with daily tasks and personal care such as showering, preparing meals, or managing their medication. Many residents continue to be at risk of homelessness due to factors linked to drugs and alcohol, behaviour and mental health issues.

The Maroondah HACC SRS Program seeks to support the social wellbeing needs of residents by creating pathways for people to access more generic community based services including HACC. The program works with clients with complex needs using an Active Service Model approach, focusing on developing a person's ability to maintain and/or build on existing skills and strengths.

The Maroondah HACC SRS Program was established through the councils Municipal Public Health and Wellbeing Planning process and consultation with key stakeholders including mental health clinicians, local disability agencies, SRS proprietors and the Maroondah HACC team.

Our program

Setting up a program for a client group who may not necessarily be motivated to participate regularly is challenging. However the Maroondah HACC SRS Program has gone from strength to strength over the past 18 months. We hope you are as inspired by our clients as we are...

Our programs vary in length from one day, to three or six months and cover a range of areas and interests including, library, art, music, swimming, photography and multimedia programs, outings and lunches.

The very successful photography program ran from January 2014 to June 2015. Clients learnt how to use a camera, compose a picture, set up and use lighting and movement to tell a story. The end result saw each client choose their best work to display at a specially organised art exhibition attended by 60 interested local parties including some local Councillors.



"They were able to sell their work and receive the money for the photography that they had done... they were all excited about that... as one of the things they don't have is money". Geof Collister



The Multimedia program built on the skills clients had learnt through the photography program, bring in the elements of video and moving pictures. The finished work was presented at the Multimedia Exhibition in April 2015 with one of the highlights being a 25 minute film providing viewers with an insight to the SRS Program, the personalities of the clients and some of the activities. Scenes included the Sand Sculptures in Frankston, a hike up Cannibal Mountain in Garfield, photographing Puffing Billy through the hills, rowing boats from the Fairfield boathouse and a guided tour through the bedroom of one of the residents of the SRS. The film shows glimpses of the challenges the clients face, but also how the support of each other and the enjoyment from participating in the program makes a positive difference and enhances their self-esteem.

A major success for the SRS Program has seen clients continue to engage with the community or services outside of the organised program, such as the library and swimming programs. The library program allows clients to build their confidence in accessing books, DVD's and CD's and some clients continue to use the library services in their own time and have made meaningful connections with the staff. This has a positive change in the behaviour and attitude of the clients who did not previously feel comfortable accessing library services, but now enjoy the interactions and links with the community.



The music program continues to go from strength to strength with one of the participants even purchasing their own keyboard so they can practice during the week. The highlight of the music program for 2014 was the formation of the band Synergy, who played six live gigs across Melbourne and is currently in the recording studio producing their first CD. This focus of producing a CD provides the clients with a goal to aim for, a sense of achievement and a permanent record of their music.

Engaging participants

Supporting clients, who are socially isolated, have an intellectual disability, mental health, drug or alcohol issues can be difficult. Graham Bergroth passionately describes what is needed to successfully engage with clients living in SRS accommodation.

He says gaining the trust of the clients is essential, as is understanding what motivates them. For HACC workers, this means building relationships that are based around understanding the clients interests and strengths. Graham also suggests that any program needs to be varied and to have a beginning, middle and an end, thus providing a clear set of aims and goals.



Clients can often lead a sedentary lifestyle, so motivating them to leave the SRS and participate can sometimes be challenging. Graham found that reminding them of the fun and

success they achieved previously can be a motivating factor and necessary in maintaining numbers within the program. He has even shown videos and photographs of previous experiences to help motivate clients. SRS proprietors can also play a significant role in motivating residents to join programs and continue to participate.

Funding a program that supports clients who are financially disadvantaged is always a challenge. Resources need to be stretched and we are always on the look-out for potential partnerships with the community that won't put too much of a financial strain on the rest of the programme. A few of the successful partnership our SRS Program has fostered include Eastern Regional Libraries – Croydon Division, EACH – Life Works, Salvation Army, Migrant Information Centre, Mullum Mullum Indigenous Gathering Place, Wesley Mission and Urban Life. We are very open to new opportunities and are happy to work with other organisations on a one off or ongoing basis to make a real and positive impact on the lives of clients.

Learnings

We have learnt many things from this program and working with the clients and we offer the following advice to services wanting to engage people living in pension level SRS:

- Gain the trust of clients, this can take time, but is essential
- Develop programs of interest, ask clients what they are interested in
- Make programs flexible to broaden your appeal
- Build relationships with SRS proprietors and community services
- Programs away from the SRS help engage clients with the community
- Programs on site can benefit those clients reluctant to leave the SRS
- Programs and activities need to be local so clients can use them in their own time, walking distance.
- Events with lunch are a big draw – use this to promote your activity
- One off events/outings are a good way to capture new clients and turn them into regular clients
- Early morning activities are usually not successful with clients

Further Information

For further information about the Program please contact:

E: geof.collister@maroondah.vic.gov.au

P: 9877 6311



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— Talking Book

RDNS have produced a new “talking booking” on Dementia. Written in and spoken in Vietnamese and accompanied by English translation, this talking booklet will help explain Dementia to clients, carers and family members in a culturally appropriate way. This talking book builds on the previous “Information about type 2 Diabities” talking book that was produced in Greek, Italian, Macedonian and Vietnamese. To review and share these resources visit the RDNS website: <http://www.rdns.com.au/services-we-provide/information-in-other-languages/talking-books>



Then and Now

Val's Café have worked with Minus 18 to produce a number of short films that explore the issues facing older gay, lesbian, bisexual and transgender (GLBT) people. The films were made with the support of young GLBT people and shows how older and younger generations can work effectively together to tell important stories. These stories will help staff understand the concerns and real issues facing this community and improve service provision. View the films at the Val's Café website and sign up for their newsletter:

<http://valscafe.org.au/index.php/education/then-and-now>



The National LGBTI Ageing and Aged Care Conference will be held at the Arts Centre Melbourne on 26 & 27 October 2015. Hosted by Val's Café it will include a range of key national partners and speakers working to improve service access and response for older LGBTI people.



Download the EMR HACC Alliance Consumer Feedback Resource from the Alliance website at <http://www.iepcp.org.au/eastern-metropolitan-region-home-and-community-care-alliance/eastern-metropolitan-region-home-and-co> or <http://oehcsa.org.au/special-project>

EMR HACC Alliance Meeting Dates 2015

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

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| Tuesday 25 August 2015 | 9.00-11.00 am | Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading |
| Tuesday 27 October 2015 | 9.00-11.00 am | Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading |
| Tuesday 8 December 2015 | 9.00-11.00 am | Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading |