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## Introducing the EMR Peer Support Learning initiative

Are there times when you wonder how others would handle a particular situation, how they might go about introducing something new or different or you just want to talk over an idea or approach with people who do the same work as you? Or maybe you are proud of the way your service has responded to a particular issue and you want to share your experience with others!



If so, you may be interested to know that the EMR Alliance is hosting a series of small focused discussions that will provide the opportunity for service providers to get together to share their experiences, ideas and problem solve questions or issues that impact the way services are delivered.

This discussion will not involve a formal presentation or the delivery of education material in the traditional sense. Rather, participants can expect to be actively engaged in sharing information or generating new or different ideas or approaches to service delivery that incorporate diversity, wellness or inclusive approaches. In return you are likely to gain a greater understanding about other approaches that have worked or not worked so well, and be able to explore a 'hot topic' or issue with peers in a safe supported environment.

We'd really like to hear your ideas about discussion topics that you would be interested in exploring and encourage you to contact us with your ideas. The most popular items of interest will be scheduled for discussion from September, with sessions being advertised via the EMR Alliance website.

## Eastern Sector Development Team contacts:

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### Regional Development Coordinator

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## Regional Development Coordinator (RDC) update



The [RDC/RAS Update tab](#), on the [EMR Alliance website](#), is being regularly updated with sector information that will support your work during this period of transition.

August updates include: [Current list of regional, state and commonwealth industry updates](#)  
[Regional Issues Log](#)  
[EMR General Information and Contacts](#)  
[Allied Health Priority Tool](#)  
[Providers - How to access MAC Support and Comprehensive Assessments](#)

Email notifications are sent to all registered members of the EMR Alliance when any additional resources or information is uploaded to the RDC tab on the EMR Alliance website.

### Issues Management Pathway

In July 2017, a state-wide strategy was implemented to capture systemic issues associated with the transition to the Commonwealth Home Support Program (CHSP). The [Issues Management Pathway includes an Issues Log](#) which has been implemented for use by the RDCs. This log is designed to:

- Identify and manage issues raised by regional service providers;
- Refine the recording and reporting of regional issues to Department of Health (DoH) and Department of Health & Human Services (DHHS) by using a streamlined and consistent approach across Victoria;
- Cover systemic service providers issues relating to the CHSP, HACC-PYP, sector development and change management;
- Promote discussion and design of strategies to identify emerging systemic issues.

The July 2017 EMR Issues Log included fifteen systemic issues regarding funding, communication and consumer pathways. The August 2017 EMR Issues Log will be submitted Wednesday 30 August.

If you have any queries regarding any the above information, would like to register an issue or are seeking further information, please contact the EMR RDC Ayesha Fathers on [ayasha.fathers@each.com.au](mailto:ayasha.fathers@each.com.au) or 0428 167 331

## Regional Assessment Service (RAS) Coordinator update



MAC Provider Portal - When adjusting MAC provider portal information, service providers are encouraged to check if the change may have impacted the function of their portal. If providers require assistance with this, please contact MAC or RAS to check the function.

RAS Coordinator Pansy Lee is currently on leave until Friday 8/09/2017 (inclusive). For any immediate assistance with My Aged Care, please contact the My Aged Care Contact Centre (1800 200 422) or the My Aged Care Assessor helpline (1800 836 799).

For support with escalation of any Regional Assessment Service issues, please contact Jayne Power ([Jayne.Power@dhhs.vic.gov.au](mailto:Jayne.Power@dhhs.vic.gov.au)).

## Future reform—an integrated care at home program to support older Australians



A discussion paper released in July 2017 by the Australian Government seeks views on how future reform can best support older Australians to remain living at home and in the community. The Discussion Paper canvasses views about a range of future policy options and feedback will be used to inform government decisions on an integrated 'care at home' program. While the window for providing feedback closed on 21 August, service providers are encouraged to read the Discussion paper as it poses some interesting options, questions and insight in to the future of aged care.

Further information is available at the website: <https://consultations.health.gov.au/aged-care-policy-and-regulation/discussion-paper-future-care-at-home-reform/>

## Partnering to promote and celebrate diversity — Kangerong Centre

Kangerong Centre provides social support programs to older people and those with a disability in the Box Hill region in Melbourne's east. The centre offers a range of flexible programs including centre-based activities, community outings and carer support, all designed to meet an individual's needs. Kangerong has its own community bus which is regularly used to get out and about in the community for picnics or sightseeing excursions such as coastal or country drives with lunch at local restaurants, bistros or cafes.

### Introduction

For the past five years Kangerong Centre has developed a strong partnership with AMES by supporting the placement of recently arrived migrant students who may be interested in pursuing a career in community aged care. Not surprisingly, the partnership has proven to provide a range of benefits for all involved, including the clients and carers associated with the Kangerong Centre.

### Recognising the value of a good partnership

Kangerong was initially approached by the AMES Multicultural Educational Program to be involved in their student placement program which encourages local providers to make a positive contribution their local community. For Kangerong, it quickly became clear that this engagement was a great opportunity to promote understanding, enrich and broaden both the clients and students appreciation of other cultures and providing opportunities for clients and students to converse in their native language and reconnect with their culture.

In 3 weekly blocks per year, Kangerong welcomes between 3-4 students who immerse themselves in the activities of the social support program.

### Broadening the culture experience for staff and clients

The Centres walls are covered with pictures and stories from different cultures and students generously share their traditions and culture with staff and clients. Often this culminates in story telling, dance, music, food or traditional dress. Loretta Parker, Centre Manager reports that the engagement and interest from clients is always very positive and as they get to know students they are keen to better understand who they are and where they have come from.

The partnership has enabled Kangerong to

introduce aspects of diversity into a group that many not necessarily incorporate a diverse cross section of cultures. In a very practical way, the partnership promotes acceptance, understanding and celebrates all communities, irrelevant to whether they exist within the client group or not.

### It doesn't happen on it's own

In order for the program to operate successfully, Loretta and other staff members commit time and resources to support the students however, Loretta suggests that the support from the AMES Employment Liaison Counsellor and Kangerong's commitment to providing broad cultural experiences for their client group outweighs the responsibilities associated with engaging the students.

### Further Information

If you are interested in learning more about Kangerong's partnership with AMES please don't hesitate to contact Loretta Parker at [Lparker@unitingagewell.org](mailto:Lparker@unitingagewell.org) or by contacting AMES directly on 8791 2401



## National Aged Care Advocacy Program (NACAP)



The National Aged Care Advocacy Program (NACAP) is funded by the Australian Government under the Aged Care Act 1997. It provides free, independent and confidential advocacy support and information to older people (and their representatives) receiving, or seeking to receive, Australian Government funded aged care services.

Advocacy services ensure that the rights of consumers are supported, and that they are empowered to make informed decisions about their care. From 1 July 2017, the Older Persons Advocacy Network (OPAN) has been engaged to deliver the NACAP as a single national provider.

OPAN delivers NACAP through its network of nine service delivery organisations across Australia. Each provides a nationally consistent model of independent advocacy, information and education focused on the rights of older Australians in need of care. To speak to an advocate, call the National Aged Care Advocacy line on **1800 700 600** (free call) or visit the website <http://www.opan.com.au/>

## An invitation to a free classical symphonies concert hosted by The Haven Day Centre



The Haven Day Centre in Boronia is a social support group committed to supporting people experiencing memory loss or living with dementia, and for those caring for them.

Together with the Melbourne Recital Centre, The Haven Day will be hosting a classical symphonies concert with performances of Haydn and Mozart by Inventa Ensemble (a 15 piece chamber orchestra bringing together some of Australia's finest chamber musicians).

This free musical performance is being held on 3rd October from 11.15 am and again from 1.15 pm and provides a great opportunity for people of all diversities to access this cultural experience. The Haven Day Centre is happy to welcome community groups and individuals to the concert but you will need to book early as places are limited.

If you are interested in bringing a group along, or know of community members who might like to book a seat please contact The Haven Day Centre on 9762 8423 or via email at [admin@thehavendaycentre.org.au](mailto:admin@thehavendaycentre.org.au)

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## Access & Support at Mullum Mullum



Join us in welcoming the new Access & Support worker at Mullum Mullum, Indigenous Gathering Place, Kasey Cassidy. Kasey's role involves working with members of the Aboriginal community (older people, people with disabilities and their carers) who may be having difficulty accessing Commonwealth Home Support Program (CHSP) or the HACC Program for Younger People (HACC PYP). Kasey is available to support people who are having trouble navigating the system and finding services that suit them.

If you know of, or have clients who may require assistance please don't hesitate to contact Kasey on 9725 2166 or via email at [aas@mmigp.com.au](mailto:aas@mmigp.com.au).

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## The Metropolitan Aboriginal Aged Care and Disability Network



The Network was first established in 1994, and represents the Metropolitan Melbourne region. The Network is comprised of staff and agencies that provide Community Care services to Aboriginal Elders, Carers and people with a Disability. Network members support people to access the following programs;

- HACC Program for Younger People (HACC PYP) – for clients under the age of 50 years, funded by the Victorian Department of Health and Human Services.
- Commonwealth Home Support Program (CHSP) – for elders over the age of 50 years, funded by the Commonwealth Government Department of Health
- National Disability Insurance Scheme (NDIS) – for people under the age of 65 years, funded by the Commonwealth Government Department of Health
- Home Care Packages – for elders over the age of 50 years, funded by the Commonwealth Government Department of Health.

The network provides a forum for professionals working in the Aged and Disability sector. They represent the views of Aboriginal communities and advocate for the needs, aspirations and rights of

Aboriginal people. The Network supports culturally appropriate relationships, to share information, provide peer support and learn from each other.

The Network provides professional development, leadership, and staff orientation to members. We identify good practice, opportunities and challenges. They advocate for change and are a platform for information flow with Commonwealth and State Governments.

The Network is chaired by an Aboriginal chairperson whom is elected by members. Cathy Austin, the Metropolitan Aboriginal Development Officer convenes the Network which meets at member organisations bi monthly.

For further information please contact:  
Cathy Austin, Aboriginal Development Officer  
P: 9480 7739  
E: [cathya@aal.org.au](mailto:cathya@aal.org.au)

## Resources and upcoming events



**Online Elder Abuse Training** - The Victorian Government is acting to overcome elder abuse by working with service providers, professionals and the community through the Elder Abuse Prevention and Response Initiative. This online training is based on the Victorian Government Practice Guide, *With respect to age 2009*. The course will take 1.5 to 2 hours to complete and is free of charge. Participants are required to register for the course and will be issued with a certificate upon successful completion of the course and assessment. This course is targeted at anyone working with older people. The course portal can be accessed at:

<http://elderabuseprevention.e3learning.com.au>



**Dementia Training Australia (DTA) has launched an online learning platform featuring short and flexible courses designed to help time-poor aged care staff complete the training.** DTA is a consortium of experts and dementia educators, led by the University of Wollongong, funded by the Federal Government to deliver national education and training to health and aged care staff who provide care to people with dementia. The topics covered in the four e-learning courses include antipsychotics in residential care and understanding dementia in the community and acute care settings. The mobile-friendly courses have been designed to support learning on the go and feature video case studies, downloadable tools and quizzes. Access the training at <https://www.dementiatrainingaustralia.com.au/>



### **New LGBTI resources for aged care providers, workers and consumers**

A range of new LGBTI resources are now available from the Department of Health website, including a:

- 24 minute educational video on LGBTI inclusiveness in aged care
- consumer factsheet providing an overview of aged care services available and how to access them, specifically for the LGBTI community
- booklet to guide aged care workers on providing aged care services to people living with HIV

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## EMR Alliance meeting dates 2017

The EMR Alliance meetings provide an opportunity for all EMR Commonwealth Home Support Program (CHSP) and Home and Community Care Program for Younger People (HACC PYP) agencies to effectively share their knowledge and key learnings and access resources. The meetings feature updates, group discussion, and collaborative problem solving and education sessions. We hope you can join us in 2017 and welcome your feedback about the EMR Alliance and associated activities via email [emr.alliance@each.com.au](mailto:emr.alliance@each.com.au). To book go to the [Workshops](#) page on our website

Tuesday 29 August 2017	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Wednesday 25 October 2017	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 12 December 2017	9.00-11.00 am	<b>Waratah Room</b> , City of Whitehorse, 379-397 Whitehorse Road, Nunawading

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