



Wellness & Reablement Update



Diversity Update

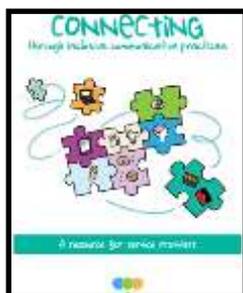


RDC Update



Resources and upcoming events

Connecting through Inclusive Communication Practices– resource launch



The EMR Alliance is pleased to launch its latest resource '**Connecting through Inclusive Communication Practices**'. Developed with sector input, the resource aims to support service providers embed inclusive, strength based wellness approach within their communication material.

The resource has been designed with a practical approach in mind and service providers can use the tools when developing new or reviewing existing communication material. The resource also provides links to other useful information to support meaningful conversations that consider each person's individual needs and their diversity. We will be holding workshops to support the use of the resource, but encourage you to contact the Wellness & Reablement Consultants if you require individualised support. It is now available to download from the EMR Alliance website at the [RESOURCES](#) page.

Wellness & Reablement (ASM) & Diversity planning announcement and REVIEW



Organisations will have received communication from the Department of Health to **extend** the current Diversity and Wellness and Reablement (W & R) planning cycles until **30 June 2018**. ***"This extended time frame provides an opportunity for Commonwealth reform directions to be delivered and incorporated into a strategic sector development team planning approach"***.

Given this change in timeline, we encourage you to consider reviewing your existing 2016-17 Diversity & Wellness & Reablement (ASM) plan to:

- Reflect and review your progress over the last 12 months
- Measure your progress and report any best practice outcomes
- Consider any areas of focus over the next 6 months
- Identify areas of support that can be provided by the Wellness & Reablement Consultants and Diversity Adviser

We look forward to hearing about the work you have been doing to progress wellness and diversity. Please feel free to contact us if you would like support with your review process.

Seeing diversity as a strength

We know that in order to provide a service that is inclusive, safe and delivers what clients want, we need to design services that welcome, celebrate and support people's differences. Key to delivering this is ensuring that our philosophical approach builds on the belief that diversity is a strength or asset, as opposed to a deficit or weakness. People from diverse communities do not experience disadvantage or marginalisation because of their diverse characteristics. Inequality and disadvantage is experienced by diverse communities because of policies, procedures, societal structures and attitudes towards difference.

Our approach to working with people has evolved with the implementation of Diversity and ASM plans and it is important this continues. As we review the progress of our Diversity and Wellness plans there is an opportunity to revisit the organisations and staff's overall understanding of and approach to diversity. Is diversity embedded at the core of how we work? How can/do we

use information about a client's diversity to ensure we offer the most appropriate, inclusive and responsive service?

Adopting an approach that keeps diversity in the consciousness of staff will result in a change in working culture. The EMR Alliance has developed tools and resources to support this culture change. Service providers should consider how to embed these tools within their practices to support the continuous development of staff and improve the overall satisfaction of their clients. [Building Culturally Inclusive Social Support Groups](#), [Connecting the Pieces](#), [Connecting through Inclusive Communication](#), [Goal Directed Care Planning Toolkit](#) and the [EMR Alliance YouTube channel](#) all provide the tools and approaches to support services to embed the right philosophical approach and on-the-ground delivery that is strengths based and person centred.

Aged Care Diversity Framework—update

The Commonwealth Department of Health is currently undertaking a consultation process in developing its Aged Care Diversity Framework.

The Diversity Framework will be relevant for all older people and will focus on acknowledging an individual's diverse needs, circumstances and life experiences. The new Framework will provide overarching guidance and assist aged care providers, as well as enhance the sector's capacity, to better meet individual needs. This approach aligns perfectly with the EMR Alliance approach to diversity, person centred care and wellness, as outlined the Connecting the Pieces film and facilitation resource.

Under the Framework, three action plans will be developed initially focusing on the particular needs of:

- Aboriginal and Torres Strait Islander peoples and communities;
- Culturally and Linguistically Diverse communities; and
- Lesbian, Gay, Bi-sexual, Transgender and Intersex communities.

Phase one saw an initial consultation finalised in June 2017 with service providers, peak bodies and consumers reviewing the framework and providing comments.

Phase two will be finalised by the end of 2017 and is seeking feedback on the developments of the three action plans that will sit underneath the Diversity Framework. The three action plans are at different stages of their development.

The [LGBTI Action Plan Survey](#) has been released and feedback is requested by 31st December 2017. We strongly urge service providers to contribute to the consultation process and promote it through your networks and to clients. The CALD and Aboriginal and Torres Strait Islander Action Plans will shortly be available for consultation and shared with the sector.

With the development of the Aged Care Diversity Framework it is timely to revisit how we frame diversity, as a strength or a deficit.

Knox City Council Social Support Groups experience with 'Walking Basketball'

Introduction



A new initiative by Basketball Victoria, 'Walking Basketball' is proving to be a great program to engage seniors who often don't have the opportunity to participate in organised sport.

Jasmine Kallaur, the Team Leader Social Support/Planned Activity Groups at Knox City Council was invited by Basketball Victoria to participate in a pilot program of Walking Basketball.

Modified activities such as walking basketball are a great way to support clients who want to increase their levels of physical activity or want to use gentle exercise as part of their recovery from an injury. It is aligned with supporting client outcomes from a wellness and reablement perspective, keeping people active, connected and living independently at home and in the community.

Client Benefits

The pilot consisted of eight clients aged 70-93 who were very independent and participated to their own abilities. The game brought out a competitive spirit and one client noted that the pain in her hips had improved after playing basketball.

Jasmines reflections included: 'I think the clients surprised themselves with their own abilities and it's not only a great opportunity for physical activity, it is also a lot of fun and the social aspect is wonderful'. Jasmine acknowledges there are risks associated with this type of activity but these can be addressed by ensuring strategies are in place. This includes clients doing their warm ups, reminders about playing to their own abilities and the need to walk.

Where are we now?

We have purchased a pack consisting of balls, hoops and bibs so we are able to play indoor walking basketball at our social support group venues now.

An evaluation of the program is being conducted by Basketball Victoria and the future vision is that they will work with associations and their members so they can be trained up on how to run the program and then facilitate sessions for local community groups.

To view the you tube video of Knox City Councils social support group in action click on the following link <https://www.facebook.com/BasketballVictoria/videos/1158326884227623/>

If you are interested in finding out more about walking basketball please contact:

Albert Osei-Tutu

Email - albert.oseitutu@basketballvictoria.com.au

Phone—9837 8000.

Regional Development Coordinator (RDC)



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

October updates, media releases and announcements include:

- Data Exchange Update:
 - ◇ Data Quality month ends
 - ◇ October focus on the value of outcomes data
 - ◇ New standard report well received by organisations
 - ◇ Two more partnership approach reports coming
 - ◇ Training and supports available
- Aged Care Update: Check for valid ACAT approval
- Aged Care Update: New CHSP Organisation Overview Report
- Media Release: New provider to bring better access to hearing services across Australia
- DHHS Fact Sheet: Information for HACC-PYP providers on the NDIS transition
 - Part 1. Transitional funding arrangements
 - Part 2. How will it work?
 - Part 3. Nursing and allied health
 - Part 4. Monitoring and reporting during phase-in
 - Part 5. Commonly asked questions
 - Part 6. Roll-out schedule and eligibility
 - Part 7. Registration with the NDIS

EMR Issues Log

In accordance with the state-wide [Issues Management Pathway](#), the September EMR Issues Log was lodged 28 September 2017.

Regional feedback identified multiple systemic issues regarding regional communication, all of which are currently being addressed.

Both Commonwealth and State Departments have advised that this valuable feedback provides regional context to issues, which in turn assist them to develop any necessary messaging or resources using regional communication

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 ayesha.fathers@each.com.au or 0428 167 331

National Screening and Assessment Form (NSAF) Review

A key component of the My Aged Care (MAC) Gateway is the ability for the 2 Assessment services, the Regional Assessment Service (RAS) and the Aged Care Assessment Service (ACAS) to make referrals to the Commonwealth Home Support Programme (CHSP). The My Aged Care Contact Centre as well as Assessment Services now use the National Screening and Assessment Form (NSAF) designed support a nationally consistent and holistic screening and assessment process.

The Department of Health is reviewing the National Screening and Assessment Form (NSAF) in response to feedback from the sector. This is a high priority to support a more effective and streamlined assessment process. Feedback is being sort form the sector on ideas on areas for improvement. All aged care stakeholders are invited to participate. The survey will take approximately one hour to complete and providers are encouraged to focus their responses on areas that are of particular interest. It can be completed individually or in teams.

The survey is open and will close on **5 November 2017**. For more information and to participate, visit the [Consultation Hub](#).

Eastern Sector Development Team contacts:

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Resources and upcoming events



Public consultation – redesign of dementia consumer supports

In January 2016, the Australian Government [announced](#) it would work with stakeholders to develop an improved range of consumer supports for people living with dementia, their families and carers. Following discussions and feedback from the 2016 Ministerial Dementia Forum, the Department of Health has developed a proposed suite of redesigned dementia consumer supports. A consultation paper has been developed to explore and seek stakeholder feedback on the proposed suite of supports.

The consultation opened on Wednesday 4 October 2017 and will close on **15 November 2017**.

For more information and to participate, visit the [Consultation Hub](#) at <https://consultations.health.gov.au/ageing-and-aged-care/redesign-of-dementia-consumer-supports/>



My Aged Care multilingual resources

The Australian Government's *My Aged Care* website has information available in 18 languages.

Consumers can also call My Aged Care via [Translating and Interpreting Service \(TIS National\)](#) free of charge. [Read more](#)

Educational Dementia Immersive Experience

Alzheimer's Australia Vic launched a new 3 hour workshop which uses Educational Dementia Immersive Experience (EDIE)- a virtual reality smartphone app. It uses Samsung Gear VR (Virtual Reality Goggles) to allow users to explore a moment in time This program will explore what it may feel like to experience dementia, care for someone living with dementia and to work in partnership with the person living with dementia and their carer in identifying support needs and developing a support plan that enables people with dementia to live more confidently. For more information visit: <https://vic.fightdementia.org.au/vic/about-us/edie-educational-dementia-immersive-experience>



Younger Onset Dementia and the NDIS

New resources are available by Alzheimer's Australia on younger onset of dementia and the NDIS. This booklet has been developed for people living with younger onset dementia and their friends and families who are seeking information on the National Disability Insurance Scheme (NDIS). The aim of this resources is to assist people understand the NDIS better and understand how to access the services and supports needed to achieve your goals. The booklet is available at: <https://www.fightdementia.org.au/files/NATIONAL/documents/yod-and-ndis-booklet.pdf>

EMR Alliance Blog & Events promotion page

We have decide to include a page on the EMR Alliance website [Blog & Events Promotion](#) to allow service providers to share information/blogs/events. Please see the latest invitation from The Haven Day Centre

EMR Alliance meeting dates

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 for the final 2 meetings. We welcome your feedback about the EMR Alliance and associated activities via email emr.alliance@each.com.au.

Wednesday 25 October 2017	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading
Tuesday 12 December 2017	9.00-11.00 am	Waratah Room , City of Whitehorse, 379-397 Whitehorse Road, Nunawading