

Using Wellness & Inclusive Communication elements to describe-

Your service on the My Aged Care Service Finder

With the changes to the Aged Care system and the introduction of [My Aged Care](#), the way that people access government funded aged care services has now changed. The Help at Home finder, '[Service Finder](#)' on [My Aged Care](#) provides information on government funded aged care services. This information is used by a wide audience and it needs to be accurate and up to date, to facilitate appropriate referrals.

Many service providers have done a great deal of work in updating their websites and communication material to reflect the range of services they provide using inclusive communication practices as outlined in the '[EMR Connecting through inclusive communication practices](#)' resource. However, many haven't taken the opportunity to review the service information they initially entered in the Service Finder when My Aged Care commenced.

Commonwealth Home Support Program (CHSP) providers have an ongoing responsibility to monitor and review the service information they enter on the service finder. After the 1 July, 2018, the Commonwealth will introduce a data audit of up to 10% of CHSP providers each year. The audit will include **a review of My Aged Care service information**. (*Commonwealth Home Support Programme, program Manual 2018, page 30*). Service providers are therefore, strongly encouraged to review their information on the My Aged Care Service Finder.

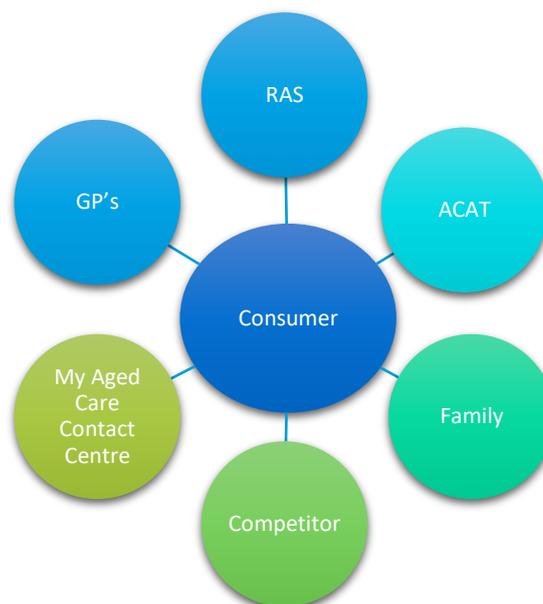
The following material explores some frequently asked questions, provides current online examples and links to resources to support your service to describe who you are and what you do on the My Aged Care Service Finder, using inclusive communication elements.

Who is responsible for entering the service information on the My Aged Care Service Finder?

- The person who has Administrator access within your service, can create, update, and maintain service delivery outlets and add service types and subtypes through the [My Aged Care Service Provider portal](#)
- It is important to understand that incorrect or out of date information may prevent referrals flowing through. All staff have a responsibility to identify errors, updates or changes to their Service Finder information and service providers should have processes in place to regularly review their information and alert the Administrator of changes required
- For more information on the role of Administrator, including the different functions they can perform in the service provider portal, refer to the:
 - My Aged Care Provider Portal User Guide: [Part One- Administrator Functions](#)
 - Quick Reference Guide - [Create service delivery outlets and add service information using the My Aged Care provider portal](#)
 - Video- [How to configure CHSP service information](#)
- For more advice and information on updating your service details go to [Updating Service Provider details](#) on My Aged Care

Is the language used in my service description appropriate for my target audience(s)?

- The diagram to the right shows some of the groups that are likely to be viewing your service information on the Service Finder
- Think about which group(s) you are targeting and tailor the information to the characteristics of the people or communities you want to engage with i.e. CALD, dementia specific
- Good practice and health literacy principles encourage the use of plain language and is free from acronyms and jargon
- Refer to 'Connecting through Inclusive Communication Practices' - [Introduction to inclusive communication, language and health literacy](#) for further information



What information should I include in the service finder?

- In the service description, include information that focuses on your service strengths or assets
- Include the name and a brief description of your programs
- Highlight any activities that are unique to your service
- Do not need to include every program offered on every day of the week. A link to your website may be more appropriate
- Include the service types and service subtypes you are funded to provide and accurately identify if they are provided at the client's home or at a centre. i.e. Service type-Domestic Assistance; Subtype-Unaccompanied shopping (delivered to home), general house cleaning, and linen services. If you are not sure check with your Grant Administration Manager (GAM)

We have been providing ... services for over 20 years, Our staff and volunteers work with you to..., Our gardening program works with the children from the local school..., Our staff come from a diverse background and speak Mandarin, Italian, Greek... We offer culturally appropriate meals... We cater for a range of dietary needs... We work with you to design activities and programs...

Is the language person centred and strengths based?

- Look at the '[Connecting through Inclusive Communication Practices](#)' resources for information and examples
- Include language that describes the principles your service embodies. For example refer to choice, options, flexibility, working with you, meeting your needs, building on your skills, tailoring the service to your needs



- Use strengths based language to describe the way you work with people i.e. We actively work with you... We connect you with your passions... We find out what you like doing...We'd love to hear what you'd like to do..., but make sure it sounds authentic to your service.

Is the language inclusive?

- Do you describe how you welcome and make the environment inclusive of all people? i.e. We celebrate diversity... (Include a sentence on how you do this), We have a friendly and welcoming culture and have people from multiple faiths..., Our activities are flexible to suit your interests...
- Do you describe the unique service attributes? i.e. We cater for a diverse range of food options..., our staff/volunteers are bi-lingual and speak...
- Use the '[Inclusive communication and language checklist](#)' pages 33-36 as a quick audit tool once you have written your service description to ensure that it reflects a person centred, inclusive strengths based approach

How does the Regional Assessment Service (RAS) and Aged Care Assessment Team (ACAT) use the service information?

- The RAS and ACAT will look at your service description to get a sense of the programs you offer to inform the referral process
- Good practice suggests that you be **specific** and **accurate** in the description of your service types and subtypes that you are funded to provide
- RAS and ACAT assessors will:
 - Use the [NAME and LOCATION](#) tabs to search for service providers so ensure you include your service information in both categories. Ensure the name you enter is your organisations name and service type, not an individual program that you deliver. Also, be consistent, use either your full name or an abbreviated version, if that is how you are known in the community
 - Search by the client's address (if the service is provided **at home**) or by the **provider's location** if outside the home. You may be funded to provide services across local government areas but at present only delivering services in the one of these. i.e. We are funded to provide services across the West, North and Eastern regions of Melbourne but only currently delivery in the Eastern region
 - Search by the MAPs tab (this is available for service providers only) which will pick up your service outlet address. If this address is different from where you deliver services, you need to specify this i.e. If you have entered your head office outlet address in Balwyn but you provide services at other outlets, that is, Doncaster, Boronia and Ferntree Gully (outlet addresses), these need to be entered in the service finder individually
 - Check if you have the Availability and/or Waitlist available tabs ticked. Good practice suggests that you maintain a waitlist on My Aged Care and update this regularly. If you have a long waitlist, you can also call RAs or ACAT to indicate how long it is
- Video-[How to configure Outlet Information](#)

How do I complete the 'caters for diverse needs' section?

- If you offer specific services for any of the nine diversity areas / [special needs groups](#) , complete this section
- It is not appropriate to tick every diversity /special needs group or every language/cultural group because you believe 'your service is inclusive for everyone'. This section is to be used to highlight specific programs, skills or experience with that diversity group. It can be a unique selling point, but it is important that the information you enter reflects your capabilities not your ambitions or intentions. See examples section
- If you include diversity areas / special needs groups that your service 'caters for', your service description should reference these groups and how your service meets their needs as this will provide context to the diversity box/s you have ticked
- If you offer a culturally appropriate Aboriginal, CALD, Dementia or LGBTI service you need to be able to demonstrate how you can deliver on this commitment, include an example
- Before your service indicates it 'caters for' LGBTI people on My Aged Care there are [specific criteria](#) that your service needs to meet:
 - It has been rainbow tick accredited or is in the process of being accredited; OR
 - It has completed the self-assessment and planning tool for LGBTI inclusive aged care; and
 - It has policies on non-discrimination, LGBTI inclusive practice and conflict resolution; and
 - Staff and management in your service have undertaken or are undertaking the LGBTI Sensitivity Training
- By implementing either the Rainbow Tick or completing all 3 options above, you can then indicate that your service can provide specific and safe aged care services to older LGBTI people on My Aged Care
- The same rigorous approach should be adopted for the other diversity areas / special needs groups to ensure accurate information is being communicated to consumers
- If you do not offer a specialist service, it does not mean that you can refuse a service to a consumer. All services have a requirement to deliver safe and inclusive services for all consumers (*Commonwealth Home Support Programme, Program Manual 2018, page 13*) and will be assessed against diversity measures in the Aged Care Quality Standards from July 2019

Tip

Ask someone who doesn't know your service to navigate to the My Aged Care service finder and ask them:

- ✓ Can you find my organisation in the Name and Location tab?
- ✓ Does the service description in the Service Finder tell you about the range of activities we offer, including any unique activities?
- ✓ Does the service description tell you how we work with people from an inclusive, person centred and strengths based approach?

Resources

- [Connecting Through Inclusive Communication Practices, EMR Alliance 2017](#)
- [EMR Sector Development Team](#)

Examples

The following examples sourced from the My Aged Care Help at Home Finder, give you a feel for the varied service delivery approaches of some services. They also highlight the use of inclusive, strength based language that focuses on choice, control and creates a sense of connection with the service.

Uniting AgeWell Eastern Community Services - Forest Hill

✓ Commonwealth Government recognised organisation

We believe older people want to live in an environment of choice, empowerment and wellness where they are able to access support and care they choose. The Therapeutic Activities Group offers a friendly, welcoming environment where people can meet and socialise with others and enjoy a wide range of activities to maintain independence and community connection. We actively work with you to connect you to your passions and interests whilst assisting you to maintain a happy and healthy lifestyle. Some activities we offer are tai chi, photography, craft activities, gardening and more. The Therapeutic Activities Group aims to provide mental and physical stimulation, maintenance of independence and social connection. Other key points: -create friendships

- reduce isolation
- focus on choice and independence
- wide range of activities
- regular entertainment Monday- ladies group Wednesday
- mixed group Thursday
- mixed group

| Service type | Contact details |
|-----------------------------|-----------------------|
| Social Support Group | Street address |

Inclusive, strengths based language gives a sense of the services approach to service delivery

Strengths based language used to describe the activities offered

Mountain District Learning Centre

✓ Commonwealth Government recognised organisation

Social Support Groups in Ferntree Gully location:

Women On The Move - Join this friendly group of mature age women for an hour of gentle exercise, presented by a qualified trainer. Exercise at your own pace, then stay for a cuppa and a chat. Outings also arranged.

Broadband for Seniors - Take your time to become familiar with computers in small groups and in a relaxed environment, learning at your own pace.

Mixed Media Art Group - Come and express your creativity through art in this small friendly group.

Getting Crafty - An opportunity for creative expression through a variety of craft activities. Try something new or rekindle a favorite pastime.

| Service type | Contact details |
|-----------------------------|---|
| Social Support Group | Street address |
| ✓ Availability | 13-15 THE AVENUE Avenue FERNTREE GULLY VIC, 3156 |
| Services provided | Phone: 9758 7859 |
| Social Support Group | Fax: |
| | Email: office@mdlc.com.au |

Caters for diverse needs

Baptcare Southaven Day Centre

✓ Commonwealth Government recognised organisation

Our range of programs in our Social Support Groups can help you keep active, explore your interests, and make and maintain friendships.

Our variety of programs include activities that celebrate cultural and linguistic differences, meet the needs of people with Dementia in a secure environment and we can also assist with medication administration and personal care requirements.

We provide meals cooked daily on site and we are proud to use Montessori techniques to provide purposeful activities to clients with Dementia. We encourage client engagement in activities such as cooking, dancing and reading groups.

Carer respite is offered at our Bentleigh (Southaven) and Ashwood (Brindabilla) sites operating six days per week, Monday to Saturday, and our activity program is open on most public holidays. Carer respite short term overnight offered 24/7. We offer outings up to three times per week, and we also offer centre based days and weekly nights out for dinner.

| Service type | Contact details |
|--|--|
| <p>Social Support Group</p> <p>✓ Availability</p> | <p>Street address 117 Jasper Street BENTLEIGH VIC, 3204</p> <p>Phone: (03) 9576 6600 Fax: (03) 9576 6690 Email: southavenenquiries@baptcare.org.au http://baptcare.org.au/services/home-help/social-activities-respite-care-elderly</p> |
| Services provided | |
| <p>i Social Support Group</p> | |

Caters for diverse needs

- ✓ Specific services for people with dementia
- ✓ Cultural, spiritual or ethical food requirements
 - Greek meals provided for the Greek specific activity group

To further highlight how this service caters for diverse needs, additional information about meals has been provided under this heading