

Reviewed and updated October 2013

Project background:

This plan outlines initiatives to strengthen partnerships between providers of Home and Community Care (HACC) services in the Central Highlands area of the Grampian Region.

The purpose of the partnerships is to improve access and choice for Aboriginal people living in the Central Highlands by maintaining links between the Ballarat and District Aboriginal Co-operative and the five HACC Assessment Services (HAS) in the area.

This plan is based on the understanding that Aboriginal people have the opportunity to receive HACC services from the Co-op or HAS provider and, where required and preferred, both services.

All agencies have agreed to implement this plan wherever possible within the constraints of existing resources. All partners have nominated a key contact person, marked on the right with an asterisk - #.

The Department of Health, as sponsor for this Partnership Project, will support and monitor the activities arising from this plan for the next two years and encourage links with Active Service Model and Diversity Plan activities.

The partners:

Department of Health

Janis Brooks, HACC Program and Service Advisor #
Gary Wingrove, Aboriginal HACC Dev Officer #
Robyn Fletcher, HACC Project Worker #
Carolyn Gargiulo, HACC Diversity Advisor #



Ballarat & District Aboriginal Cooperative

Lisa Watson, Koorie Family Services Manager #



Ballarat District Nursing & Health Care

Jane Morehen, Director of Nursing #



City of Ballarat

Sue Kennedy, Team Leader Operations and Brokerage #
Jo Gray, HACC Assessor #



Golden Plains Shire

April Archbold, Team Leader – Aged and Disability #
Simone Foreman, HACC Assessor #



Hepburn Shire

Scott Kerr, Aged and Disability Co-ordinator #
Kelly Wager HACC Assessor #



Moorabool Shire

Robyn Salt, Aged and Disability Services Co-ordinator
John Speed, HACC Assessor #



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| Title: | Cultural responsiveness building | | | |
| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| <p>All HAS agencies undertake to plan and implement a program of cultural responsiveness building drawing on the resources of Ballarat and District Aboriginal Co-operative and education opportunities delivered by local and HACC training organisations.</p> <p>The goal is to engage people in the rich cultural history of the area and the positive aspiration of the local Aboriginal community.</p> <p>HAS agencies will continue to build HACC program staff knowledge of the Aboriginal culture and issues pertaining to the community. HAS agencies will also explore the benefits of a wider range of cultural awareness activities with other audiences from both the community (children, schools etc) and within their organisation (senior managers, other business units).</p> <p>HAS agencies will encourage and continue to seek opportunities for staff to 'shadow' in each other's agency for improved cultural responsiveness and further familiarisation of work practices.</p> | <p>Contact: Emma Corbett-Leehane, Cultural Education Officer on 5332 2994 further advice on education opportunities.</p> <p>ecorbett@badac.net.au</p> | <p>In consultation with BADAC and training providers, continue to participate in a comprehensive and engaging program of cultural responsiveness activities.</p> | <p>Promotion and links to other training and resources in the region. Promote staff shadowing between HAS agencies and BADAC.</p> | <p>Promotion and linking to wider opportunities for cultural responsiveness building activities.</p> |

For further information contact either:

Carolyn Gargiulo (HACC Diversity Advisor at carolyn.gargiulo@health.vic.gov.au) or Gary Wingrove (Aboriginal HACC Development Officer at gary.wingrove@health.vic.gov.au)

| Title: Shared care: assessment pathways | | | | |
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| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| <ul style="list-style-type: none"> ○ Review BADAC referral protocol annually and continue to explore opportunities for BADAC. ○ Agencies to maintain relationship with BADAC to ensure joint assessments are planned and arranged where the client is seeking information / support from both services to make effective choices. ○ HAS agencies to seek advice from BADAC and / or HACC Diversity Adviser where required | Monitor and review referral pathways and joint assessments practices. | Monitor and review referral pathways and joint assessments. Invite BADAC staff to training sessions delivered in house to HAS agencies. | Support BADAC to monitor and review referral processes. Promote joint assessments between HAS agencies and BADAC. | |

| Title: Shared care: case conferencing and ongoing service provision | | | | |
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| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| Formal and informal approaches to case conferencing are embedded as standard practice. Where a HAS agency and BADAC are supporting the same community member the two organisations will implement this understanding and apply formal and informal approaches to case conferencing: | Agreement to seek client consent and then link with the partner agency to ensure effective communication and co-ordinated services. | | Advice and support. | Advice and support. |

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| <ul style="list-style-type: none"> ○ Formal – at least six monthly, all-agency case conference to review client goals / engagement of stakeholders ○ Formal – sharing of care support plans as required ○ Informal – (with person’s consent) regular phone contact / email / coffee to keep up to date. | | | |
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| Title: | New staff orientation | | | |
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| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| <p>All organisations have undertaken to involve staff in a range of cultural awareness training activities. New staff induction processes are to include some form of cultural responsiveness building strategies.</p> <p>For new staff this will include cultural training activities as part of staff induction processes. These will include:</p> <ul style="list-style-type: none"> ○ Providing cultural awareness training as an induction module / session ○ Encouraging new staff to visit BADAC for an informal chat and familiarisation of services and cultural responsiveness approaches ○ Providing staff with access to resources to build knowledge of cultural sensitivities, issues and responsive practice | <p>Welcome new HAS agency staff to the organisation and provide information and education through informal visits</p> | <p>Support new staff to visit BADAC as part of induction processes</p> | <p>Advice and support.</p> | <p>Advice and support.</p> |
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| Title: HAS providers: becoming more culturally aware of Aboriginal people | | | | |
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| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| <p>HAS providers will implement initiatives that promote services to Aboriginal people in the community as current practice. Initiatives include:</p> <ul style="list-style-type: none"> ○ Acknowledgement of country on website, newsletters and publications ○ Joint promotional materials with BADAC: posters and flyers ○ Flying the Aboriginal and Torres Strait Islander flags ○ Using Aboriginal artwork in offices and on publications ○ Ensuring appropriate cultural diversity material in client handbooks ○ Advocate within the organisation for widespread development of policies and practice that build cultural responsiveness. ○ Monitoring population data and HACC client profiles ○ Identifying new strategies that address priority goal 2: <i>Improving access for Aboriginal clients to HACC funded services for inclusion in organisation Diversity plans</i> <p>http://www.wimmerapcp.org.au/GRegion%20Diversity%20Plan%202012%20-%202015.pdf</p> <ul style="list-style-type: none"> ○ Developing and implementing Reconciliation Week activities that promote reconciliation | <p>Support HAS agencies with wording of statements and purchase / sourcing of art work: general advice.</p> | <p>HAS agencies to evaluate implemented initiatives within their organisation.</p> | <p>Advice and support.</p> | <p>Advice and support.</p> |

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| Title: Remaining in contact: reviewing this plan: sharing ideas | | | | |
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| Partnership activity: | Role of BADAC: | Role of HAS agencies: | Role of HACC Diversity Advisor: | Role of Aboriginal Liaison: |
| <p>The following group will meet annually and as required: the key contact from each HAS agency, BADAC staff and HACC Diversity Advisor and Aboriginal liaison roles.</p> <p>The purpose of this meeting will be to review the plan, share further ideas, address any unforeseen difficulties and maintain the relationships between agencies.</p> | Participation in annual meetings | Participation in annual meetings | Jointly plan, promote, facilitate and document meetings annually and as required. Update and distribute this plan to agencies and place on HACC website. | |

Acknowledgements: This ongoing project would not have been possible without the generous participation of the organisations involved, which have demonstrated a commitment to increasing client choice and access to services for the Aboriginal community within the Central Highlands area.

Robyn Fletcher and Gary Wingrove are both acknowledged for bringing local and professional knowledge to the project and Gary for his ongoing commitment to supporting the agencies through their liaison and development roles.

Roger Hastrich, of Roger Hastrich Pty Ltd, is acknowledged as project facilitator. Roger can be contacted on 0419 583 561 or at roger.hastrich@pipeline.com.au



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