

Grampians Region Newsletter

CHSP /HACC PYP*

SEP 2017

SECTOR SUPPORT &
DEVELOPMENT TEAM

INSIDE THIS ISSUE:

| | |
|---|---|
| Central Highlands Local Government Community Support / Social Support And PAG Staff workshops | 1 |
| Elder abuse prevention online professional education training | 1 |
| Response to professional training | 1 |
| Client Engagement, Co-Design and Co-Production | 2 |
| Introduction of the CHSP HACC PYP Issues Log | 2 |
| The Role of the Regional Development Coordinator | 3 |
| Supporting Older People | 3 |
| Upcoming Events | 4 |

Central Highlands Local Government Community Support / Social Support and Planned Activity Group Staff Workshops

Nangala, Aboriginal Cultural education and LGBTI inclusive community services training has been offered at Golden Plains and Moorabool Shires during June and August, 2017.

In total there were 45 attendees at the 2 workshops, with 95% completing an evaluation, with a summary of these strongly acknowledging the benefit of the Cultural Training with Emma Leehane and the LGBTI training provided by Brian Dunn. A session on Continence was also provided at Golden Plains Shire, by Bridget Somers, Continence Nurse Advisor, from Djerriwarrh Health Service.

Thank you to the managers in each of these areas who helped with the organisation of venues and catering, and supported their staff to attend.



Emma Leehane providing training in Aboriginal Cultural Competency at Bacchus Marsh.

Elder abuse prevention online professional education 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 has been initiated to assist in building the capacity of the Victorian workforce to identify and respond to elder abuse and is based on the Victorian Government Practice Guide, With respect to age 2009.

Objectives of the training - At the conclusion of this training, you should be able to:

- recognise and define types of elder abuse,
- identify risk factors for elder abuse,
- understand the empowerment model,
- recognise that elder abuse situations are often complex,

- understand your duty of care as a worker,
- contribute to building the capacity of your organisation to effectively respond to elder abuse.

The course will take 1.5 to 2 hours to complete and is free of charge. Click on this link to take you to the course portal:

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



Response to professional training

Article by Sue Kennedy: Team Leader Community Care and Access

At City of Ballarat, Community Support Workers are given a rainbow badge once they have completed their LGBTI training. They wear this on their lanyard to illustrate to clients, family/anyone that they have received the training and are comfortable to have a chat.

All clients were informed of this via the newsletter so that if anyone wants to chat they can clearly identify who would be willing to do so.

Most staff do wear the badges, we also asked staff once they had received the training to sign an LGBTI charter of inclusion. The agreement is very simple but also contains small pocket size LGBTI Inclusive language guides.



Client Engagement, Co-Design and Co-Production

The importance of consumer engagement is growing in community care with some organisations already working in this way and others seeking more information about what co-design and co-production is and how to proceed.

Co-design provides an opportunity for designing new services and programs, as well as evaluating and reviewing current services offered. Co-design can be used to review a program which isn't working well, by taking it back to the beginning to try and work through with consumers to find out why.

Fifty four percent of funded organisations in the Grampians region have identified this as a priority theme, with the data suggesting that most agencies are at the early phase in relation to understanding and implementing consumer engagement, co-design and co-production.

EMR HACC Alliance Consumer Feedback toolkit provides practical advice, tools and strategies to assist staff to design, plan and implement consumer feedback strategies that are appropriate for a diverse range of clients.

The link to this toolkit can be found at:

<http://kpassoc.com.au/resources/consumer-engagement/>



The Step Forward Together toolkit was published by CommunityWest (W.A) for community aged care providers who want to implement or improve the Wellness and Enablement focus of services and programs. This toolkit can be found on the Wimmera PCP website at:

<http://wimmerapcp.org.au/hacc-and-community-aged-care/active-service-model/>



For more information or assistance in co-designing a program with your staff and clients contact: Wendy Altmann, Wellness and Reablement Consultant at: wendya@bchc.org.au

Thank You

To those of you who supplied feedback on:

- Future reform – an integrated care at home program to support older Australians.

While it was another job that needed your attention, it does have the potential to assist the Commonwealth with direction post 2020. 'This discussion paper sought your views on how future reform can best support older Australians to remain living at home and in their communities. Your feedback will be used to inform government decisions on an integrated 'care at home' program.

Introduction of the CHSP, HACC PYP Issues Log

As part of the Sector Development and Change Management framework, DoH and DHHS have developed an Issues Log to capture information on the issues affecting multiple agencies or that may lead to market gaps during this period of transition and reform. The Grampians Regional Development Coordinator will be managing and maintaining this log for Grampians funded agencies.

The RDC will triage presenting issues, seek further clarification and respond if required, capture any possible systemic issues, and discuss concerning trends with the Sector Support and Development Team and Grampians Alliance networks. Identified risks will be recorded and escalated to both the DoH and DHHS who will provide feedback to

the RDC on the status of the issues identified. This Issues Management strategy is intended to cover systemic issues relating to the CHSP, HACC PYP/NDIS and sector development and change management in funded organisations. It is not intended to replace existing issues management approaches already in place, such as for My Aged Care issues resolution processes, established complaints processes or advice from your Senior Program Advisor or Grant Agreement Manager.

The Role of the Regional Development Coordinator

The Role of the Regional Development Coordinator

Based in Ballarat at Ballarat Community Health, the Grampians Regional Development Coordinator forms part of the Sector Development Team working closely with the Wellness and Reablement Consultant, Diversity Advisor, the Aboriginal Development Officer, Grampians Region Project Consultant and HACC PYP and CHSP Project Officer / Administration to deliver and communicate state wide directions, priorities and activities, as well as feedback consolidated information to DoH and DHHS regarding systemic regional issues, risks, trends and opportunities.

The Regional Development Coordinator will also work closely with the Regional Assessment Service Coordinator and Access and Support Staff; engage with local HACC PYP and CHSP service providers, networks, stakeholders and partners; provide support to the Alliance Networks; and promote collaborative service delivery and shared good practice across the Grampians region. In

particular, the Regional Development Coordinator will work with local government and other CHSP organisations to identify gaps in service and opportunities to feed into the broader Commonwealth and State planning processes. RS

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Take it easy guys and do look after yourselves...



Supporting Older People Living Well at Home – Understanding the Role of the OT

This paper has been developed by Kate Pascale & Associates through a review of best practice guidelines, resources and project reports; a brief literature review, group and individual consultations with Occupational Therapy (OT) service providers and key stakeholders, and the development of case studies.

The paper focusses on OT's practice with older people, and people with disabilities, and how they have worked with consumers and other staff to achieve positive outcomes, both for individual clients and by building the capacity of the broader workforce.

It also provides a summary of the research that describes the value of OT in wellness, reablement and restorative care for older people, highlighting opportunities for local service providers that support the transition to

the Commonwealth Home Support Programme (CHSP).

This document has now been posted to the DHHS website and can be accessed at: <https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care/hacc-program-for-younger-people/hacc-program-guidelines/hacc-quality-and-service-development/active-service-model/putting-asm-into-practice>



Kate Pascale and Associates
Supporting People and Systems Change
<http://kpa.com.au>

Upcoming Events

Community Support Worker Training

We currently have the following training available for Community Support Workers, PAG staff and volunteers:

- *Understanding Diabetes*
- *Making the most of arthritis*
- *Good nutrition can improve health outcomes*
- *Foot Care screening and reporting*
- *Continence Care in the Community*
- *Oral health – predicted to be ready for release in February 2018*

All of these training modules are one hour in length and will be delivered by local clinicians


To book any of the above training please contact Robyn Fletcher on 0418 309 849 or email:

robynf@bchc.org.au



Register at
dementia2017.org
#bethethechange2017

Call For Abstracts

'Be the change'  with this unique opportunity to explore leading approaches to supporting people living with dementia to live engaging and rewarding lives.

Rob's Handy Hints: Aged Care Roadmap,

Aged Care Sector Committee. If you are interested in what the aged care future direction may look like then please visit:

<https://agedcare.health.gov.au/aged-care-reform/aged-care-roadmap>

If you have any ideas, issues or concerns in relation to CHSP, HACC PYP or transitioning consumers to NDIS then please contact me, I am more than happy to assist and/or push these forward to DoH and DHHS on your behalf.

CHSP/HACC PYP

Sector Support & Development Team

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|---|---------------------------------------|
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