



Grampians HACC ASM & Diversity Newsletter

August 2015

Enabling the use of easy living equipment in everyday activities

Developed to promote, explain and encourage the use of easy living equipment and to support people using HACC services to be as independent as possible in the activities of daily living.

HACC assessors and community care workers can facilitate the use of easy living equipment in a range of ways. For example, by:

- * Observing and discussing tasks that a person may find difficult
- * Identifying tasks for which easy living equipment may be helpful
- * Providing information and demonstrating the correct use of easy living equipment
- * Assisting with purchase of supply
- * Prompting, encouraging, motivating and monitoring the use of easy living equipment

For more information visit: http://www.health.vic.gov.au/hacc/projects/asm_equipment.htm

HACC Assessment – Living at Home Assessment Tool

The Living at Home assessment tool has been completed and is now available for use by HACC assessment services (HAS). The tool has a set of *Guidelines for use* which explains how the tool was developed, how to use it and who should use it.

The HACC Assessment tool is not mandated for all HAS as many HAS have already developed their own assessment tool. If a HAS does not have an appropriate tool for Living at home assessments or is using the SCTT as their assessment tool then they could adopt this tool.

- * The HACC assessment tool was developed to facilitate good practice in person centred, strength based assessment
- * Align with the domains and questions in the National Assessment Screening and assessment tool (NSAF).

The tool and supporting guidelines are available for download at <http://www.health.vic.gov.au/hacc/assessment.htm#download>

Supporting Volunteers to take an Active Service Approach

This resource kit aims to assist HACC funded organisations to implement the active service model with volunteers.

The resource kit has two parts:

- * The first part is targeted at volunteer coordinators and focuses on the key ASM messages, change management processes and human resource management such as recruitment, orientation and training of volunteers.
- * The second part is a suite of twelve HACC volunteer handouts explaining what the active service model is using practical ideas, stories and case studies which will assist volunteers to implement this approach with HACC clients.

This document is available as a PDF at:

<http://www.oehcsa.org.au/supporting-volunteers-take-active-service-approach-resource-kit>



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PAG – Dementia Friendly Social Support Environments

This document is a checklist summarising best practice ideas to ensure social support programs such as HACC funded Planned Activity Groups (PAGs) are dementia friendly. The purpose of the checklist is to assist all social support programs to compare current arrangements with a broad range of best practice approaches to identify improvements that will support group participants living with dementia, their carers and staff.

This checklist has been developed in four logical stages.

1 Promotion	2 Starting	3 Setting	4 Program
<i>Let's check that the promotional information you present to clients and carers is enabling and engaging</i>	<i>Let's check that the very first interaction you have with the client and their carers is supportive, positive and individualised</i>	<i>Let's check that the spaces and places you use for social support programs are dementia friendly – signage, colours, way finding...</i>	<i>Let's check that the activities and programs you deliver support rather than confound each person</i>

Developed by Uniting Aged Well Kalkee Community Centre and the Department of Health and Human Services Barwon South Western Region

Make it meaningful: PAG assessment and care planning guidelines and tools

A resource developed for HACC Active Service Model (ASM) Planned Activity Groups (PAGs) in relation to assessment and care planning. The guidelines and associated tools will have a practical, 'how to' focus to support active service model practice. They will be applicable to the diverse range of PAGs across Victoria and support achievement of the Community Care Common Standards in relation to PAG assessment and care planning.

The practice guidelines and tools will focus on assessment and care planning in PAGs. They will include:

- * practice guidelines with 'how to' information
- * PAG assessment tools with instructions for use
- * care planning templates for individual, goal directed care planning in a group setting
- * case studies and examples for different types of organisations and different types of PAGs
- * practical information and tools.

Copies of this tool will be distributed to each program over the next few weeks and will be online soon at <http://www.health.vic.gov.au/hacc/assessment.htm>



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Eastern Metro Region (EMR) HACC Alliance Consumer Toolkit

A great resource designed to support HACC agencies, originally for the EMR, to develop and implement effective and efficient consumer feedback systems. The project was supported by the EMR HACC Alliance and the toolkit contains practical advice tools and strategies to assist staff to design, plan and implement consumer feedback strategies that are effective, efficient and appropriate for a diverse range of clients.

This toolkit is available to download:

<http://www.iepcp.org.au/eastern-metropolitan-region-%E2%80%93-home-and-community-care-alliance/tools-and-resources>

Activity Cards—Creating Conversations that Support Choice

Developed by Bairnsdale Regional Health Service the cards show images of individual and group activities and everyday life events. The images generate conversations and interaction with conversation prompts for staff and carers.

Contact Liz Brown, Bairnsdale Regional Health Service Email: elizabeth.brown@brhs.com.au

Physical Activity in Planned Activity Groups

How much physical activity is appropriate for a PAG? This landmark study addresses this very question and makes recommendations that focus on physical activity, wellness and engagement.

The report is available at: <http://www.health.vic.gov.au/regions/Gippsland/publications>

The e-learning tool is at: <http://www.nari.inimelb.edu.au/elearning/story.htm>

Contact Dr Frances Batchelor at the National Ageing Research Institute

Email: f.batchelor@nari.unimelb.edu.au

Active in the South – An eLearning resource

The Active Service in the South resource has been released. This resource can be used for inducting staff who are new to Home and Community Care (HACC) and to consolidate the knowledge and understanding of ASM for existing staff. The resource provides information about the Active Service Model (ASM) using interviews, short video case-studies and reflective questions to demonstrate the ASM principles in practice.

A link to the website is <http://www.activeserviceinthesouth.org.au/asm-training-package-3-0>.

DVD - Purposeful Activities for Dementia



This video presentation provides information on a range of Montessori based activities that can add further purpose to social and community interaction. The video can be viewed at:

<https://vic.fightdementia.org.au/purposeful-activities>



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Older men and HACC services: Barriers to access and effective models of care

In 2009 the Men's Health Information and Resource Centre, University of Western Sydney undertook a study for the NSW HACC program to determine:

- The social and support needs of older men with physical limitations
- Attitudes to services and barriers to access: why older men with physical limitations are not accessing home support services, centre based respite, transport and social activities to the extent expected and,
- Effective models of care: ways of successfully engaging with older men to increase their utilisation of services and involvement in centre based and supported activities.

The report identifies a number of difficulties that older men have in accessing services which include being unfamiliar with community services, being from a CALD background and not connected to CALD organisations, living alone, widowed, having small social networks, having unsupportive family, being a carer of a spouse or other family member, living in a rural area / isolated property and having lived independently for a long period of time.

This document is worth considering during diversity planning processes and is available as a PDF at:

<https://www.adhc.nsw.gov.au/data/assets/file/0006/236328/22oldermenandhaccservicesreport.pdf>

Creating LGBTI Inclusive Community Services Forum

Has your organisation been considering how it could be more inclusive of LGBTI clients? Would you like more information on how to develop awareness, practical skills, guidance and confidence to provide LGBTI inclusive services? Has your organisation commenced the process of working toward being LGBTI inclusive but would like further support and information to help meet the standards?

A reminder that registrations are open for the Grampians LGBTI forum, to be held on Wednesday, 16th September, 2015. To register please contact Alison Kerr at the Central Highlands PCP via email admin@chpcp.org



Two resources are available that can help organisations to consider how to be more inclusive of LGBTI clients. The HACC Pack resource is targeted at Home and Community Care workers who work with older people and is about applying the standards for LGBTI inclusive service and working with older LGBTI people.



The SAP Tool is an audit designed specifically for aged care services by Val's Cafe. It provides an essential starting point for organisations and services that want to assess how inclusive they are to older LGBTI people.

These documents and others are available as a PDF at:

<http://www.valscafe.org.au/index.php/resources/inclusive>
Hard copies will be provided for those attending the forum.



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New Web domain for the Grampians GP Dementia Pathway Tool

To ensure the dementia pathway tool continues to be publically accessible during the transition from Grampians Medicare Local to the new Western Victoria Primary Health Network, a new domain name for the pathway has been registered – <http://dementiapathway.com.au>

The domain is now active and currently redirects to the Grampians Medicare Local Dementia Pathway page. The tool is open access to all community service providers and provides localised referral pathway information that seeks to improve the response to people, their family and carers from early concerns, through to diagnosis and ongoing management and care.



Responding to Hoarding and Squalor

In 2013, the publication Hoarding and squalor – a practical resource for service providers was developed with the aim of providing direction and context to strengthen the capacity of government-funded and private services to work together when responding to hoarding and squalor situations.

The key messages statement and the practical resource for service providers are available as a PDF and the practice resource tools are available as PDF and Word documents. All resources can be downloaded from <http://www.health.vic.gov.au/agedcare/publications/hoarding.htm>

Planned Activity Group and Social Support Forum

On Wednesday 7 October, 2015 a full day forum will be held for Planned Activity Group managers and staff at the Alexander Oval Community Centre, Ararat.

Kate Pascale will facilitate the morning session with an interactive workshop providing practical strategies and tools to support effective goal setting & person centred care planning in Planned Activity Group / Social Support programs. More information on the afternoon program will be made available once finalised.

For further information please contact Wendy Altmann, Grampians HACC Active Service Model Industry Consultant

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