



## Grampians HACC ASM & Diversity Newsletter

December 2015

**Thank you to all HACC funded organisations and partners for your continued commitment and engagement in the development of ASM/Diversity planning and practice.**

**It has been another busy and productive year in a time of significant change.**

**We would like to wish you all a very safe, happy and peaceful Christmas and we look forward to seeing you in 2016!**



### **ASM Client Carer Outcomes Pilot - Partnership with DHHS & La Trobe University:**

Data collection for the pilot of the ASM Client and Carer Outcomes project is now complete. Participation in the pilot has been extraordinary with 520 clients and carers from 31 agencies spread across the eight health regions in Victoria, collecting client and carer outcomes data.

The project team conducted Workshops in November to gather feedback from participating HACC managers and staff members about their experiences of gathering ASM outcomes data. The workshops explored; using different modes of data collection (i.e. telephone and face-to-face interviews); how well the items in each tool worked with your clients and carers; using the ACCESS data base; and the impact of outcomes measurement on your practice.

It is anticipated that the data, tools and feedback will be analysed and a report provided to the DHHS in early 2016. For further information about this project please contact;

**Kath Paine,**  
**Senior Project Officer | HACC | Ageing & Aged Care, Department of Health,**  
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### **North West Region PCP - Community Care Worker Feedback and Monitoring Project**

This project builds on many recent developments within HACC services in Victoria. A focus on reliable and comprehensive assessment and review has ensured that Care Plans for HACC Clients in their homes more effectively record client aspirations and service requirements. These assessments, completed by HACC Assessment Officers, provide more comprehensive information to Community Care Workers to assist them to provide services in a person centred manner.



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To explore this area further the Project Consultant facilitated a workshop in September bringing together 16 agencies to discuss a statewide approach to "creating a loop" between HACC assessment, care provision and review. Further consultations were held with up to 18 services from across the state, included Managers, Team Leaders, Coordinators and Community Care Workers. The purpose of these additional consultations was to build on information gathered at the first workshop and to engage with a range of services who did not attend that workshop but who expressed a keen interest in being involved in the project.

The engagement and enthusiasm in this project has been very positive and this is reflected in the volume of practical information and ideas that have been collected. The challenge now is how to develop all of this sector knowledge and experience into a functional and practical resource to support good practice for organisations and improved outcomes for clients.

On behalf of Roger Hastrich (Project Consultant) and the ASM Industry Consultants we would like to thank all agencies who have been involved so far, for your commitment to sharing your ideas and practice and identifying some of the challenges you encounter. Stay tuned for a further update at the February/ March HACC Alliance meetings in 2016.

### ASM and Diversity 2015/16 Plans

Thank you once again to all HACC funded organisations for submitting your reviews, population planning spreadsheets and ASM and Diversity 2015/16 Plans. We intend to provide you with additional individual feedback in early January and again at our February / March HACC Alliance meetings. We look forward to talking to you about the key themes and priorities coming from the plans and to explore what are the best ways for our roles to assist as we move closer to the transition in July 2016.

### Chisholm HACC Training

Chisholm's free HACC training will be back bigger and better in 2016. In addition to the current range of courses, new courses will be offered. Chisholm will have a number of online offerings and Webinars for you to consider. Chisholm are currently finalising the 2016 HACC Calendar, course descriptions, dates and locations and details about enrolment will be sent through shortly.

For further information please contact:

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### Information on HACC diversity planning for CEOs/boards/councils

The department has developed a presentation that you may like to use to inform your board/council of HACC diversity planning. The presentation is in two parts:

- A word document that provides context to HACC diversity planning. This is pre-reading for board/council members prior to the board/council meeting, and
- A PowerPoint presentation for the board/council meeting.

Please adapt the presentation to suit your organisation, for example add your organisational logo. You may like to provide a copy of your recent HACC diversity plan with the background paper.

The presentation and word document are attached to the email.

### The CALD Seniors Grants program

The CALD Seniors Grants program funds projects that help isolated people from CALD backgrounds connect with existing or new support networks and activities. The program is now open for applications until Friday 5 February 2016. For more information, please [click here](#); and/or you can contact the Ethnic Communities' Council of Victoria on (03) 9349 4122.

### Heatwave resources in community languages:

Communication resources have been developed by the Department of Health and Human Services to encourage and educate people to be aware of the impact of extreme heat on human health. The information is available in a range of formats and a number of languages.

<http://www.health.vic.gov.au/environment/heatwaves-community-resources.htm>

### Dementia therapy resource

Silver Memories is a 24-hour radio station devoted to song from the '20s through to the '50s and old fashioned radio serials. It is proving to be a powerful tool in fighting the effects of dementia and you can read more here.

<http://www.abc.net.au/radionational/programs/breakfast/silver-memories-and-golden-oldies/6751074>



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### Connecting with harder to reach older people

"Social isolation is defined as "a state in which the individual lacks a sense of belonging socially, lacks engagement with others, has a minimal number of social contacts and they are deficient in fulfilling and quality relationships" (Nicholson, 2009)

A number of resources exist that aim to provide solutions to address social isolation. Finding the right way to approach access issues and reduce social isolation involves partnering with the people who face them head on.

The following resources provide guidance on how to build socially inclusive communities and social initiatives.

#### **Building Socially Inclusive Rural Communities: A complete resource**

[http://cvha.com.au/wp-content/uploads/2015/07/BSIRC\\_Complete\\_V1.2-13-07-15.pdf](http://cvha.com.au/wp-content/uploads/2015/07/BSIRC_Complete_V1.2-13-07-15.pdf)

#### **Walk alongside: Co-designing social initiatives with people experiencing vulnerabilities**

[http://vcoss.org.au/documents/2015/08/Codesign-paper-Jul15\\_Final.pdf](http://vcoss.org.au/documents/2015/08/Codesign-paper-Jul15_Final.pdf)

#### **Reaching Out: Connecting with harder to reach older people in Central Victoria – A Literature Review**

<http://centralvicpcp.com.au/wp-content/uploads/2015/02/HTR-Lit-Review-2014.pdf>

Nicholson, N. (2009). Social isolation in older adults: An evolutionary concept analysis. *Journal of Advanced Nursing*, 65, 1342–1352. doi:10.1111/j.1365–2648.2008.04959.x.

**DON'T FORGET** – Contact Robyn Fletcher on 0418 309 849 or email: [robynf@bchc.org.au](mailto:robynf@bchc.org.au) to book the *Introduction to Continence Care* training for your Community Support Workers.

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