

Grampians Region Home and Community Care Guiding Principles

FOR HACC MANAGERS

INCREASING CONSUMER PARTICIPATION IN HACC SERVICES

Grampians Region Home and Community Care (HACC) Guiding Principle:

The Grampians Region HACC Program promotes active consumer participation in decision making about their own care and all written material developed by HACC providers should be consumer friendly and inclusive.

**When you are reviewing any communication material for you service – ALWAYS
Look at it from a consumer viewpoint.**

- Develop service information brochures, booklets which reflect a person centred approach. See the HACC communication strategy for further information. Ask some of your service recipients to help you develop and review the information for content and readability. Ensure that staff are working in the manner you have outlined in your communication material (ask them to tell you about one of their clients during a performance review session).
- Review advertising and signage for your service to reflect a person centred approach.
- Consider what should be said to new clients in their first contact with the service. All staff including the front desk receptionist, councillors and upper level manager should receive training in Active Service Model (ASM) principles. Case studies can really bring the ASM to life for those who do not have actual experience or contact with clients.
- Working with other organisations requires clear communication and feedback on progress. Consider hoe your communication tools reflect a person centred approach and the ASM principles. Ensure that you maintain a consistent approach with them in the language and material that you use.
- In all instances involve clients in development and reviewing services. This is your best opportunity to ensure that the service meets consumer expectations.
- Develop an action plan (consider adding to your current ASM plan) to reshape consumer impressions about the services you provide and generate consumer participation in service review and development.
- The Aged Care Housing (ACH) Group (Adelaide) developed a service impact review to test how the positive dimensions of quality service are being achieved.

The quality dimensions include:

- Rights relationship with service recipients
- Relevant, individualised and strength based approaches to addressing needs
- Support for the defence, maintenance and enhancement of valued social roles
- Development supports that enhance capacities
- Presence of relevant , intentional safeguards

The Northern Collaborative Project in SA has also put together a self-assessment tool to measure the benefit of the service to consumers titled Right Relationship Inventory.

These are quite different measures to the Standards and Accreditation measures as they look at consumer satisfaction and engagement at a much deeper level. You can access this ACH material by contacting:

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