

**Reviewed and updated February 2014**

Project background:

The partners:

<p>This plan outlines initiatives to strengthen partnerships between providers of Home and Community Care (HACC) services in the Wimmera area of the Grampians Region.</p> <p>The purpose of the partnerships is to improve access and choice for Aboriginal people living in the area by maintaining links between the Goolum Goolum Aboriginal Co-operative and the partnering agencies which include all HACC Assessment Services (HAS) in the area and West Wimmera Health Service.</p> <p>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.</p> <p>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 - #.</p> <p>The Department of Health, as sponsor of this Partnership Project, will support and monitor the activities arising from this plan and encourage links with Active Service Model and Diversity Planning activities.</p>		<p><b>Department of Health</b></p> <p>Janis Brooks, HACC Program and Service Advisor #</p> <p>Gary Wingrove, Aboriginal Health Programs Development Officer #</p> <p>Carolyn Gargiulo, HACC Diversity Advisor #</p>		<p><b>Goolum Goolum Aboriginal Co-operative</b></p> <p>Wally Coleman, CEO #</p> <p>John Gorton, Community Services Manager #</p>
		<p><b>Dunmunkle Health Service</b></p> <p>Janet Hall, Acting District Nurse Manager #</p> <p>Margot Paynter, Assessment Officer #</p>		<p><b>Edenhope &amp; District Memorial Hospital</b></p> <p>Trevor James, Primary Health Manager #</p> <p>Barbara Clark, Assessment Officer #</p>
		<p><b>Hindmarsh Shire Council</b></p> <p>Sally Hawker, Aged &amp; Disability Services Coordinator #</p> <p>Karen Barton, Assessment Officer</p>		<p><b>Horsham Rural City Council</b></p> <p>Mary-Anne Duke, Co-ordinator Aged &amp; Disability Services#</p> <p>Lynne Dale, Assessment Officer #</p>
		<p><b>West Wimmera Health Service</b></p> <p>Martha Karagiannis, Allied and Community Health Manager #</p> <p>Wendy Altmann, HACC Manager #</p>		<p><b>Wimmera Health Care Group</b></p> <p>Barry Arnott, Manager District Nursing #</p> <p>Jenny Taylor, Assessment Officer #</p> <p>Kim Galpin, Koori Health Liaison Officer</p>
		<p><b>West Wimmera Shire Council</b></p> <p>Jenny Ackland, Manager Family and Community Services #</p> <p>Kaye Robinson, Assessment Officer #</p>		<p><b>Yarriambiack Shire Council</b></p> <p>Lisa Dunkley, Aged &amp; Disability Services Coordinator #</p> <p>Bronwyn Clayton, Assessment Officer #</p>

## WIMMERA: PARTNERSHIP PLAN

Title:	<b>Formalising working arrangements</b>			
Partnership activity:	Role of Goolum Goolum:	Role of Partner agencies:	Role of HACC Diversity Advisor:	Role of Aboriginal Health Programs Development Officer:
Agencies will maintain agreed communication and referral pathways where an Aboriginal person seeks HACC services from a partner agency. Where a client of Goolum Goolum is living a great distance from Horsham, shared care arrangements will be agreed to on a case by case basis to ensure a collaborative approach to service delivery.	Monitor and review collaborative assessment, planning and service delivery agreement	Monitor and review collaborative assessment, planning and service delivery agreement	Support organisations to monitor and review processes. Promote collaborative assessment between organisations and Goolum Goolum	
The agreed step-by-step process for collaborative assessment, planning and service delivery has been documented in an Agreement, which is attached to this plan. All agencies to attach the Agreement to their Diversity Plan.	Attach Agreement to HACC Diversity Plan for each agency			
The Agreement is to be reviewed annually.	Participation in review	Participation in review	Lead review of Partnership Agreement	Participate in annual review

*For further information contact either:*

Carolyn Gargiulo, HACC Diversity Advisor at [carolyn.gargiulo@health.vic.gov.au](mailto:carolyn.gargiulo@health.vic.gov.au) or Gary Wingrove, Aboriginal Health Programs Development Officer at [gary.wingrove@health.vic.gov.au](mailto:gary.wingrove@health.vic.gov.au)

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<p>Title:</p>	<p><b>Information for Aboriginal people</b>                  It is understood that people cannot make choices if they are unaware of the options available. All parties agree to explore ways to improve information to Aboriginal people, including:</p>			
<p>Partnership activity:</p>	<p>Role of Goolum Goolum:</p>	<p>Role of Partner agencies:</p>	<p>Role of HACC Diversity Advisor:</p>	<p>Role of Aboriginal Health Programs Development Officer:</p>
<p>Each agency has undertaken to become more aware of services and activities through development of shared resources and improved sharing information. Activities to improve information to Aboriginal people will include:</p> <ul style="list-style-type: none"> <li>• Partner agencies and Goolum Goolum to maintain currency of joint pamphlet developed for the area that provides information on choices regarding assessment and service provision involving these agencies.</li> </ul> <p>Pamphlet can be located at:  <a href="http://www.wimmerapcp.org.au/Final%20Brochure150713.pdf">http://www.wimmerapcp.org.au/Final%20Brochure150713.pdf</a></p> <ul style="list-style-type: none"> <li>• Partner agencies to have Goolum Goolum pamphlets available to provide initial information regarding Goolum Goolum services so that Aboriginal people can make more informed choices.</li> </ul> <p>Pamphlet can be located at: <a href="http://www.goolumgoolum.org.au">http://www.goolumgoolum.org.au</a></p> <ul style="list-style-type: none"> <li>• Goolum Goolum to distribute their newsletter through the PCP so that all partner agencies receive the newsletter.</li> <li>• Partner agencies to include Goolum Goolum on the distribution list for newsletters.</li> <li>• Where appropriate all agencies to promote activities and services.</li> </ul>	<p>Agencies review and share information. Agencies maintain websites and promote opportunities.</p>	<p>Advice &amp; support</p>	<p>Advice &amp; support</p>	<p>Advice &amp; support</p>

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**WIMMERA: PARTNERSHIP PLAN**

• Goolum Goolum to directly promote activities to the community.			
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Title:	<b>Building on existing partnerships</b> Ensuring existing partnering structures include Goolum Goolum.
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Partnership activity:	Role of Goolum Goolum:	Role of Partner agencies:	Role of HACC Diversity Advisor:	Role of Aboriginal Health Programs Development Officer:
The Horsham Rural City Council and Wimmera Health Care Group HACC Assessment partnership is an ongoing co-located shared care model. Key Assessment staff meet to regularly to manage practical assessment and provision issues and share practice ideas.  Goolum Goolum (Community Services Manager) and the Aboriginal Liaison Officer from Wimmera Health Care Group will to be invited to join the monthly meeting of this group.	Participation in collaborative meetings	HRCC & WHCG to participate in collaborative meetings	Advice & support	Advice & support
The area has an effective forum through the HACC Assessment Network where broader planning and development of assessment practice is canvassed.  Goolum Goolum (Community Services Manager) and the Koori Health Liaison Officer (WHCG) to be invited to participate in activities of this Network and to explore case studies within the Living at Home Assessment meeting when and where practical  Goolum Goolum to receive applicable information or minutes from network meetings via Connecting Care.	All agencies to collaborate through the HACC Assessment Network.		Advice & support	Advice & support

Title:	<b>Information, skills &amp; training for HAS agencies</b> A wide range of approaches to increasing knowledge and skills relating to cultural awareness and service provision have been discussed,
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including:				
Partnership activity:	Role of Goolum Goolum:	Role of partner agencies:	Role of HACC Diversity Advisor:	Role of Aboriginal Health Programs Development Officer:
Partner agencies to include the one page assessment prompt tool in Assessment resource kits		Include prompt sheet in Assessment kits		
All agencies to seek cultural awareness training from Barengi Gadjin Land Council or other relevant training providers.  Goolum Goolum to provide cultural awareness information to the PCP and on the Goolum Goolum website.	Make links with the Land Council and provide information back to the group.	Participate in cultural awareness training.	Advice & support	Advice & support
As required, partner agencies will ensure that new staff induction processes include: <ul style="list-style-type: none"> <li>• Access to the training tool for staff which outlines the recommended national approach for collecting and recording information on Indigenous status of clients as part of Best Practice Guidelines</li> <li>• Access to training on Indigenous status from the Aboriginal HACC Development Officer as required</li> </ul>		Participate in this training activity.	Advice & support	To provide training as required
Goolum Goolum to invite all partner agencies to community celebrations, events or open house activity held each year.	Goolum to lead.	Participate in events		

Title:	<b>Partner agencies becoming more accessible to Aboriginal communities</b> Welcoming Aboriginal people to a health or Council service or facility is a significant step towards increasing the potential for
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partnerships. Some approaches to welcoming Aboriginal people include:				
Partnership activity:	Role of Goolum Goolum:	Role of partner agencies:	Role of HACC Diversity Advisor:	Role of Aboriginal Health Programs Development Officer:
<p>Partner agencies will implement activities that promote services to Aboriginal people in the community as standard practice. Activities include:</p> <ul style="list-style-type: none"> <li>• Acknowledgement of country on website, newsletters and publications</li> <li>• Reviewing pamphlets and brochures to include visual cues such as Aboriginal art work</li> <li>• Flying and displaying the Aboriginal and Torres Strait Islander flags</li> <li>• Aboriginal art work in foyers and public spaces</li> <li>• Ensuring appropriate cultural diversity material in client handbooks</li> <li>• Advocating within the organisation for widespread development of policies and practice that build cultural responsiveness</li> <li>• Monitoring population data and HACC client profiles</li> <li>• Identifying further strategies that address priority goal 2: <i>Improving access for Aboriginal people to HACC funded services for inclusion in agency Diversity plans</i></li> </ul> <p><a href="http://www.wimmerapcp.org.au/GRegion%20Diversity%20Plan%202012%20-%202015.pdf">http://www.wimmerapcp.org.au/GRegion%20Diversity%20Plan%202012%20-%202015.pdf</a></p> <ul style="list-style-type: none"> <li>• Developing and implementing Reconciliation Week activities that promote reconciliation</li> </ul> <p><a href="http://www.reconciliation.org.au">http://www.reconciliation.org.au</a></p>	Provide ideas, advice & support to HAS providers	Agencies to implement and evaluate initiatives within their organisation	Advice & support	Advice & support

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Title: <b>Review of this plan and activities completed</b>				
Partnership activity:	Role of Goolum Goolum:	Role of partner agencies:	Role of HACC Diversity Advisor:	Role of Aboriginal Health Programs Development Officer:
Agencies to meet in February 2015 to review this plan and further partnership activities.	All agencies to participate.		Jointly plan, promote, facilitate and document meetings annually and as required. Update and distribute this plan to agencies and place on HACC website.	Participate in annual review

**Acknowledgements:**

This project would not have been possible without the generous participation by the organisations involved, which have demonstrated a commitment to increasing client choice and access to services for the Aboriginal community within the Wimmera area.

Robyn Fletcher and Gary Wingrove are both acknowledged for bringing local and professional knowledge to implementation of this project, and Gary for his ongoing participation and support.

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](mailto:roger.hastrich@pipeline.com.au)



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