

Updated 2 July 2012

Project background:

This plan outlines initiatives to strengthen partnerships between providers of Home and Community Care (HACC) services in the Central Highlands area of the Grampian Region.

The purpose of the partnerships is to improve access and choice for Aboriginal people living in the Central Highlands by maintaining links between the Ballarat and District Aboriginal Co-operative and the five HACC Assessment Services (HAS) in the area.

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.

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 - #.

The Department of Health, as sponsor for this Partnership Project, will support and monitor the activities arising from this plan for the next two years and encourage links with Active Service Model and Diversity Plan activities.

The partners:

Department of Health

Janis Brooks, HACC Program and Service Advisor
Gary Wingrove, Aboriginal HACC Dev Officer #
Robyn Fletcher, HACC Project Worker #



Ballarat & District Aboriginal Cooperative

Karen Monaghan, Koorie Family Services Manager
Lisa Watson, HACC Co-ordinator #



Ballarat District Nursing & Health Care

Jane Morehen, Director of Nursing #



City of Ballarat

Ann Pitt, Team Leader Operations and Brokerage
Jo Gray, HACC Assessor #



Golden Plains Shire

Skye Vale, Team Leader – Aged and Disability
Simone Foreman, HACC Assessor #



Hepburn Shire

Scott Kerr, Aged and Disability Co-ordinator
HACC Assessor #



Moorabool Shire

Robyn Salt, Aged and Disability Services Co-ordinator
John Speed, HACC Assessor #



Title: Cultural awareness training				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>All HAS agencies undertake to plan and implement a program of cultural awareness training drawing on the resources of the BADAC Cultural Education Centre.</p> <p>The goal is to positively engage people in the rich cultural history of the area and the positive aspiration of the local Aboriginal community.</p> <p>The initial audiences are HACC Assessment and Management staff along with community care workers / nurses. HAS agencies will also explore the benefits of a wider range of cultural awareness activities with other audiences from both the community (children, schools etc) and the organisation (senior managers, other business units).</p>	<p>Contact: Emma Corbett-Leehane, Cultural Education Officer on 5332 2994 or ecorbett@badac.net.au</p> <p>The Centre is at 403-405 Main Road, Ballarat.</p>	<p>In consultation with BADAC Cultural Education Centre staff, develop a comprehensive and engaging plan of cultural awareness training.</p>	<p>Promotion and links to other training in the region.</p>	<p>Promotion and linking to wider opportunities for cultural awareness training.</p>

Title: Shared care: assessment pathways				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<ul style="list-style-type: none"> ○ Copy of Living at Home Assessment MOU to BADAC to clarify referral pathways & assessment procedures. BADAC to develop a protocol for paper-based SCTT and an agreed timeframe for the introduction of e-referrals. ○ Agencies will plan & arrange joint assessments where the client is seeking information / support from both services to make effective choices. ○ HAS agencies to seek advice from BADAC and / or HACC Project Worker where required ○ Assessment staff to seek opportunities to 'shadow' in each other's agency for improved cultural awareness and further familiarisation of work practices. 	<p>Participation in referral pathways and joint assessments.</p> <p>Encourage and facilitate staff shadowing.</p>	<p>Participation in referral pathways and joint assessments.</p> <p>Encourage and facilitate staff shadowing.</p>	<p>Jointly lead this initiative.</p> <p>Promote joint assessments & staff shadowing between HAS & BADAC.</p> <p>Support BADAC to develop and implement the e-referral process.</p>	

For further information contact either:

Robyn Fletcher (HACC Project Worker at RobynFletcher@ballarat.vic.gov.au) or Gary Wingrove (Aboriginal HACC Development Officer at gary.wingrove@health.vic.gov.au)

Title: Shared care: case conferencing and ongoing service provision				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>Where a HAS agency and BADAC are supporting the same community member the two organisations will use both formal and informal approaches to case conferencing:</p> <ul style="list-style-type: none"> ○ Formal – at least six monthly, all-agency case conference to ensure goals setting / review and engagement of stakeholders ○ Informal – (with person’s consent) regular phone contact / email / coffee to keep up to date. 	Agreement to seek client consent and then link with the partner agency, develop a communication plan and maintain co-ordinated services.		Advice and support.	Advice and support.

Title: Student placements and new staff orientation				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>All organisations agree that involving students in activities to increase cultural awareness is both the responsibility of the RTO and the agency.</p> <p>Where feasible agencies will encourage students to link with BADAC, through the Cultural Education Centre.</p> <p>All organisations have undertaken to involve staff in a range of cultural awareness training activities. New staff induction processes are to include some form of cultural awareness activities.</p>	The Cultural Education Centre to further links with training providers and make cultural awareness training available.	Support students to link with BADAC and cultural awareness training, if possible.	Promote RTO engagement with BADAC Cultural Education Centre to expand cultural awareness training in courses.	Advice and support.

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Title: HAS providers: becoming more culturally aware of Aboriginal people				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>HAS providers undertake to review all current activities that promote services to Aboriginal people in the community including initiatives such as:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Acknowledgement of country on website, newsletters and publications <input type="checkbox"/> Joint promotional materials with BADAC: posters and flyers <input type="checkbox"/> Flying the Aboriginal and Torres Strait Islander flags <input type="checkbox"/> Using Aboriginal artwork in offices and on publications <input type="checkbox"/> Ensuring appropriate cultural diversity material in client handbooks <input type="checkbox"/> Ensuring a wide range of staff undertake E-learning program (when available) as introduction to Aboriginal culture. <input type="checkbox"/> Advocate within the organisation for widespread development of policies and practice that build cultural awareness. 	<p>Support HAS agencies with wording of statements and purchase / sourcing of art work: general advice.</p> <p>Participate in the development of the e-learning tool.</p>	<p>HAS agencies to review current practice and implement initiatives within their organisation.</p>	<p>Advice and support.</p> <p>Participate in the development of the e-learning tool.</p>	<p>Advice and support.</p> <p>Participate in the development of the e-learning tool.</p>

Title: Remaining in contact: reviewing this plan: sharing ideas				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>The following group will meet every six months: the key contact from each HAS agency, BADAC staff, HACC Liaison and Aboriginal liaison roles.</p> <p>The purpose of this meeting will be to review the plan, share further ideas, address any unforeseen difficulties and maintain the relationships between agencies.</p>	<p>Participation in half yearly meetings</p>	<p>Participation in half yearly meetings</p>	<p>Jointly plan, promote, facilitate and document meetings every six months.</p> <p>Update and distribute this plan.</p>	

For further information contact either:

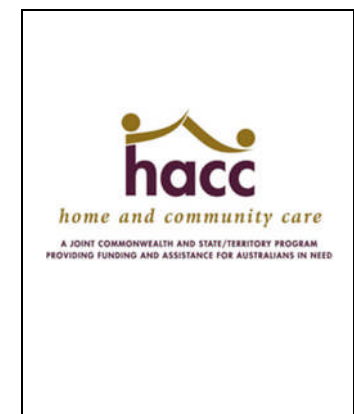
Robyn Fletcher (HACC Project Worker at RobynFletcher@ballarat.vic.gov.au) or Gary Wingrove (Aboriginal HACC Development Officer at gary.wingrove@health.vic.gov.au)

Title: Reconciliation Week: 27 May to 3 June: HAS providers to lead activities that promote reconciliation				
Partnership activity:	Role of BADAC:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>Each HAS agency undertakes to plan, develop and implement Reconciliation Week activities such as:</p> <ul style="list-style-type: none"> ○ Delivering social support programs with a reconciliation theme ○ Working with the Cultural Education staff at the Co-op to run activities across the organisation – eg Family Day, Library events, children’s events, Senior Citizen’s Centres. ○ Promoting organisational awareness: Councillors, Senior Management Team, all business units. ○ Promoting Reconciliation Week within the organisation and inviting BADAC staff / Directors to attend events and activities. ○ Providing information regarding reconciliation in newsletters, bulletins and publications. 	Advice, support and promotion	HAS agencies to lead activities in their own organisation.	Advice and support	Advice and support

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 Central Highlands area.

Robyn Fletcher and Gary Wingrove are both acknowledged for bringing local and professional knowledge to the project along with a commitment to supporting the agencies through their liaison and development roles.

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



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