

Department of Health: Grampians Region: **HACC Partnership Project**

**July 2012**

Project background:

This plan outlines initiatives to strengthen partnerships between providers of Home and Community Care (HACC) services in the eastern Wimmera area of the Grampians Region.

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 four 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 of 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 Planning activities.



PARTNERSHIP PLAN: **EASTERN WIMMERA**

The partners:

**Department of Health**

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

**Goolum Goolum Aboriginal Co-operative**

Wally Coleman, CEO  
John Gorton, Community Services Manager #

**Horsham Rural City Council**

Mary-Anne Duke, Co-ord Aged & Disability Serv#  
Lynne Dale, Assessor

**Wimmera Health Care Group**

Barry Arnott, Manager District Nursing#  
Jenny Taylor, Assessor  
Kim Galpin, Koori Health Liaison Officer

**Dunmunkle Health Service**

Janet Hall, Acting District Nurse Manager#

**Yarriambiack Shire Council**

Olinda Poulton, Community Services Officer#  
Lyn Peters, Assessor

**EASTERN WIMMERA: PARTNERSHIP PLAN**

Title:	<p><b>Formalising working arrangements</b></p> <p>Agencies have discussed a need to clarify communication and referral pathways where an Aboriginal person seeks HACC services from a HAS agency. There is also an agreed need to clarify working arrangements where a client of Goolum Goolum is living at great distance from Horsham and it may be necessary for the HAS agency and Goolum Goolum to collaborate on a shared approach to service delivery.</p> <p>A simple step-by-step process for collaborative assessment, planning and service delivery has been developed. This process has been documented in an Agreement, attached to this plan.</p>			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
The agreement 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, at least annually.	Participation in review	Participation in review	Lead review process	Advice & support

*For further information contact either:*

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

**EASTERN WIMMERA: PARTNERSHIP PLAN**

Title:	<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:			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
All HAS providers to have Goolum Goolum pamphlets available to provide initial information regarding Goolum Goolum services so that Aboriginal people can make more informed choices. To be done ASAP.	Provide pamphlets & maintain web site	Ensure pamphlets are available	Advice & support	Advice & support
HAS providers and Goolum Goolum to collaborate on one pamphlet for the area to provide information on choices regarding assessment and service provision involving these agencies. This is to include Aboriginal artwork as a visual cue for Aboriginal people to access information.	Provide advice and art work to HAS agencies	Participate in development of a joint pamphlet	Lead the project to support each HAS agency	
Goolum Goolum to consider using radio advertising of HACC services.	Lead		Advice & support	Advice & support
Each agency is to become more aware of services and activities through improved swapping of newsletter information. Goolum Goolum is to distribute their newsletter through the PCP so that all HAS providers will receive the newsletter. HAS providers are to include Goolum Goolum on the distribution list for newsletters. Where appropriate all agencies will promote activities and service. Goolum Goolum will directly promote activities to the community.	Agencies swap newsletter information and promote opportunities.		Advice & support	Advice & support

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**EASTERN WIMMERA: PARTNERSHIP PLAN**

Title:	<b>Building on existing partnerships</b> There are two significant partnering structures that will now include Goolum Goolum.			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
<p>The Horsham Rural City Council and Wimmera Health Care Group HACC Assessment partnership is an excellent example of a co-located shared care model. Key Assessment staff meet to manage practical assessment and provision issues and share practice ideas.</p> <p>Goolum Goolum (Community Services Manager) and the Aboriginal Liaison Officer from Wimmera Health Care Group will now be invited to join the monthly meeting of this group.</p>	Participation in collaborative meetings	HRCC & WHCG to participate in collaborative meetings	Advice & support	Advice & support
<p>The area has an effective forum through the HACC Assessment Network where broader planning and development of assessment practice is canvassed.</p> <p>Goolum Goolum (Community Services Manager) and the Koori Health Liaison Officer (WHCG) will be invited to participate in activities of this Network.</p>	All agencies to collaborate through the HACC Assessment Network.		Advice & support	Advice & support

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**EASTERN WIMMERA: PARTNERSHIP PLAN**

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, including:			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
It is agreed to develop a local information and prompt tool specifically for Assessment and HACC staff that provides basic advice on one A4 page. The idea is to ensure that staff have the essential information at their fingertips to avoid inadvertent blunders. To be completed by November 2012	Goolum Goolum, HRCC and WHCG to draft an initial design and consult across the Wimmera Assessment Network.		Lead this project	Advice & support
All agencies seek cultural awareness training for staff from providers such as Barengi Gadjin Land Council in the local area. The PCP has recently conducted a training needs analysis which identified cultural awareness training as a need.	Make links with the Land Council and provide information back to the group.	Participate in cultural awareness training.	Advice & support	Advice & support
The Aboriginal HACC Development Officer has access to a training tool that explores the difficulties of asking the question regarding Aboriginality during assessment. It is agreed that this 40 minute activity would be useful for the Assessment Network.		Participate in this training activity.	Advice & support	To lead this project.
There has been discussion that a regional e-learning tool that may be developed with input from the three Aboriginal agencies in the region to provide general information regarding local areas, cultural issues and services. If feasible the tool would be a resource for all staff.	Agencies to be consulted.		Jointly lead this project across the region.	
Goolum Goolum holds an open house during NAIDOC week and all will be invited.	Goolum to lead.			

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**EASTERN WIMMERA: PARTNERSHIP PLAN**

Title:	<b>Review of this plan and activities completed</b>			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
Agencies to meet in May 2013 to review this plan and further partnership activities.	All agencies to participate.		Robyn and Gary to co-ordinate this 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 Eastern Wimmera 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](mailto:roger.hastrich@pipeline.com.au)



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