

July 2012



The partners:

Project background:

<p><b>Department of Health</b>                  Janis Brooks, HACC Program and Service Advisor                  Gary Wingrove, Aboriginal HACC Dev Officer #                  Robyn Fletcher, HACC Project Worker #</p>	<p>This plan outlines initiatives to strengthen partnerships between providers of Home and Community Care (HACC) services in the western Wimmera area of the Grampians Region.</p>
<p><b>Goolum Goolum Aboriginal Co-operative</b>                  Wally Coleman, CEO                  John Gorton, Community Services Manager #</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 four HACC Assessment Services (HAS) in the area.</p>
<p><b>Hindmarsh Shire</b>                  Sally Hawker, Manager #                  Karen Barton, Assessment Officer</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><b>West Wimmera Health Service</b>                  Martha Karagiannis, Acting HACC Manager                  Clare Riches, Acting HACC Manager                  Katrina Fraser, Assessor</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><b>Edenhope &amp; District Memorial Hospital</b>                  Meredith Finnigan, Director of Nursing #                  Barbara Clark, Assessor</p>	<p>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.</p>
<p><b>West Wimmera Shire Council</b>                  Jenny Acland, Aged &amp; Disability Services Co-ord                  Sandy Clutterbuck, Assessor #</p>	<p></p>

**WESTERN 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)

**WESTERN 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:
<p>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.</p> <p>Where appropriate all agencies will promote activities and services. Goolum Goolum will directly promote selective activities to the community.</p>	Agencies swap newsletter information and promote opportunities.		Advice & support	Advice & support
HAS providers who are reviewing brochures and booklets will consider including Aboriginal flags and artwork as a visual cue for Aboriginal people to access information.	Provide advice and art work to HAS agencies	Review all pamphlets and booklets	Lead the project to support each HAS agency	
HAS providers and Goolum Goolum to explore developing one pamphlet for the area to provide information on all choices regarding assessment and service provision. This is to include Aboriginal artwork as a visual cue for Aboriginal people to access information.	Participation in project	Participation in project	Lead this project: make links with East Wimmera	Advice & support

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**WESTERN 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:
HAS agencies seek training that is local and related to assessment and HACC services – practical and local training. Goolum Goolum to consider delivering informal training with HAS assessment staff.	Deliver informal training	Participate in training	Co-ordinate and participate in training activities	
All agencies seek cultural awareness training for staff. This is provided by the 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	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.		Robyn and Gary to 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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**WESTERN WIMMERA : PARTNERSHIP PLAN**

Title:	<b>Organisation 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 partnerships. Some approaches to welcoming Aboriginal people include:			
Partnership activity:	Role of Goolum Goolum:	Role of HAS agencies:	Role of HACC Liaison:	Role of Aboriginal Liaison:
Visual cues, including: <ul style="list-style-type: none"> <li>▣ Reviewing pamphlets and brochures to include 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> </ul>	Provide ideas, advice & support to HAS providers	Consider using visual cues to increase access	Advice & support	Provide ideas, advice & support to HAS providers
Reconciliation Week: HAS providers can arrange for activities during Reconciliation Week (National Sorry Day: 27 May & Reconciliation Week: 27 May to 3 June) to welcome Aboriginal people and non-Aboriginal people to share in an activity that celebrates reconciliation.	Provide ideas, advice & support to HAS providers	Plan, arrange and conduct Reconciliation Week events.	Advice & support	Provide ideas, advice & support to HAS providers

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.	

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**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 western 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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