

Grampians Region Newsletter

CHSP /HACC PYP*

DEC 2017

SECTOR SUPPORT & DEVELOPMENT TEAM

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We wish you a very Happy Holiday season and a peaceful and prosperous New Year.

New Aged Care Diversity Framework

The Minister for Aged Care, the Hon Ken Wyatt AM, MP, has launched the [Aged Care Diversity Framework](#).

The Framework will help the aged care sector ensure that older people receive aged care services appropriate to their diverse needs.

Under the Framework, three action plans are being developed and due for release in May 2018, to address the specific barriers and challenges faced by:

- Aboriginal and Torres Strait Islander people
- culturally and linguistically diverse communities
- people who identify as Lesbian, Gay, Bisexual, Transgender or Intersex (LGBTI).

Supporting Tools and Resources

The Framework is supported by existing tools and resources including legislation, complementary frameworks, and information and training. One optional tool which may assist aged care providers to consider the diverse characteristics and life experiences of their clients and workforce is the Sample Provider Diversity Plan. Providers can tailor the plan to suit their individual circumstances.

[Relevant Legislation](#)
[Complementary Frameworks](#)
[Information and Training Resources](#)
[Sample Provider Diversity Plan](#)

(Mary Slater—Diversity Advisor)



DON'T LEAVE IT TILL THE Last Minute



Prepare For The End of the Reporting Period Now!

DEX is commencing their preparations for the end of the reporting period on 31 December 2017. You will be able to enter data for this reporting period up to 30 January 2018.

Please don't wait until the last minute.....

You are encouraged to enter data regularly, you can view this data in the self-service reports. For organisations that bulk upload, it is recommend regular uploads to help identify errors early and ensure you have Helpdesk support when needed.

The system speed can be impacted by a number of organisations attempting to upload data at the same time, particularly around the close of report-

ing period. This can result in a longer upload timeframe, and limited time to correct errors before the system closes. Please ensure you upload your data well before the end of the closing date to avoid this happening to you. [This happened the last Friday before the portal closed in July; remember this is a National system]

You can view the organisation overview report to understand the quality of your data and ensure it is consistent with local intelligence. If you find any inconsistencies, your organisation still has time to correct and submit the data before the close of reporting.

(Robyn Salt - Regional Development Coordinator)

RDC's Issues Log

If you have any issues with CHSP, HACC PYP and NDIS or you are concerned about

- service gaps,
 - thinning markets or
 - even NO market to transition clients too
- then please let me know.

All raised issues, gaps etc are written down on the monthly log for the Commonwealth and State governments and the other 8 RDC's to review, analyze and/or address. This also assists us to see patterns as they arise and discuss best ways to problem solve.

Robyn Salt

Who is Team 5?

The Grant Agreement Managers [GAM's] for the Grampians Region are Team 5 and they can be contacted on CHSP.VIC.Team5@health.gov.au especially if you require assistance with your grants and or the acquittals.

Robyn Salt

Connecting Through Inclusive Communication Practices

This resource has been developed by the EMR Alliance, to support the use of inclusive, person centred communication by CHSP and HACC PYP service providers. The Grampians region 2016-2017 Active Service Model Plans indicated that working on inclusive, person centred communication was a priority for 65% of service providers.

This resource focusses on using appropriate language and communication approaches to ensure that people accessing your services feel welcomed, valued and understood. This resource can be accessed at:

<https://www.emralliance.org/connecting-through-inclusive-communication-practices.html>

[practices.html](https://www.emralliance.org/connecting-through-inclusive-communication-practices.html)

(Wendy Altmann -
Wellness and Reablement Consultant)



Measuring Quality and Consumer Choice in Aged Care

COTA Australia is conducting a short-term project to improve the understanding and measuring service quality and consumer choice in aged care, strengthening the views of consumers (including older people, their family, friends and other supporters) and providers via separate online surveys and consumer and provider focus groups across Australia in November and December 2017.

Your views about the following concepts and how they could be better understood in the delivery of aged care services such as:

- Quality of Life
- Quality of Care

- Quality Assurance systems/processes
- Consumer Experience

What information people need to make choices?

This is your chance to have a say about the future direction of aged care services.

If this survey is closed when you access it, there are still links to some interesting information.

<http://www.cota.org.au/australia/requests/measuring-quality-and-consumer-choice-in-aged-care.aspx> Robyn Salt

Opportunities for CALD Community

Cristina Giusti Senior Policy & Project Officer, AGEING & DISABILITY Federation of Ethnic Communities' Councils of Australia (FECCA) is travelling the Nation in an effort to gain a consumer and Service Provider perspective into the way that services are being provided to the CALD communities through Australia. We are very fortunate to have Cristina available for CALD consultation in Ballarat & Horsham on 23rd & 24th January.

Please contact Mary Slater for further details. Mary Slater



Ladder Safety Matters

Ladders are associated with more deaths and injuries than any other household product and men over the age of 60 are over-represented in the statistics (Monash University Accident Research Centre, 2014).

That's why the Victorian Government is running the **Ladder Safety Matters** campaign: to prevent serious injury and deaths from domestic ladder falls. It is a collaborative project between the Department of Health and Human Services and the Department of Justice and Regulation (Consumer Affairs Victoria).

The campaign encourages older men to make safety a priority when using a ladder, as well as considering the consequences of unsafe ladder use – not just the risk of a fall, but what could happen after a fall.

The campaign highlights 3 personal video-stories and promotes the fact that almost every ladder injury is preventable. The campaign encourages

men to practice ladder safety, to remain active and independent.

The Ladder Safety Matters campaign page on the Better Health Channel hosts a number of resources available for download, including the 3 video-stories, an A3 poster, and A4 brochure. Visit www.betterhealth.vic.gov.au/laddersafety The 3 video-stories have also been translated into community languages, including Chinese, Greek, Hindi, Italian, Macedonian, Punjabi, Turkish and Vietnamese.

If you would like to order hard-copy posters or brochures, please email PPH.Communications@dhhs.vic.gov.au

Wendy Altmann



Grampians Region Personal Care Protocol



This is an agreed protocol between service providers in the Grampians Region. This is not a Commonwealth Home Support Programme or Home and Community Care Program for Younger People policy document.

Have you received your final draft copy of the Grampians Region Personal Care Protocol?

If you haven't and you need a copy please let me know. This document has now been reviewed by the working group and has been sent out for you to read and complete the attached endorsement tool. This document was developed in 2009 and is designed to provide personal care providers with a safe framework in which to deliver personal care AND for other providers requesting personal care it advises you of the requirements for referral and the limitations of what personal care providers can/can't do.

I would appreciate it if you could return your endorsements to me by the 21st of December.

If you want a copy or have any concerns or questions please let me know. Robyn Fletcher, 0418 309 849 or email on robynf@bchc.org.au

Important Dates for 2018...

GRAMPIANS ALLIANCE MEETING DATES FOR 2018

Wimmera *(Horsham)*

Tuesday, 20th February,
Tuesday, 22nd May &
Tuesday, 20th November, 2018

Grampians Pyrenees *(Stawell)*

Wednesday, 21st February,
Wednesday, 23rd May
Wednesday, 21st November, 2018

Central Highlands *(Ballarat & Surrounds)*

Wednesday, 28th February,
Wednesday, 30th May
Wednesday, 28th November, 2018

Grampians Regional Alliance Forum

September, 2018 (date & venue to be confirmed)

TENTATIVE DATES FOR THE GRAMPIANS DIVERSITY & WELLNESS & REABLEMENT PLANNING WORKSHOPS

Wimmera *(Horsham)*

Tuesday, 17th April, 2018

Grampians Pyrenees *(Stawell)*

Tuesday, 24th April, 2018

Central Highlands *(Ballarat & Surrounds)*

Tuesday 1st May, 2018

Consultation and Training Opportunities

'Make Your Data Count' webinar

A webinar for all service providers was scheduled for **Thursday 15 December 2017**, 11:30am to 12:30pm (AEST). This webinar will provide tips and practical information on strategies to record high quality data. You can view this via the "[Find training](#)" links on our home page.

- **Data Exchange 101 webinar** provides a basic overview of the Data Exchange and is a great refresher or for all you new starters.
- **Task cards** that provide step-by-step guidance on how to use Data Exchange reports can be accessed on the 'Self-service' reports page on our website. These include basic introductory information, as well as tips on how to make best use of the new features.
- **Reports reading guide** is available on the 'Self-service' reports page and includes information on the new partnership reports and report navigation tips. Robyn Salt

Coming up ... 2018

We will be holding an **Intake/Access/Triage Best Practice Forum** where we will have guest speakers to highlight the ways they conduct intake, while we are aware there is no perfect system out there, there may be ideas that are transferable to your service.

Reablement for RAS and CHSP working with Pam Edwards we will deliver information on re-ablement from a RAS and CHSP perspective.

Another roadshow will involve **ACAS, RAS, CHSP and Case Management** and how we can better work together. Robyn Salt



The Sector Support and Development

Team would like to take this opportunity to thank you, our service providers, for working with us through what has been a challenging year.

We appreciate your valuable contributions to our work in the Grampians Region.

We offer our best wishes and happiness to you and your families as we all look forward to a successful 2018!

CHSP/HACC PYP

Sector Support & Development Team

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