



Metro North Newsletter

Message from Regional Director

We will be facing significant reforms in both community care and disability services from July 2011 which will affect ADHC and funded Non Government Organisations. ADHC will provide as much information as possible to service providers to support the transition process. As a matter of priority, we all need to work to ensure that clients do not experience service disruptions or negative impacts during the changeover period.

I have included links below to some of the related inquiries and consultations and I would encourage you to contribute to the development of these major reforms by raising issues and also highlighting the successful service models and good practices that you feel should not be lost in the program changes.

1. COAG decisions about the future split of responsibilities for HACC and Disability services on the basis of age.
 - Information is available on the Fact Sheet on ADHC website in *News and Events* section; and
 - ADHC has engaged Aged & Community Services to lead a consultation for the community care

sector in NSW to support the sector during the transition phase.

2. The Australian Productivity Commission's Public Inquiry into aged care: *Caring for Older Australians*. As part of the Inquiry, the Commission will develop regulatory and funding options for residential and community aged care (including the HACC program). Submissions are invited by 30 July, www.pc.gov.au/.

3. Australian Productivity Commission's public inquiry into a long-term disability care and support scheme. Initial submissions are invited till 16 August on the Issues Paper. More information is available at <http://www.pc.gov.au/projects/inquiry/disability-support>.

4. Revision and improvement of the National Standards for Disability Services – information at: http://www.dhs.vic.gov.au/disability/improving_supports/national-quality-framework. The revised Standards will be part of a National Quality Framework.

5. The National Disability Strategy, under development, will be a 10 year plan to improve the participation of people with a disability in all areas of life.





6. The first of the *Reducing Red Tape* reforms were introduced in May. See Fact Sheet on the ADHC website in the *News and Events* section.

7. State-wide disability consultations are underway across NSW to inform the second phase of *Stronger Together - 2012-2016*. Two forums will be held in July in Metro North. Clients, families and service providers are encouraged to contribute ideas for future services in writing by 19 July. The consultation paper and email address for contributing comments is available on the ADHC website in the section *News and Events*.

This is the Region's last newsletter for the financial year. We look forward to introducing a more interactive newsletter format in the future which will allow quicker and easier access to articles for our readers and provide us with opportunities for more feedback from you. We appreciate your past interest and support for the newsletter.

Don Ferguson
Regional Director

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Siblings Fun Day



(Photo with consent)

Siblings (sibs) of children with special needs are a unique and special group of individuals. For most of the sibs their family's focus is on their brother or sister with the disability. Often sibs feel isolated, frustrated, confused and guilty. The Siblings Fun Day is all about the sibs, where they can have loads of fun in a safe environment. The day allows them to feel valued, special and build their resilience. It is also an opportunity to meet other siblings in a similar situation to them, which is invaluable to their emotional wellbeing. On 16 April, sibs from the Hornsby Area participated in a Siblings Fun Day Bootcamp at C2K Fitness Centre.

Siblings Bootcamp was a blast! The sibs enjoyed: Bootcamp-like activities outdoors; cycling to music with disco style lighting in the studio; playing on the gymnastics equipment; and aqua aerobics. The sibs were taught about nutrition and healthy food choices and made their own healthy wraps for lunch.



The C2K staff facilitated the day which allowed ADHC staff to get in on all the fun and exercise. The sibs had nothing bad to say about the day and asked if they could 'come back tomorrow for another Bootcamp'. C2K staff said that the sibs were one of the best groups they have ever worked with. They welcome more groups like this in future, in partnership with ADHC.

Contact Liz Arnott, ADHC Senior Case Manager/Social Worker



Aboriginal Business

ADHC acknowledges Aboriginal and Torres Strait Islander people as the first peoples of Australia; and the significant contributions made by Aboriginal community organisations and groups, community members and Aboriginal staff

NAIDOC Week 4-11 July

In July, Aboriginal and non-Aboriginal ADHC employees will participate in NAIDOC Week activities across the Region. The theme this year is 'Unsung Heroes - Closing the Gap by Leading Their Way'.

NAIDOC stands for *the National Aboriginal Islander Day Observance Committee*. NAIDOC Week commemorates the history, culture and achievements of Aboriginal and Torres Strait Islander People. NAIDOC was formed in 1957 and has its origins in the fight for Aboriginal rights that began to gather pace in the 1920s and 1930s.

Wangary Aboriginal HACC Transport Coordinator

Wangary Aboriginal Home Care branch in Penrith has recently employed Gail McGraw as the new Aboriginal HACC Transport Service Coordinator. The position plans and coordinates transport for Aboriginal frail elders, people with disabilities and their carers. Gail is currently purchasing a bus and recruiting care workers. The service will be offered in the Cumberland Prospect Local Planning Area – in Auburn, Baulkham Hills, Blacktown, Holroyd and Parramatta LGAs.

Regional Aboriginal Advisory Group

The Aboriginal Advisory Group met on 12 May at Butucarbin Aboriginal Corporation, Hebersham and considered the following

initiatives: Aboriginal cultural awareness training; Aboriginal recruitment; Aboriginal employment strategy and implementation guide; Regional Aboriginal staff network; Wangary Aboriginal Transport Program Update; Reconciliation and NAIDOC Week Activities; Aboriginal RSW Graduation Ceremony; Aboriginal Assistants in Nursing Recruitment in LRCs; and Koori Calenders.

The next meeting will be held on Thursday 11 August 2010.

New Aboriginal Worker – Northern Sydney

Community Care Northern Beaches has employed Jeanne Townsend as the Coordinator of the Aboriginal Counselling, Support, Information & advocacy service for Northern Sydney Local Planning Area. The Service is funded through the Home & Community Care (HACC) program and will assist Aboriginal people to access required HACC services.

Jeanne can be contacted on Ph: (02)9979 7677, Fax: (02) 9979 761 or by email: jeanne@ccnb.com.au.

ADHC Aboriginal Employment Update Aboriginal RSW Graduation Ceremony

In June, four Stage One Aboriginal Residential Support Workers in ADHC Metro Region graduated from their Certificate III Disability course. The Graduation Ceremony was held at ADHC Metro North Hornsby Office.



Recruitment of Aboriginal Assistants in Nursing

ADHC is recruiting 16 Aboriginal Trainee Assistants in Nursing (AINs) for twelve months in the Hunter, Sydney and Orange areas. The Aboriginal Trainee AINs will gain work experience in one of ADHC's Large Residential Centres (LRCs) that provide accommodation support for people with a disability.

The strategy of increasing Aboriginal employment participation in ADHC aims to improve the social and economic well-being of Aboriginal people, their families and communities.

Background on the AIN initiative

- Recruitment to these positions targets Aboriginal people and is authorised by the EEO Management Plan of ADHC under Part 9A of the Anti-Discrimination Act, 1977.
- ADHC employs over 500 Assistants in Nursing of whom 1% identify as having Aboriginal and/or Torres Strait Islander descent. The Aboriginal Trainee AIN program aims to increase the participation to over 3%.
- Trainee AINs will be placed in twelve month temporary positions. Participants will undertake an induction program for two weeks at their work base and five days at the National Centre for Indigenous Education in Sydney. Participants will undergo training in Certificate III in Aged Care at their local work base.
- A key to the success of the program is the support of a cultural mentor throughout the twelve months and participation in a cultural camp. This is to foster and nurture a sense of cultural well-being, cultural pride and confidence

and to empower participants to be active members of the workforce.

- At the end of the twelve months, participants will be encouraged to apply for advertised AIN vacancies and will be considered on merit.
- The Aboriginal population is young and growing. Building the skill base of this increasing group of young people can contribute to our current and future workforce development to support the growing need for disability services.

Aboriginal Cultural Protocol

ICIP refers to *Australian Indigenous Cultural and Intellectual Property*, also referred to as *Cultural Heritage*. Different laws all over the world protect some of the things that people produce as a result of their intellectual effort such as artworks and designs. These laws are generally referred to as *intellectual property laws*.

ICIP refers to all of the rights that Indigenous people want to have (and want to control) to protect their arts and culture. The idea of ICIP is based on the principle of self-determination. ICIP is said to include the following rights:

- right to ensure that traditional laws and customary obligations are respected, particularly when money is made from ICIP;
- right to be paid for use of ICIP, particularly if it has been used without permission;
- right to full and proper attribution or naming of the community connected with the work;



- right to protect traditional knowledge and sacred cultural material;
- right to prevent insulting, offensive and misleading uses of ICIP in all media; and
- right to control the recording of cultural customs and expressions, and language which may be essential to cultural identity, knowledge, skill and teaching about Indigenous culture.

Australian law does not protect all areas of ICIP, for example, a style or method of art like cross hatching or dots; and some performances such as dance and music if they have not been recorded at all.

Reference:

<http://www.artslaw.com.au/legalinformation/indigenous/ICIP.asp>.

Diversity News

Celebration of African Cultures

Parramatta Case Management Early Intervention staff partnered with Northcott EarlyStart Diagnosis Support Service (Parramatta) in setting up a disability information stall at the Celebration of African Cultures in Auburn.



Staff in the stall: (Left to Right) - Carolyn D'Mello (ADHC) & Susan Lapin-Silvers (NEDS) (with consent)



(Left to Right) Rein van de Ruit (ADHC), Sue Glover (ADHC), Connie Offeh (ADHC), Susan Lapin-Silvers (NEDS), Carolyn D'Mello (ADHC) & Mitchell Zammit (ADHC) (with consent)

Held on a sunny day on 10 April, the festival attracted about 5,000 people who enjoyed African music and dance as well

as colourful stalls selling food, clothes and African artefacts and providing information about services in the community.

The ADHC/Northcott stall provided information kits and advice as well as engaging children in craft and activities. Many children and parents enjoyed the fun and talked with staff.

This community outreach is part of the Building Inclusive Community in Auburn Project.

Korean Cultural Presentation



Hornsby Case Managers and Specialist Support Team came together on 19 May to take part in a Korean themed cultural presentation and delicious lunch with Denise Kapatan (Korean Support Group Co-ordinator), Jeongmin Park (Korean Group Leader), Joo Hyun Lee and Min Suk Kim (Korean Support Group members).

The presentation covered Korean culture, family dynamics and family support needs. Issues were explored about caring for a child diagnosed with a disability and the



barriers many families face including: loss of identity; migration issues; language barriers; lack of understanding about intellectual disability and the terms used in disability; expectations of males in the family; the role of extended family over in Korea; lack of informal support networks in Australia; guilt and self blame; social isolation; and most importantly - the spiritual ideology associated with having a child diagnosed with a disability.

Staff were encouraged to reflect on the ways we currently work with families from a Korean cultural background and consider future practice. We discussed gaps in support services and how ADHC could fill those gaps. Ideas included: establishing educational programs for parents; running support groups for parents who use mainstream and specialised services; and use of a psycho-educational approach by professionals when explaining disability and intervention methods to Korean families.

We thank Denise Kapata and Jeongmin Park for a wonderful presentation, and Joo Hyun Lee and Min Suk Kim for preparing lunch and presenting Korean costumes to the Hornsby CST. Thanks also to Lauren Miller (Manager Access) for her ongoing support.

Contact: Shirin Sadollah, ADHC Case Manager

Photo used with consent

Making Transport Accessible for CALD Groups

In April, a group of older Turkish women took advantage of the Seniors Concessional fare of \$2.50 for a day's travel, for an outing to Manly. Aside from the very obvious social benefits of having

lunch on beautiful Manly Beach, the women set out to learn more about the benefits of Public Transport for seniors.



They were met at Auburn Station by the Station Master, Jim Hanna and Senol Akgul, who explained the mysteries of automated ticketing, provided maps and information about some of the outings they could consider for the future and generally familiarised the group with the facilities of the station and how to access them.

They also provided tips on safe travel and planning your trip when English is not your first language.

The outing included both train and ferry travel and the women had time for a leisurely lunch and a stroll around Manly before their return trip. This all took place in off peak time, so the travel was comfortable and stress free.

The outing was organised between City Rail, Auburn Turkish Welfare and Auburn City Council. The same arrangement will be offered to other seniors groups in the LGA.



After all, who would miss out on an opportunity to travel around our beautiful city for just \$2.50! This group is already planning their next outing.

Yvonne Yun Community Development Officer, Aged and Disability, Auburn City Council

Reaching Out to Emerging Communities

Christian Community Aid (CCA) at Eastwood recently celebrated their 45th anniversary of service to the community. Their ADHC funded programs include Meals on Wheels, Social Support and Counselling, Information & Advocacy. CCA also assists people with financial counselling, emergency relief services, migrant settlement services, family day care and adult education.

CCA actively reaches out to new and emerging CALD groups as well as established communities. While looking back at 45 productive years they are also developing a strategic plan to identify responses to the future support needs in their community.



Meals on Wheels Volunteer Diana Hay (left) and Sushmi Polavaram who coordinates the administration and meal runs at CCA (photo used with permission)

Training to Increase Access to Community Care Services for CALD Older People

This is a new train-the-trainer community education program to help older people from diverse communities, and their carers, to access community care services.

People from culturally and linguistically diverse (CALD) backgrounds are often unfamiliar with the Australian Aged Care system and community care services. They find the services difficult to navigate and access. Apart from basic knowledge of some services, older people and their carers are generally unaware that they can get regular help to cope better with daily living tasks while they still live at home. This is one of the reasons for their low level of service access.

The *Get to know the Australian Aged Care System*, Bilingual Community Education (BCE) program is designed to deliver information about services. It aims to sustain independence, empower individuals with knowledge to make competent decisions and to prevent avoidable crises through encouraging better planning for the future. Designed for older people and their carers from diverse communities, the program introduces community care services and the aged care system in a way that can be understood by all.



Cumberland Prospect Multicultural Access Project (MAP) developed the BCE program. They engage sessional trainers/bilingual community educators to organise groups and present the program to CALD communities. The program is presented to participants in their first language and is run in community settings. It is designed to run over four x 2 hour sessions, and uses a range of training techniques to gradually build up participants' knowledge, skills and confidence.

A step-by-step program manual is written in English and can also be used to deliver the sessions to English speakers.

Last February, a group of 20 Bilingual Community Educators (Educators) attended four days of training to become competent in delivering the program to their communities. The Educators from Assyrian, Arabic, Cantonese, Farsi/Persian, Filipino, Korean, Mandarin, Samoan, Spanish, Tamil, Turkish and Vietnamese speaking backgrounds gained vital knowledge about community care services and how to access them. For many of the Educators the training provided a first time opportunity to hear and learn about HACC and HACC-like services.

The training also included presentations by guest speakers representing different local service providers who explained their services and gave practical examples of assistance and care offered by their agencies. The Educators expressed surprise at the variety and level of assistance and care that can be offered by community care providers.

Sincere thanks go to: BCS Auburn Centre - Social Support & Personal Care,

CareConnect Blacktown - Dementia Services, CACP, EACH and Case Management, SydWest Multicultural Services - Information & Advocacy, In-home Respite and Domestic Assistance, SWAHS Blacktown Aged Day Care, BCS Commonwealth Carelink & Respite Centre and the Dementia Advisory Service for their passionate presentations.

All Educators received a step-by-step program manual with translated resources to assist them deliver the program. At the completion of the training, Denise Dwyer, A/Manager Planning & Purchasing Metro North ADHC and Clarissa Mulas Network Director SWAHS Multicultural Health Network presented the Educators with certificates, and congratulated them on their achievements.

Some comments from the Educators:

"I wish I knew about these services when my mother was old and needed help."

"I cried when I heard the story of an old lady assisted by Social Support."

"I know a lot of people in my community who need help. Till now I had no idea what is available to assist them. I am glad I did the training. I will now be able to help them better."



Filipino Bilingual Community Educator Shirley Hadland proud of her achievement



Bilingual Educators who have completed the training

Samoan and Tamil speaking Educators were the first to provide the program to their seniors and carers



Europa Faapoi, Samoan BCE with the group of Samoan seniors and carers at Mt Druitt

A comment from one of the Samoan seniors:

“We were surprised and happy to hear our language and learn about different services. We felt at home. We had thought that no one remembered us any more. Now we know that we are not forgotten by the government.”



Malathy Uthayachandran, Tamil BCE with her group at Auburn Diversity Services.

In future a new group of Croatian, Hindi, Khmer, Macedonian and Maltese speaking Educators will be trained to deliver the program to their communities.

If you know any groups of seniors and carers from the above listed language backgrounds who would be interested in the program, or if you would like more information, please contact the Cumberland Prospect Multicultural Access Project Ph: 8838 2175 or email Monika.Latanik@wsahs.nsw.gov.au.

Consent was given for use of the photos



Update on Community Living Award

A new management structure and Community Living Award has been under negotiation for ADHC Accommodation and Respite staff managing and working in ADHC-operated group homes, centre-based respite services and in-home support services. ADHC and the Public Service Association of NSW (PSA) have reached an agreement to enter into discussions on the implementation of the new structure.

The proposed changes aim to improve the quality of support for clients by putting front-line managers back into each group home and respite unit. This will provide better leadership and support for staff. Staff will also benefit from clearer career path options and more professional development opportunities. The new structure has been developed following extensive consultation with staff, clients, families and the PSA.

Key features of the new structure

- appointing Team Leaders into group homes, respite units and in-home support services, which will improve onsite supervision and support to direct care staff;
- introducing a formal, on-the-job training program for direct care staff;
- requiring direct care staff to possess First Aid certification;
- introducing new Coordinator, Accommodation and Respite roles in addition to the Manager, Accommodation and Respite to supervise and support Team Leaders;
- appointing Practice Support Coordinators who will support the learning and professional development

of Disability Support Workers and Team Leaders; and

- establishing an Operations Support Unit within each region to design and improve systems and practices within the Accommodation and Respite business stream.

What will change

Residential Support Workers (RSW) will be transferred to the new Disability Support Worker positions with minimum disruption to the operation of the group home or respite unit. They will still support clients as they do now.

Network Managers and House Managers will be replaced by on-site Managers called Team Leaders in each unit.

The majority of staff will remain in the group homes and respite units where they currently work. Some staff may seek to transfer to different group homes or respite centres, for example to benefit from promotional opportunities.

We are also introducing a formal induction program and on-the-job training program for direct care staff.

What will not change

The aim is to minimise disruption to client support services during the staff transition process. During the implementation phase of the new structure we are committed to maintaining:

- the number of direct care hours provided to clients;
- day to day client routines;

- Group Home or Respite Centre locations; and
- the quality of care we provide to our clients.

The changes will happen in October 2010. If you need more information please contact Saviour Buhagiar, Metro North Regional Manager Accommodation and Respite via the ADHC regional switch: 9841 9500.

Resources

NCOSS Management Support Unit

ADHC has provided funding to the Management Support Unit (MSU) at the Council of Social Services of NSW (NCOSS) to enable them to operate on a full time basis to provide management and governance support to ADHC funded providers. The service is predominantly focussed on HACC providers. More information is available on the Portal and by contacting msu@ncoss.org.au.

MDS Training DVD

The MDS Training DVD has been developed to assist organisations to report their data under the National Disability Agreement and Home and Community Care program. The MDS DVD was sent to funded service providers in May. If you are unable to copy the DVD, you can order additional copies by visiting <http://www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/help.htm>.

Organisation Chart

An updated Metro North Organisation Chart is attached.

Being a Healthy Woman - a NSW Health Resource Booklet

This book is in Easy English with illustrations to help women with an intellectual disability learn more about their health and sexuality. It also provides a list of resources on health issues for women with intellectual disability, their family members, carers or health care professionals. Download a copy from

http://www.health.nsw.gov.au/pubs/2010/pdf/being_a_healthy_woman.pdf.

Policies and Legislation

New Directions for Disability Respite Services in NSW and Program Guidelines

Both documents are available at: [ADHC Website > Publications and Policies > Other](#) and provide: the overarching strategic policy framework that will guide future expansion and reform of disability respite services; and the operational framework for delivery of all ADHC operated and funded disability respite services.

NSW Carers (Recognition) Bill 2010 Passed

The new carer legislation formally recognises carers as individuals in their own right, not just in relation to the person they care for. In addition, the legislation in NSW, provides for assessment of carers of their own health and other needs.



Funding

Transfer of ADHC Day Programs

The last of the ADHC operated day programs in Metro North Region were recently handed over through a select tender process to Autism Spectrum Australia who now operate the Ryde day program and Flintwood Disability Services who now operate the Pennant Hills day program.

What's On

Let's Talk About Caring Conference 2010

28 July Hornsby RSL, Hornsby.
Let's Talk About Caring Biannual
Conference 2010 Inquiries:
conference@nsforum.org.au.

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