



Cumberland Prospect-Nepean HACC Flash October 2010

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ADHC “Better Practice” handbook -- out now!

Fresh off the grapevine! The HACC Better Practice Project was launched earlier this week by Minister Peter Primrose. During the launch, the much awaited resource, “*A Handbook for Community Care Services: Empowering people, enhancing independence, enriching lives*” was released.

Many of you will remember the *Call for Nominations* sometime last year for the Better Practice mapping project. The goal was to identify HACC service providers in NSW that were adopting aspects of the “enabling” approach (also known as *active ageing, wellness, person-centred* approach).

This approach is seen to be the “new wave” in HACC service delivery. It “focuses on what a person *can do* and *wants* to be able to do, not just what they are unable to do at present. It offers people the opportunity to be actively involved in identifying goals that are important and meaningful to them and to participate alongside their support worker to achieve their goals.” There is evidence around the world of excellent outcomes in the use of this approach.

The handbook features 38 “practice ideas” from 50 services, as well as five “managing change” stories from statewide orgs, including models from WA and Victoria. The storytelling approach makes the handbook quite easy to read.

As the handbook states, many community care providers already use this approach without calling it as such, and without necessarily applying it in all aspects of their service. We are glad that four services in our region that had responded to the call were selected to share their stories and lessons learned.

1. Hills CALD Social Day Programs (Centre-based Aged Day Care) - Hills Community Care/The Hills Shire Council
2. Connections Coffee Club Blacktown (Social Support) - Western Sydney Dementia Advisory Service, SWAHS
3. Parramatta Book Club (Social Support) - Parramatta City Council/Dundas, Granville & Holroyd Neighbour Aids
4. Penrith Dementia Café (Social Support) - Nepean Dementia Advisory Service, Anglicare

Also mentioned in the handbook as a Resource is the Cumberland Prospect Multicultural Access Project's Bilingual Community Educators program "Get to Know the Australian Aged Care System".

Congratulations and well done to these services and to their service coordinators/managers and staff!

The handbook is now on the web at -

<http://www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/hacc.htm>. Scroll down to **The Better Practice Project** and select 'A handbook for community care services'.

Note from project consultant who put together the handbook:

*"There is an error in the handbook. On page 74, Northern Community Care is listed as the service name for both Fact Sheets 4 and 5. The service name for Fact Sheet 5 (as we submitted) should be: **Middle Eastern and Turkish Centre Based Day Care.**"*

If you see any other errors, please let us know so that we can pass it on for changes to be made to the web version and in any future print runs. (Rocellita has already passed on an error in the listing of *Connections Coffee Club Blacktown* under Metro South region in page 122. It was listed correctly under Metro North in other pages, though).

Have you registered for the Western Sydney HACC Managers Forum- Wed 17 November?

If you're a HACC-funded Manager, HACC Board/Management Committee member, or sector development ("non-output") worker, this is for you...

We have positioned this session for issues relevant to the expected transitioning of HACC/Ageing to Commonwealth administration (as a follow-up to a theme identified at recent regional forums). But this session should be useful, as well, in sharing learnings on governance and change management, since info share is what the Managers Forum is all about. Do come and share your thoughts on these timely topics.

Some topics that have been raised in the past (also in other venues) were:

- The pressure on some small services to be sustainable while maintaining quality services
- Compliance requirements
- Developing new models of social business and community-business partnerships in a changing environment
- Increasing emphasis (and pressure) on optimising service outcomes while minimising unit cost

If you do not hold a management position, but believe that this session will benefit your current role, please register and we will get back to you.

"Strengthening your HACC Board of Management in preparation for the HACC/Ageing transition to Commonwealth"

"The changes in funding arrangements will be least painful for those organisations who have strong management systems.

If you have management issues... I would encourage you to get help now..."

--from ADHC Metro North Deputy Regional Director at the WS Regional Community Care Forum, July 2010

when | Wednesday 17 November 2010, 10:00 am - 12:30 pm

Where | Western Sydney Community Forum- training room

| Level 4/146 Marsden St. Parramatta (near cor. Macquarie)

PROGRAMME

- 10:05 am Welcome & Acknowledgment of Country
10:10 Brainstorming:
Potential impact of changes in HACC/Ageing on HACC Boards & strategies to strengthen your Boards
- 10:40 Reporting
11:00 Break
11:15 **How to avail of “Tailored & Targeted Consultancy Support” for Board of Management/Management Committees**
(for ADHC-funded organisations with annual turnover of less than \$5M)
- Gordon Duff (State Manager, Policy and Projects, National Disability Services NSW)
- 11:40 **Using the Regional HACC Fees Protocol to strengthen your Fees Policy**
- Rocellita Lacsina, HACC Development Officer
- 12:00 **MDS (Minimum Data Set) Updates**
- Kazu Imai (Metro North MDS Officer, ACS)
- 12:20 Wrap up/Summary
12:30 Close

RSVP online by 15 November via:

<http://www.wscf.org.au/calendar/126/20-Western-Sydney-HACC-Managers-Forum.html>

Other queries to: Rocellita Lacsina Email rocellital@wscf.org.au Ph: 9687 6804

Record attendance at the October 2010 WS Regional Community Care Forum

The October regional forum on “State Consultation on Transition of HACC/Ageing to Commonwealth” was a resounding success, with a record attendance of 76 people coming to participate and provide inputs on this important consult. Sue Findlay (ACS HACC Transition Manager) has said that the session was most useful for her as she prepared to roll out the consult to the rest of NSW. Thanks to those who came; and for those who haven’t, there are a few more sessions happening in Metro Sydney.

Schedule and rego form for the rest of ACS consultations on “COAG Reforms to the HACC Program”:
<http://www.wscf.org.au/uploads/2010uploads/HACC/ACS%20consult%20REGISTRATION%20FORMS%20metro.pdf>

Much thanks as well to Jenny Tisdell of Blacktown City Council for valuable assistance with venue arrangements!

New National Community Care Standards - has your org registered for training yet?

Earlier last week, we sent a newsflash on the release of the new *Community Care Common Standards* which replaces the previous service standards applying to HACC, CACP, EACH, EACHD and NRCP. The new standards will be effective from 1 March 2011.

Service providers would have received by now a letter from ADHC introducing the standards as well as an invitation to attend presentations (2 reps per org). The venue for Blacktown (12 November, 10 am to 2 pm) has been confirmed: Blacktown RSL, Alan Peachy Room.

For more info, go to -<http://www.comcarestandards.com.au/>

The document on the Community Care Standards Guide (Oct 2010) can be found here--

http://www.comcarestandards.com.au/attachments/article/84/CCCS_Guide.pdf

The summary framework of the standards and expected outcomes can be found here --

<http://www.comcarestandards.com.au/attachments/article/84/Community%20Care%20Common%20Standards%20framework.pdf>

New resources from WSCF HACC Development Project

Two resources will be available within the next two weeks--

1) *Regional Interagency HACC Fees Protocol (Pilot Version)*

To be presented in various HACC forums (upon invitation).

Hard copies will be available at HACC Forums and upon request to rocellital@wscf.org.au

Electronic copy will be downloadable from WSCF HACC webpage.

Useful tool for determining financial disadvantage among HACC service recipients; reducing fees, if needed; and co-ordinating with other services in order to cap fees for multiple service users.

Training will be done in March 2011 and pilot phase will be from April to September 2011 (details to follow).

2) *Frequently Asked Questions About HACC for New Workers-2011*

Hard copies will be available at HACC Forums and upon request to rocellital@wscf.org.au

Electronic copy will be downloadable from WSCF HACC webpage.

Update on NSW HACC Development Officers Evaluation

Thanks to those who filled out the online survey to support this evaluation. As of last update, more than 100 survey submissions have been received across the state by ADHC project consultant, The Nucleus Consulting Group.

The online survey is still available, if you'd like to contribute--

<http://esvc000980.wic057u.server-web.com/HaccSurveys.html>

If there is anything about our role (Rocellita's and Christine's) that you are not clear about, please don't hesitate to contact us.

Western Sydney Food Forum

Christine Mifsud has gotten off on a swimming start as she went around meeting with food service (Meals On Wheels) providers in Cumberland Prospect-Nepean, as well as attending Penrith, Hawkesbury and

Blue Mountains Community Care forums. Christine will be convening the Western Sydney Food Forum on Wednesday, 3 November.

For more details on HACC Forums in Cumberland Prospect & Nepean, see 2010 Calendar of Meetings in WSCF HACC webpage-

http://www.wscf.org.au/index.php/home/hacc_home_and_community_care

For a Directory of HACC and HACC-like service providers in Cumberland Prospect (MAP Project) -

<http://www.wscf.org.au/uploads/2010uploads/HACC/Directory%20of%20HACC%20%20HACC%20like%20services%20August%202010.pdf>

Western Sydney HACC Forums Flash is published once a month by the HACC Development project of Western Sydney Community Forum (WSCF).

A hard copy is available for download at our HACC webpage:

http://www.wscf.org.au/index.php/home/hacc_home_and_community_care

For queries and feedback, please contact the WSCF HACC Regional Resource Workers.

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WSCF's HACC Regional Resource Worker project is funded by the Australian Government and the Ageing, Disability and Home Care, Department of Human Services NSW.