



# The Better Practice Project

*enhancing independence at home and in the community*

Ageing, Disability and Home Care, Department of Human Services NSW

Information Sheet 3

July 2010

This information sheet provides an update on *The Better Practice Project* for Home and Community Care (HACC) in NSW. The aim is to strengthen the capability of the sector to adopt sustainable evidence-based better practices that enhance the autonomy, independence, and quality of life of individuals requiring support in the community.

The foundation of *The Better Practice Project* is an evidence-based **enabling approach**. National and international evidence confirms that with support, frail older people and people who are frail or living with a disability as a result of chronic disease or injury, have the capacity to make gains in their physical, social and emotional wellbeing<sup>1</sup>.

An **enabling approach** supports the core aims of the HACC Program while focussing on enhancing autonomy, independence, and quality of life in areas that are important to the individual.

## 1 Mapping innovation and better practice initiative

Alt Beatty Consulting has gathered examples of better practices from across NSW that are in line with an **enabling approach**. *Towards an Enabling Approach for Older People: A Resource for Community Care Services 2010* is a web-based resource expected to be launched later in 2010. It includes better practice ideas, case studies, client and carer stories and information to assist people wanting to find out more about enabling better practices being used by the HACC sector in NSW and the benefits being achieved for clients, carers, and communities.

Ageing, Disability, and Home Care (ADHC) would like to acknowledge and thank the many organisations and individuals who gave their time and shared their stories with Alt Beatty Consulting in the development of this resource.

## 2 Awareness-raising education program: *Why an enabling approach is a good idea*

The purpose of an awareness-raising education program for the community care sector is to explore *why* an **enabling approach** is a good idea, and how it differs to a traditional maintenance and support approach. ADHC has partnered with the Aged & Community Services Association of NSW & ACT (ACS) to develop the program. Delivery is planned to commence in October 2010.

For further information about the awareness-raising education program contact ACS by email at [mail@agedservices.asn.au](mailto:mail@agedservices.asn.au).



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### **3 Regional demonstration projects: Using an enabling approach to support people in the community**

Four demonstration projects in NSW are providing support to HACC clients in a different way, using an **enabling approach**. The projects, which have just commenced, are being run in the Northern, Hunter, Metro North and Metro South regions until June 2011. The projects are offering short term early intervention and support to some 400 older people who are willing and interested in participating. The demonstration projects will allow us to learn more about how an enabling approach can help individuals improve their functioning, their social networks and their personal wellbeing

Project leaders in each of the four regions are collaborating and have agreed on a common approach to eliciting client goals and common tools to use in order to assist with evaluation of the results. While the projects share common features, each demonstration project is unique. No one model of service delivery is preferred.

### **4 Independent project evaluation**

Elton Consulting, in association with Age Communications Pty Ltd, has been engaged to evaluate the demonstration projects and other components of *The Better Practice Project*. The evaluation team comprises Peter Cranko and Clare Crawford from Elton Consulting, and Glen Sorenson from Age Communications. The evaluators will provide quarterly feedback on the demonstration projects and facilitate the sharing of learnings from the projects.

### **Informing future directions**

Under the National Health and Hospitals Network Agreement endorsed by the Council of Australian Governments (COAG), there will be a split of responsibilities for aged care and disability programs at age 65 (age 50 for Indigenous people), with the Australian Government to assume full responsibility for aged care services under the HACC Program from 1 July 2012.

*The Better Practice Project* has been designed to encourage the adoption of evidence-based better practices in community care. The independent evaluation will inform future services delivery. ADHC will make available to the Australian Government the learnings from *The Better Practice Project*, and will apply the learnings to the planning and delivery of community care services for people under age 65 who are living with a disability.

### **Further information**

Enquiries about *The Better Practice Project* can be directed to Craig Bennett, Policy Officer Community Care Reform, ADHC by email [craig.bennett@dadhc.nsw.gov.au](mailto:craig.bennett@dadhc.nsw.gov.au) or phone (02) 8270 2020; or Carol Davis, Manager Community Care Reform, ADHC by phone (02) 8270 2393.

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<sup>1</sup> Ryburn, B., Wells, Y., Foreman, P. (2007). *The Active Service Model: A conceptual and empirical review of recent Australian and International literature*. Australian Institute for Primary Care. La Trobe University, Melbourne.