

# Welcome Pack

An introduction to the EMR Alliance and Eastern Sector Development Team for CHSP & HACC PYP providers in the eastern metropolitan region

## Welcome

Whether you are a new provider of Commonwealth Home Support Programme (CHSP) services in the east, or have started a new role with an existing CHSP or Home and Community Care Program for Younger People (HACC PYP) provider we welcome you to the eastern metropolitan region of Melbourne.

This welcome pack provides information about the activities of the EMR Alliance and the sector development team who are available to support you to deliver inclusive, person centred care to your clients.

## About the EMR Alliance

Initially established in 2010 as part of the Victorian HACC program, the EMR Alliance supports local CHSP and HACC PYP service providers in the eastern metropolitan region of Melbourne. We work together to share good practice that promotes inclusive access and person centred care. The EMR Alliance provides a forum that promotes a strong partnership approach through effective information sharing and collaborative problem solving.

The key objectives of the Alliance are to:

- create a shared understanding of the Wellness and Reablement approach, Diversity Planning and Practice initiatives and change management associated with aged care sector
- strengthen working relationships between local HACC PYP & CHSP agencies, and
- build the capacity of local agencies to embed key quality improvement elements as part of service delivery

The Alliance meets bi-monthly and encourages the involvement of senior management,



The EMR Alliance is supported by the Victorian Government and supported by the Australian Government Department of Health. Visit the Department of Health website (<http://www.health.gov.au/>) for more information. Disclaimer: Although funding for this Alliance has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government.

program leaders, clinicians and program staff from HACC PYP and CHSP funded providers, service delivery partners and key stakeholders in the region.

In addition to the broad Alliance meetings (see 2017 meeting schedule below), Alliance members can build their capacity through [local projects](#), resources, the [website](#), [workshops](#), the [e-bulletin](#), and the [EMR Alliance YouTube channel](#).

To learn more about the Alliance please feel free to read the Discussion Paper below, which documents the journey of the Alliance and its role in local practice change. The Discussion Paper provides information about the establishment of the Alliance, its structure, key activities and achievements, benefits and challenges, key enablers and our vision for the Alliance moving forward.

[emr\\_alliance\\_discussion\\_paper.pdf](#)

## Meeting dates for 2018

9.00 am - 11.00 am, Tuesday 27 February  
9.00 am - 11.00 am, Tuesday 17 April  
9.00 am - 11.00 am, Tuesday 19 June  
9.00 am - 11.00 am, Tuesday 28 August  
9.00 am - 11.00 am, Wednesday 24 October  
9.00 am - 11.00 am, Tuesday 11 December

## [EMR Alliance meeting schedule 2018](#)

Meetings are held at the City of Whitehorse, Waratah Room, 379-397 Whitehorse Road, Nunawading. Ample free parking is available on site.

## EMR Alliance website

Visit the EMR Alliance website to access resources. [www.emralliance.org](http://www.emralliance.org)

## Eastern Sector Development Team

The Eastern Sector Development Team (ESDT) provides support across the eastern metropolitan region to service providers funded through CHSP and HACC PYP.

The team is located at EACH in Ringwood East and consists of the Wellness and Reablement Consultant/s, Diversity Advisor and Regional Development Coordinator. Our extended team members include the Regional Assessment Coordinator located at Knox City Council and the Aboriginal Development Officer for the metropolitan region located at the Aboriginal Advancement League in Thornbury.

The ESDT's primary focus is to support service providers to implement diversity, wellness & reablement and change management activities as part of delivery of CHSP services.

## How can we support you?

Key activities of the ESDT include:

- facilitating a bi-monthly alliance that builds service providers capacity and knowledge of diversity, wellness and reablement approaches
- supporting the development and implementation of quality planning initiatives covering diversity, wellness and reablement
- providing support and access to the latest information relating to aged care reforms and program delivery
- working with service providers to introduce new or different ways of planning, delivering or evaluating services that incorporate inclusive person centred practice through one on one support, or the provision of workshops and forums
- identifying and sharing good practice that demonstrates how diversity and wellness approaches can improve the clients experience of community aged care
- helping service providers to plan for, implement and evaluate diversity and wellness priorities
- facilitating opportunities for alliance members to connect and share program initiatives

## Contact details for the Eastern Sector Development Team

Email: [emr.alliance@each.com.au](mailto:emr.alliance@each.com.au)  
Website: [emr.alliance.org](http://emr.alliance.org)  
Youtube channel: <https://www.youtube.com/channel/UCNjNartUMt2N3odUaDBW6rA>

### Wellness and Reablement Consultant

Lisa Dean  
9837 3941 / 0455 051 447  
[lisa.dean@each.com.au](mailto:lisa.dean@each.com.au)

### Diversity Advisor

Dale Park  
9837 3960 / 0477 747 887  
[dale.park@each.com.au](mailto:dale.park@each.com.au)

### Wellness and Reablement Consultant

Joanna Parlapiano  
9837 3954 / 0419 931 189  
[joanna.parlapiano@each.com.au](mailto:joanna.parlapiano@each.com.au)

### Regional Development Coordinator

Ayesha Fathers  
9837 3919 / 0428 167 331  
[ayasha.fathers@each.com.au](mailto:ayasha.fathers@each.com.au)

### Extended members

**Aboriginal Development Officer**  
(position currently vacant)

### Regional Assessment Services Coordinator

Pansy Lee  
9298-8889 / 0429 574 513  
[Pansy.lee@knox.vic.gov.au](mailto:Pansy.lee@knox.vic.gov.au)

## Diversity and Wellness & Reablement

### Wellness & Reablement

The Aged Care Sector is undergoing significant change to ensure that people who receive services are supported to remain as independent as possible. This approach is consistent with a broader global shift towards person centred approaches across health and aged care policy and practice (WHO 2015)

For the CHSP this vision will be achieved through:

*...the delivery of timely, high quality entry-level support services taking into account each person's individual goals, preferences and choices – and underpinned by a strong emphasis on wellness and reablement – the CHSP will help frail older people stay living in their own homes for as long as they can and wish to do so.'*  
(CHSP manual April, 2017 p3, section 1.2.1 Vision)

In Victoria and HACC PYP, this approach has previously been described as the Active Service Model:

*'...a quality improvement initiative that explicitly focuses on implementing person and family-centred care, wellness promotion, capacity building and restorative care in service delivery.'* *'This initiative aims to ensure that people attain the greatest level of independence they can and are actively involved in making decisions about their life. This includes understanding their goals, their decisions about the type of services they wish to receive and the desired outcomes'*  
(DH 2013 p. 93).



### PLACING THE CLIENT AT THE CENTRE

Wellness can be applied across all service outcomes with the aim to promote independence and autonomy by working with people, their families and carers to help them do as much as they can for themselves and to maintain their quality of life.

We can do this through a model that includes:

- Assessment - a conversation that helps us to get to know the person, including their strengths and what motivates them
- Planning - that is inclusive of the person (their family and carers) and is based on what is important to the person now and into the future and
- Service Delivery - that is flexible and responsive to the individual needs of the person and includes regularly 'checking in' to find out how things are going

While it is important that the quality of support we offer through assessment, planning and service delivery is consistent for everyone, we must still be focused on providing a service that is individual and flexible to suit each person. People are experts in their own lives and are therefore best placed to be involved in, and plan their own futures.

The CHSP are continuing to progress work to better understand wellness and reablement in the aged home care context. The outcomes of this work will inform the development of strategies for the sector to embed wellness and reablement approaches across the service delivery platform.

To access further information about wellness and reablement please visit our Quick Reference Guide for relevant links to resources at the end of this Welcome Pack.

## Diversity and Inclusion – Removing barriers and improving the quality of services

Diversity describes the personal characteristics and attributes that help shape who we are and what is important to us.

Valuing diversity and creating an inclusive and welcoming environment is about recognising, respecting and drawing on the positive aspect of difference whilst proactively challenging discrimination and removing the barriers and disadvantage that people can experience.

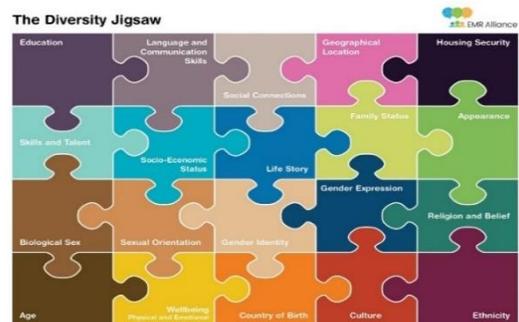
The positive steps we take to empower people and communities to be active participants and leaders is at the core of creating inclusive access. Developing services that respond to the diverse backgrounds, interests and needs of people will ensure they feel valued and are receiving services that are appropriate and person centred.

### Diversity Planning and Practice

Through the Commonwealth Home Support Program (CHSP) and HACC Program for Younger People (HACC PYP), Diversity Planning and Practice has been established to remove the barriers people can experience in accessing services. It also seeks to improve the capacity of the service system to respond appropriately to client's interests and needs.

Diversity Planning requires organisations to learn about their local community in order to understand which community groups aren't accessing their services and why and then develop a plan to address that underrepresentation. Under the CHSP and HACC PYP diversity planning includes a particular focus on the following characteristics referred to as special needs groups:

- People from Aboriginal and Torres Strait Islander communities
- People from culturally and linguistically diverse backgrounds
- People living with dementia



- People who experience financial or social disadvantage
- People known as Forgotten Australians, Former Child Migrants and the Stolen Generations
- People who are homeless and those at risk of homelessness
- People who are lesbian, gay, bisexual, transgender or intersex
- Parents separated from children by forced adoption or removal
- People living in rural or remote communities
- Veterans

While the above characteristics are identified as special needs groups, they do not represent all aspects of diversity and organisations must consider diversity in its broadest terms. It is also vital that organisations consider how diversity characteristics intersect with each other as highlighted in the Diversity Jigsaw and discussed in the [Connecting the Pieces video and resource](#)

### Further information and resources



The EMR Alliance has developed a video and accompanying resource that articulates the unique aspects of diversity and person centred care and importantly, the relationship between these approaches, how they influence each other and the need for diversity and person centred care to be understood throughout the continuum of the client's journey. The Connecting the Pieces video is available to view on our [website](#) and [you tube channel](#).

## Quick reference to resources and contacts

Program	Topic	Information Sources	Contact
Sector Development Team	Wellness and Reablement	<ul style="list-style-type: none"> <li>• <a href="#">DHHS Active Service Model website contains general information about ASM (wellness) and provided access to state wide resources and project reports</a></li> <li>• <a href="#">EMR Alliance – Wellness &amp; Reablement resources</a></li> <li>• <a href="#">Living well at home: CHSP Good Practice Guide (CHSP)</a></li> <li>• <a href="#">Commonwealth Home Support Programme Manual (2017)</a></li> <li>• <a href="#">Home and Community Care for younger People program Manual (2013)</a></li> </ul>	<p>Wellness and Reablement Consultants Lisa Dean 9837 3941 / 0455 051 447 <a href="mailto:lisa.dean@each.com.au">lisa.dean@each.com.au</a></p> <p>Joanna Parlapiano 9837 3954 / 0419 931 189 <a href="mailto:joanna.parlapiano@each.com.au">joanna.parlapiano@each.com.au</a></p>
	Diversity	<ul style="list-style-type: none"> <li>• CHSP Program Manual</li> <li>• DHHS Fact Sheet</li> <li>• MAC resources</li> <li>• EMR Alliance diversity resources</li> <li>• <a href="https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual-2017">https://agedcare.health.gov.au/news-and-resources/publications/fact-sheets/commonwealth-home-support-programme-programme-manual-2017</a></li> <li>• <a href="https://www.myagedcare.gov.au/resources-for-aboriginal-and-torres-strait-islander-people">https://www.myagedcare.gov.au/resources-for-aboriginal-and-torres-strait-islander-people</a></li> <li>• <a href="http://www.emralliance.org/diversity.html">http://www.emralliance.org/diversity.html</a></li> <li>• <a href="http://www.emralliance.org/access--support.html">http://www.emralliance.org/access--support.html</a></li> <li>• <a href="https://www.emralliance.org/diversity.html">https://www.emralliance.org/diversity.html</a></li> <li>• <a href="https://www.emralliance.org/access--support.html">https://www.emralliance.org/access--support.html</a></li> <li>• <a href="http://www.emralliance.org/uploads/9/7/7/9/97794766/further_information_and_useful_resources.pdf">http://www.emralliance.org/uploads/9/7/7/9/97794766/further_information_and_useful_resources.pdf</a></li> </ul>	<p>Aboriginal Development Officer (Position currently vacant)</p> <p>Diversity Advisor Dale Park 9837 3960 / 0477 747 887 <a href="mailto:dale.park@each.com.au">dale.park@each.com.au</a></p> <p>Access &amp; Support organisations</p>
		<ul style="list-style-type: none"> <li>• May 2017 Sector Development and Change Management Update <a href="http://www.emralliance.org/uploads/9/7/7/9/97794766/sd_cm_communique_may_2017.pdf">http://www.emralliance.org/uploads/9/7/7/9/97794766/sd_cm_communique_may_2017.pdf</a></li> <li>• June 2018 Victorian Community Care Change Management Strategy Overview</li> <li>• <a href="https://www.emralliance.org/uploads/9/7/7/9/97794766/victorian_community_care_change_management_overview_june_2018.pdf">https://www.emralliance.org/uploads/9/7/7/9/97794766/victorian_community_care_change_management_overview_june_2018.pdf</a></li> <li>• <a href="https://www.emralliance.org/uploads/9/7/7/9/97794766/victorian_community_care_sector_change_management_strategy_faq_june_2018.pdf">https://www.emralliance.org/uploads/9/7/7/9/97794766/victorian_community_care_sector_change_management_strategy_faq_june_2018.pdf</a></li> <li>• Sector Updates <a href="http://www.emralliance.org/rdcras-updates.html">http://www.emralliance.org/rdcras-updates.html</a></li> <li>• EMR Industry Contact &amp; Information</li> <li>• Recommended Industry Subscriptions <a href="https://www.emralliance.org/uploads/9/7/7/9/97794766/emr_alliance_recommended_industry_subscriptions_-_april_2018.pdf">https://www.emralliance.org/uploads/9/7/7/9/97794766/emr_alliance_recommended_industry_subscriptions_-_april_2018.pdf</a></li> <li>• Regional Issues Log <a href="https://www.emralliance.org/uploads/9/7/7/9/97794766/regional_issues_log.pdf">https://www.emralliance.org/uploads/9/7/7/9/97794766/regional_issues_log.pdf</a></li> </ul>	<p>Regional Development Coordinator Ayesha Fathers 9837 3919 / 0428 167 331 <a href="mailto:ayesha.fathers@each.com.au">ayesha.fathers@each.com.au</a></p>

Program	Topic	Information Sources	Contact
Commonwealth Home Support Programme	Grant agreement matters	<ul style="list-style-type: none"> <li>CHSP Program Manual and Guidelines</li> <li>Living Well at Home Guide Practice Guide</li> <li>Client Contribution Framework</li> <li>Provider updates and factsheets</li> </ul> <a href="https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/resources">https://agedcare.health.gov.au/programs/commonwealth-home-support-programme/resources</a>	Grant Agreement Manager <a href="mailto:chsp.hacc.vic@dss.gov.au">chsp.hacc.vic@dss.gov.au</a>  Local CHSP Grant Agreement Team <a href="mailto:CHSP.Vic.Team4@dss.gov.au">CHSP.Vic.Team4@dss.gov.au</a> 1800 900 554
	Policy matters	<ul style="list-style-type: none"> <li>National Health Engagement and Representative Network (HEARN) support providers with CHSP and residential care policy queries.</li> </ul>	<a href="mailto:jo.xuereb@health.vic.gov.au">jo.xuereb@health.vic.gov.au</a> and <a href="mailto:dean.peterson@health.vic.gov.au">dean.peterson@health.vic.gov.au</a>
Home and Community Care Program for Younger People	Program and service agreement matters	<ul style="list-style-type: none"> <li>HACC Program manual</li> <li>Fees policy</li> <li>Transition to NDIS</li> <li>MDS and reporting</li> </ul> <a href="https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care">https://www2.health.vic.gov.au/ageing-and-aged-care/home-and-community-care</a>	DHHS Divisional Program Adviser
Data Exchange	Access issues and technical (IT) advice	<ul style="list-style-type: none"> <li>Technical specifications, training resources and e-learning modules</li> </ul> <a href="https://dex.dss.gov.au/">https://dex.dss.gov.au/</a>	DSS Helpdesk - 1800 020 283 <a href="mailto:Dssdataexchange.helpdesk@dss.gov.au">Dssdataexchange.helpdesk@dss.gov.au</a>
	Assistance on how to report CHSP services		Grant Agreement Manager <a href="mailto:chsp.hacc.vic@dss.gov.au">chsp.hacc.vic@dss.gov.au</a>  Local CHSP Grant Agreement Team 4 <a href="mailto:CHSP.Vic.Team4@dss.gov.au">CHSP.Vic.Team4@dss.gov.au</a>
My Aged Care	Service provider matters	<ul style="list-style-type: none"> <li>Information about changes to My Aged Care</li> <li>Guidance documents for using the Provider portal</li> <li>FAQs and Fact Sheets, Videos and webinars</li> </ul> <a href="http://www.myagedcare.gov.au/service-providers">http://www.myagedcare.gov.au/service-providers</a>  <a href="https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers">https://agedcare.health.gov.au/our-responsibilities/ageing-and-aged-care/programs-services/my-aged-care/information-for-service-providers</a>	My Aged Care service provider and assessor helpline 1800 836 799  Coordinator Regional Assessment Service Pansy Lee 9298 8889 / 0429 574 513 <a href="mailto:pansy.lee@knox.vic.gov.au">pansy.lee@knox.vic.gov.au</a>
	Health professionals	<a href="http://www.myagedcare.gov.au/for-health-professionals">http://www.myagedcare.gov.au/for-health-professionals</a>	Victorian Healthcare Association (VHA) 9094 7777 <a href="mailto:vha@vha.org.au">vha@vha.org.au</a>
Aged Care Reform	General enquiries	<ul style="list-style-type: none"> <li>Webinars and Videos, Fact Sheets</li> <li>Evaluations and reports</li> </ul> <a href="https://agedcare.health.gov.au/aged-care-reform">https://agedcare.health.gov.au/aged-care-reform</a>  <a href="https://agedcare.health.gov.au/aged-care-reform/home-care/home-care-packages-reform">https://agedcare.health.gov.au/aged-care-reform/home-care/home-care-packages-reform</a>	Contact your relevant peak body.  Alternatively email enquiries to the Department of Health <a href="mailto:agedcarereformenquiries@health.gov.au">agedcarereformenquiries@health.gov.au</a>