

# Diversity, Wellness and Reablement Planning: Summary of priorities and actions for 2018-19

## Eastern metropolitan region

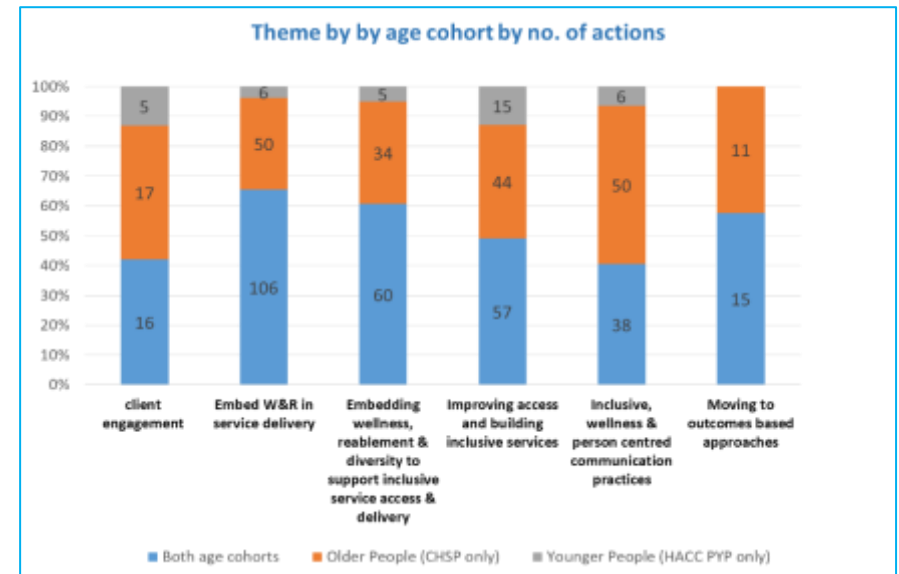
This document provides a snapshot of the priorities and actions identified by Eastern Metropolitan region (EMR) service providers in the 2018-19 Diversity, Wellness and Reablement planning cycle. A full report is available upon request.

The EMR once again, utilised a fully integrated approach to Diversity, Wellness and Reablement planning for the 2018-19 cycle. This approach recognises the unique elements of diversity, wellness and reablement whilst highlighting where the two areas intersect. In particular, where service delivery enhancements (underpinned by a wellness approach) can support a change to the cohort of people with diverse needs accessing the service.

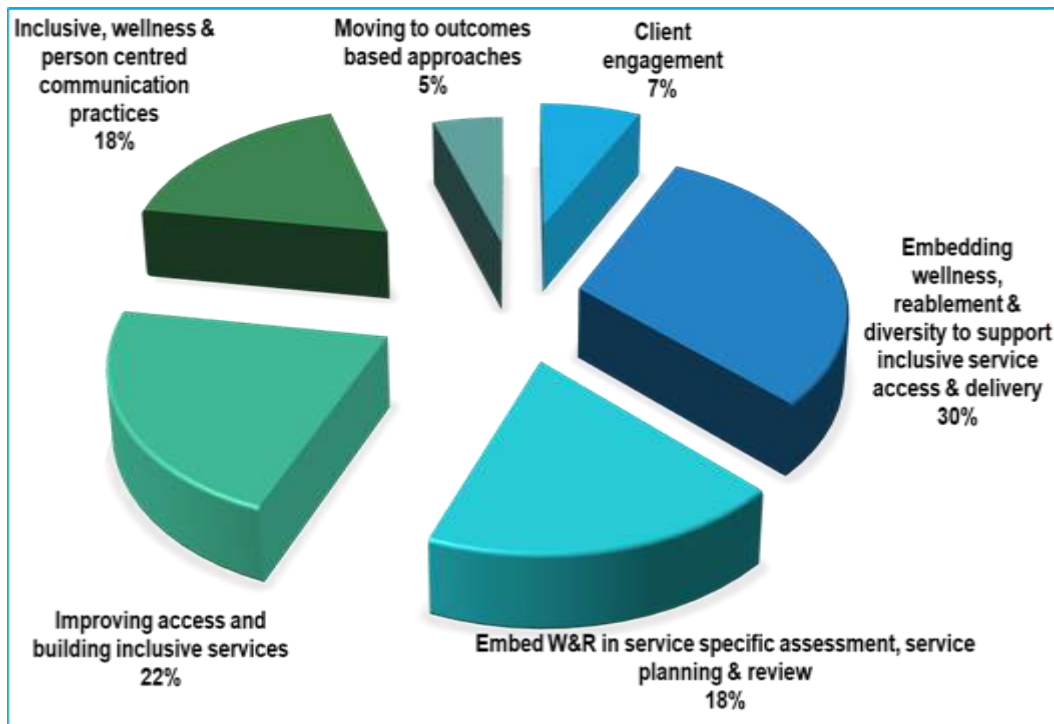
The integrated process provides a comprehensive picture of the quality improvement activities planned by service providers to support access to, and the delivery of services that are more responsive and inclusive of peoples diverse needs.

### Breakdown of HACC PYP and CHSP

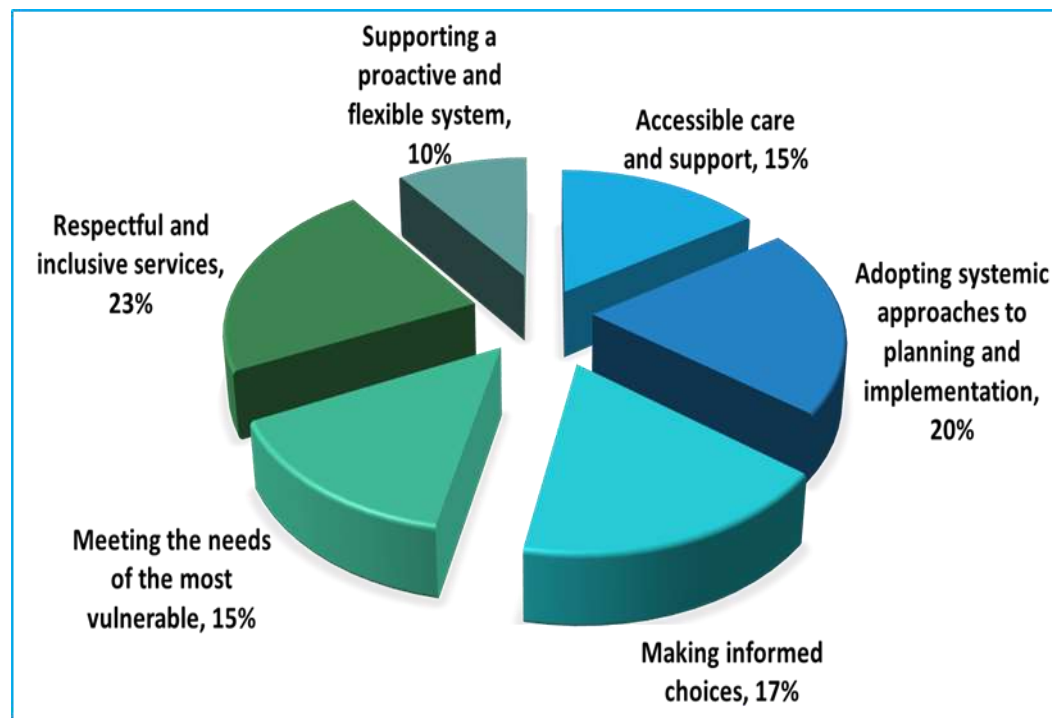
Of the 47 service providers who submitted plans, one is a HACC PYP provider only, five are CHSP providers only and 42 are funded to provided HACC PYP and CHSP services.



## Percentage of actions per theme



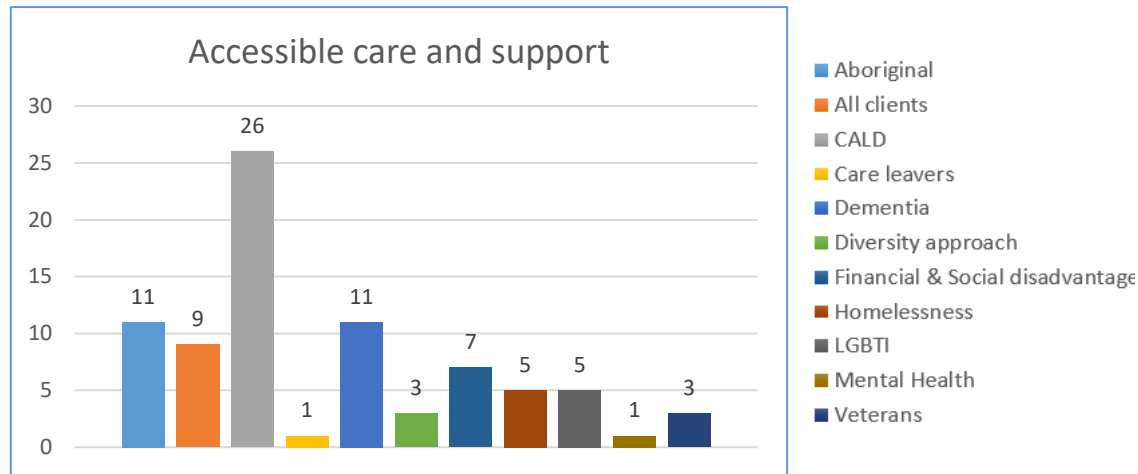
## Aged Care Diversity Framework – Outcomes for Consumers



# Actions linked to the Aged Care Diversity Outcomes for Consumers

## Accessible Care and Support

Collaborate with stakeholders to identify and overcome barriers in accessing the aged care system.

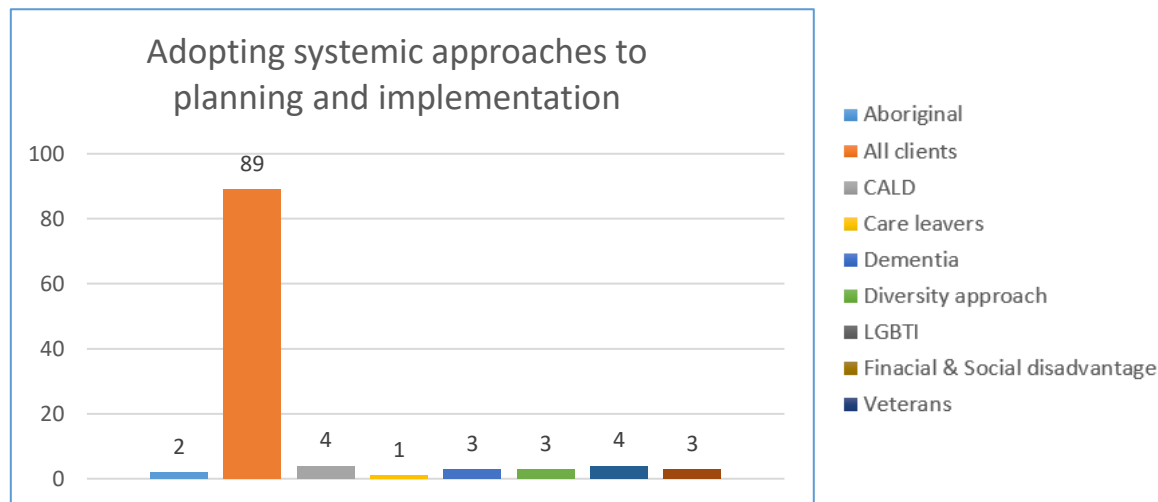


Strategies included building relationship and partnerships with Aboriginal, Chinese, Tamil, Laos, Burmese, Egyptian, Hazagari, Polish and Indian communities, SRS proprietors, homelessness services and LGBTI organisations, as well as Access and Support workers.

Providers will also host information sessions to build the knowledge of emergency services staff on dementia, how to respond and support individuals living with dementia.

## Adopting systemic approaches to planning and implementation

Engage consumers in a culturally safe, supportive environment that enables them to participate and articulate their individual needs.



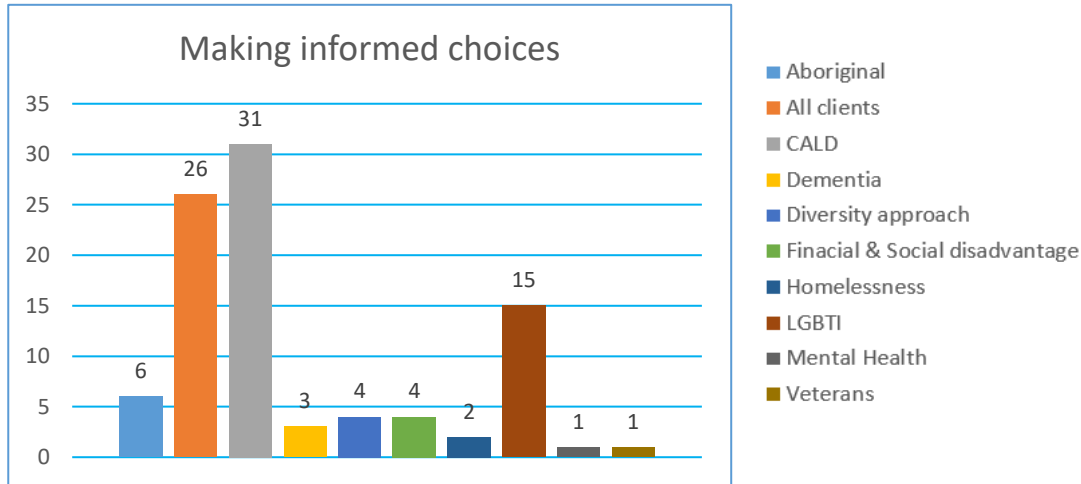
There were few priorities under this theme that were identified for specific diversity groups. Most actions identified aligned with the Wellness and Reablement planning process and were focused on service specific assessment and ensuring person centred approaches are embedded within the process.

Where specific diversity areas were identified the actions were often linked to reviewing the assessment process, improving the language in documents and improving questions asked during assessment and care planning to ensure the environment is safe and culturally appropriate.

# Actions linked to the Aged Care Diversity Outcomes for Consumers

## Making informed choices

Provide information in an appropriate format, through different forms and in a language the consumer understands.



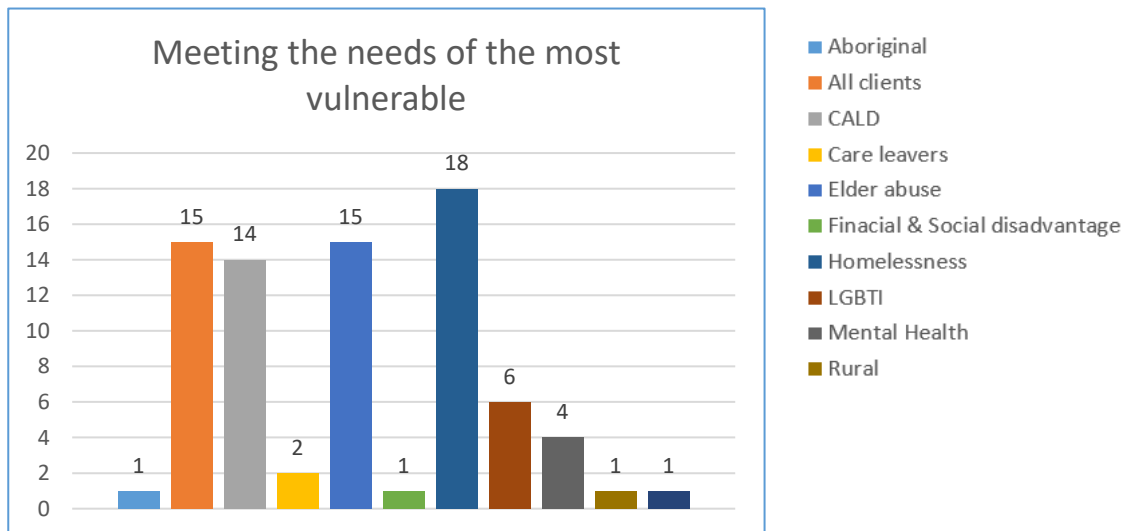
Service providers identified multiple priorities under this outcome. These priorities relate to:

- the type of information they develop for clients;
- the platforms they use to distribute and share information;
- ensuring the language is inclusive for diverse communities; and
- translating information into appropriate languages.

There was a focus on the Chinese community, identifying the increasing population. Service providers noted they would use the connecting through inclusive

## Meeting the needs of the most vulnerable

Provide inclusive service models to address the needs of the most vulnerable, and work with other stakeholders to ensure the full spectrum of needs are met.



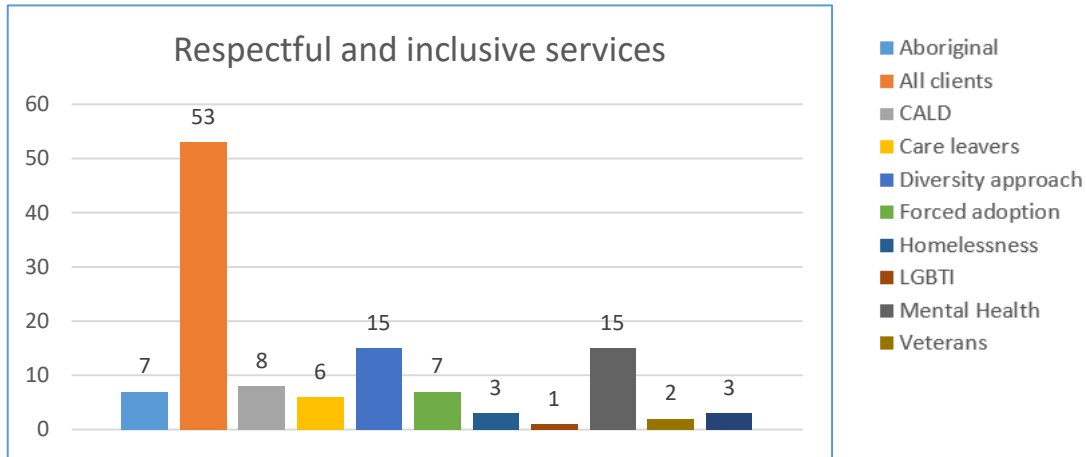
The actions identified are focused on improving access, health or wellbeing outcomes. Most are for specific groups, where some wellness priorities that fall under this theme relate to all clients.

Financial and social disadvantage rates significantly high and service providers said they will host information sessions on food and nutrition; delivering new allied health programs in SRS facilities to support clients who are reluctant to attend community health centres; develop new social support activities for people in more regional areas of the EMR and; review assessment processes, ensuring fee policies are implemented by staff and understood by clients.

# Actions linked to the Aged Care Diversity Outcomes for Consumers

## Respectful and inclusive services

Seek out, develop and use tools, training and information that support delivery of care that is inclusive of diverse characteristics and life experiences.

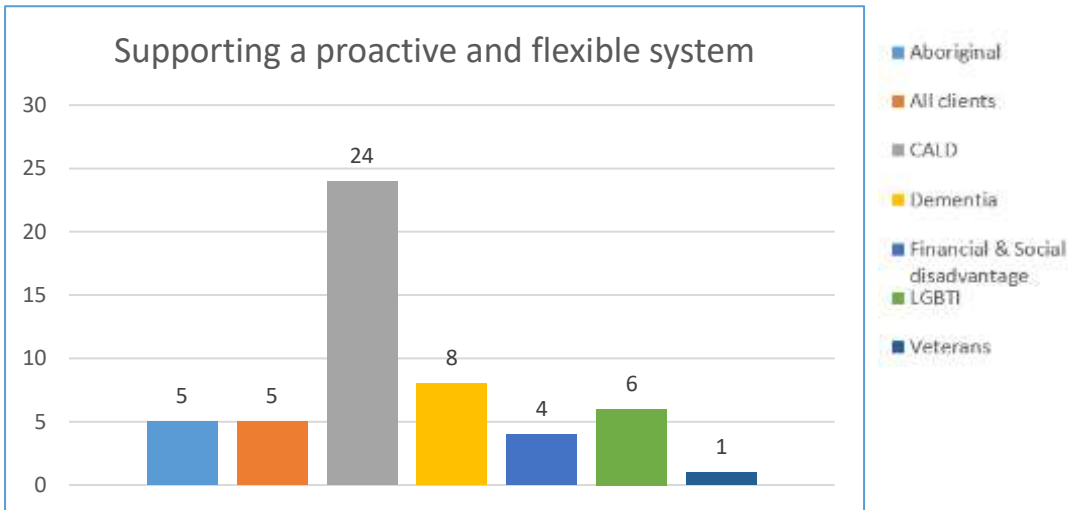


This outcome focuses on the development of the workforce, through either training, tools or work practices.

Actions included training for different diversity and wellness areas, but also implementing tools such as the Rainbow Tick audit tool, connecting through inclusive tool as well as developing peer networking and support sessions.

## Supporting a proactive and flexible system

Engage with the local community and stakeholders to identify emerging needs and how service delivery models can be adapted to embrace those needs, including how the organisation’s workforce demonstrates an inclusive approach to care.



The actions noted under this outcome related to engaging with service providers, specific communities and individuals in order to understand their interests, needs and how to improve access to services.

A majority of the recorded actions have service providers focusing on community outreach activities with the Burmese, Chinese, Greek, Tamil and Indian populations, people living with dementia, LGBTI and Aboriginal people.

Service providers will host focus groups, develop exercise programs and establish a community advisory group that has CALD representation.

## 2018-19 – Themes, Strategies & Aged Care Diversity Outcomes for Consumers

### Improving access and building inclusive services

Priorities and actions in this theme look to address specific access issues for people by implementing new ways to engage with people from diverse communities who may not be accessing service currently

#### Community groups / referrals

Connecting with specific diverse communities to improve referrals:

- Aboriginal
- CALD – Chinese, Tamil, Laos, Burmese, Egyptian, Hazagari, Polish, Indian
- Care leavers
- Dementia
- Financial / Social disadvantage
- Homelessness
- LGBTI
- Veterans

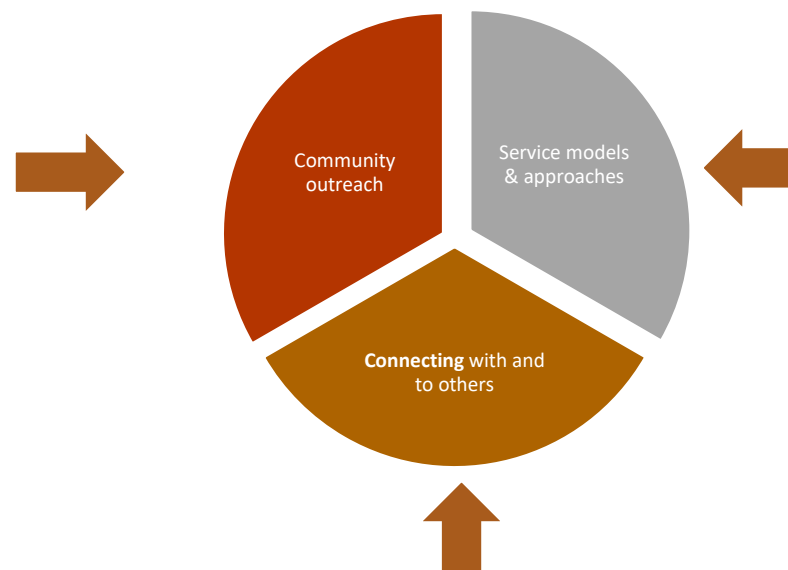
#### Information sessions

- Conducting information sessions at RSL clubs to target veterans
- Developing forums for people living with a disability
- Conducting positive ageing presentations at the local libraries and Men's Shed

#### New program / activities

- Transport services for people experience financial or social disadvantage
- Attending and promoting presence at pride march and IDAHOBIT events
- Increasing access to nutritional food for people who are homeless or experiencing financial disadvantage

The key areas of work centre around 3 broad priorities with some of the proposed actions listed here.



#### New program / activity

- Delivering onsite allied health services in SRS
- Redesigning program to attract CALD clients
- Improving transport options for older women with a disability

#### Quality improvement

- Using rainbow tick audit tool and peak organisations to improve services/access
- Implementing fee reduction policy and procedures
- Developing and disseminating dementia help cards
- Reviewing and using data to improve understanding of community, clients and access barriers.

#### Community groups / referrals

- Priorities identified under this theme relate to the same diversity groups as listed above, but concentrate on building relationships with organisations and promoting their service to these groups.

#### Education

- Building capacity of emergency services in understanding and responding to dementia.
- Supporting SRS proprietors to assist and identify eligible NDIS clients.
- Develop relationships with successful dementia and CALD programs with a view of replicating programs

#### New program / activity

- Engaging LGBTI and homelessness organisations to participate in seniors festival

## Embedding service specific assessment, service planning and review

Priorities and actions in this theme focus on assessment, service planning and review within the context of service specific activities. Priorities and actions include supporting practice, tools and documentation and the organisation/program policy and procedure.

The key areas of work centre around 3 broad priorities with some of the proposed actions listed here.

### Service specific assessment

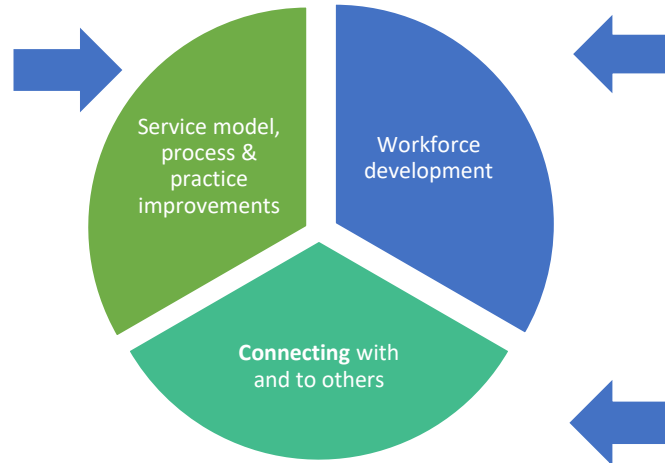
- Reviewing processes and practice to minimise duplication for clients including mapping current assessment templates against the NSAF
- Reviewing documentation to ensure better aligned with a wellness and reablement approach

### Service planning

- Conducting audits of service plans to understand if clients are achieving their goal
- Embedding the documentation of a service plan for all clients

### Service review

- Conducting reviews for clients accessing short term services
- Implementing changes to process that support client monitoring for individuals in a group setting



- Navigating and accessing information in the My Aged Care portal
- Reviewing service plans
- Developing client generated goals
- Inclusive service specific assessment & service planning: reducing duplication

- Involving staff in the review of service delivery models and practices at assessment
- Engagement to support joint assessment
- Connecting with others to support referral pathways.

## Diversity

**Aboriginal:** Supporting Aboriginal people participate effectively in their assessment, by developing culturally safe environments, use Aboriginal workers and joint assessments.

**CALD:** Culturally appropriate assessment and care planning documentation, alleviate social isolation, Greek exercise pilot and establishing working groups with CALD clients.

**Dementia:**

**Care Leavers:** Reviewing intake and assessment processes to create a safe environment that allows people who share information related this group if they choose to.

**Financial & Social Disadvantage:** Enhancing intake and assessment by collecting and flagging clients experiencing social isolation and ensure fees policies are implemented.

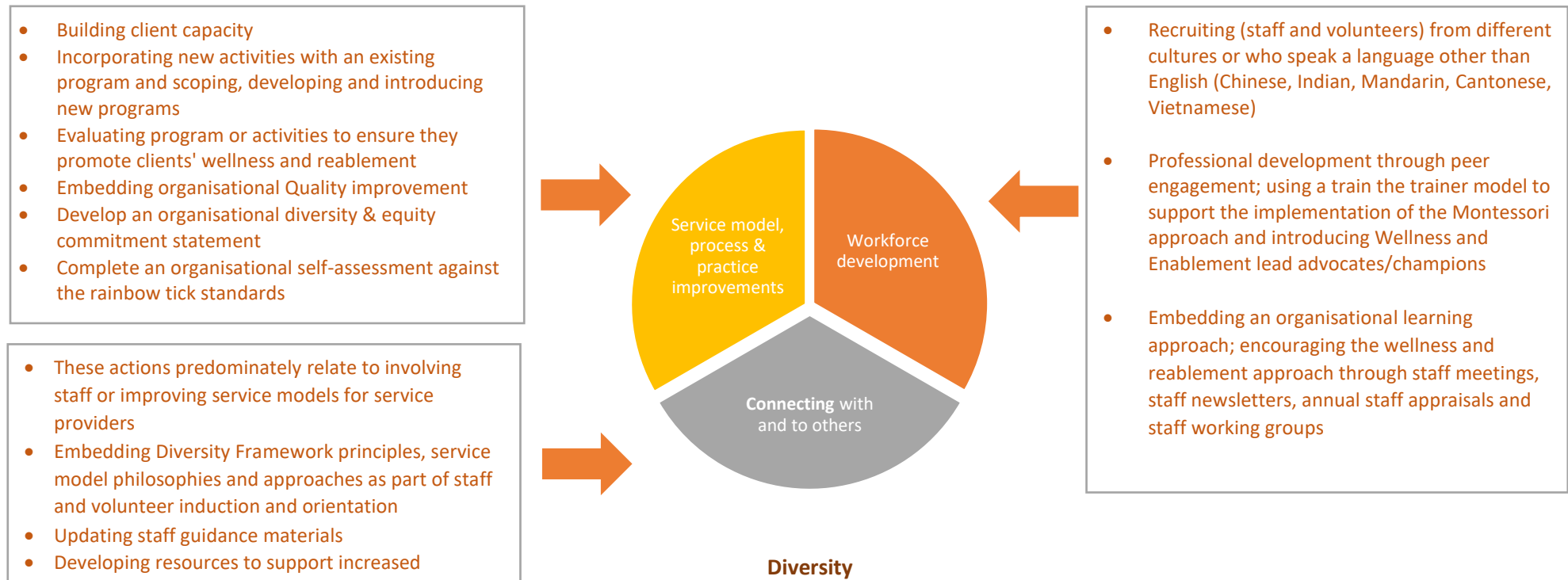
**Homelessness:** Conducting shared outreach visits to rough sleepers and offer health assessments, services, connections.

**LGBTI:** Reviewing and updating intake, assessment and care planning processes and documentation to ensure they are LGBTI inclusive.

## Embedding wellness, reablement & diversity to support inclusive service access & delivery

Priorities and actions in this theme focus on quality improvement activities to embed CHSP and HACC PYP service delivery principles within the service model and to build skills and knowledge of staff and volunteers

This theme had the **highest** number of actions. The key areas of work centre around 3 broad priorities with some of the proposed actions listed here.



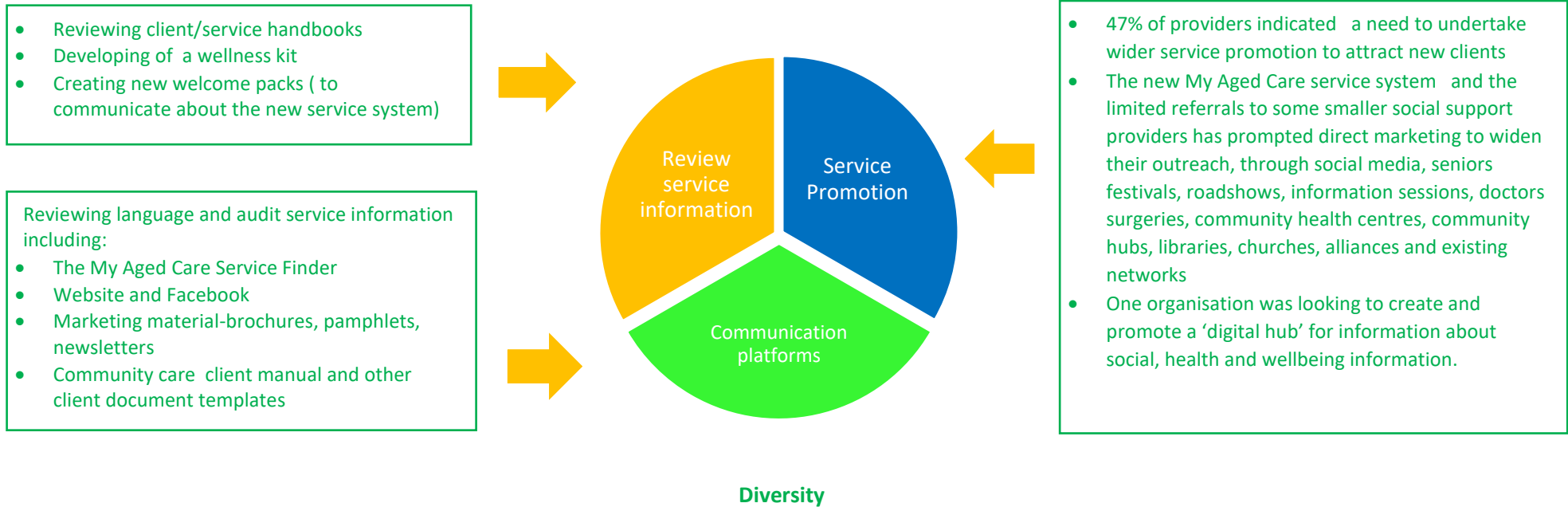
- Aboriginal:** Developing inclusive recruitment practices, recruiting Aboriginal staff, increasing cultural safety knowledge & delivering health check days & information sessions.
- CALD:** Developing wellbeing and exercise activities for Greek, Chinese and Polish, recruiting Indian, Vietnamese & Chinese staff & volunteers, cultural awareness training, creating peer support group for staff working with CALD clients, cooking program with Chinese worker, MAC support for CALD clients.
- Care Leavers:** Educating staff through training and workshops, then reviewing and amending practices to be more inclusive.
- Dementia:** Supporting person with YOD to act as volunteer in group, men's workshop sessions, staff training, review service delivery model, consumer focused health session.
- Financial and social disadvantage:** Designing new programs for allied health, people living independently, relaxation and Tai Chi, offer diet and health and wellbeing education.
- Homelessness:** Developing a partnership with homelessness provider & providing nurse led services to rough sleepers, identifying clients with housing insecurity, promote homelessness protocol with stakeholders
- LGBTI:** Conducting self-assessment audit of services using the rainbow tick, training staff, attracting new clients from LGBTI community and promoting inclusion through new activities
- Mental health:** Delivering health & education session on mental health for people living with dementia and building networks with organisations.
- Parents separated from children:** Build the knowledge and capacity of staff through training and education.
- Veterans:** Organising and promoting events targeted that centre on days of significance and promoting services to veterans.



## Inclusive wellness & person centred communication practices

Priorities and actions in this theme focus on communicating inclusive healthy ageing messages that integrate wellness and reablement and/or diversity principles into marketing and promotional material and platforms. Primarily, service providers seek to promote inclusive service access by improving the quality of information to consumers before, during or after service. This theme also includes inclusive communication practices to encourage volunteer engagement.

The key areas of work centre around 3 broad priorities with some of the proposed actions listed here.



**Aboriginal:** Focusing on inclusive language, using EMR resource to update materials and promoting services as welcoming and inclusive for Aboriginal clients.

**CALD:** Focusing on Chinese community, using culturally specific media including WeChat, Chinese radio and newspapers and auditing communication materials for diversity focused, inclusive and person centred language.

**Dementia:** promoting their services through SRS, dementia alliances and senior festivals.

**Financial & social disadvantage:** Increasing client's awareness of supports services, publicising services to people living independently & connect with SRS providers.

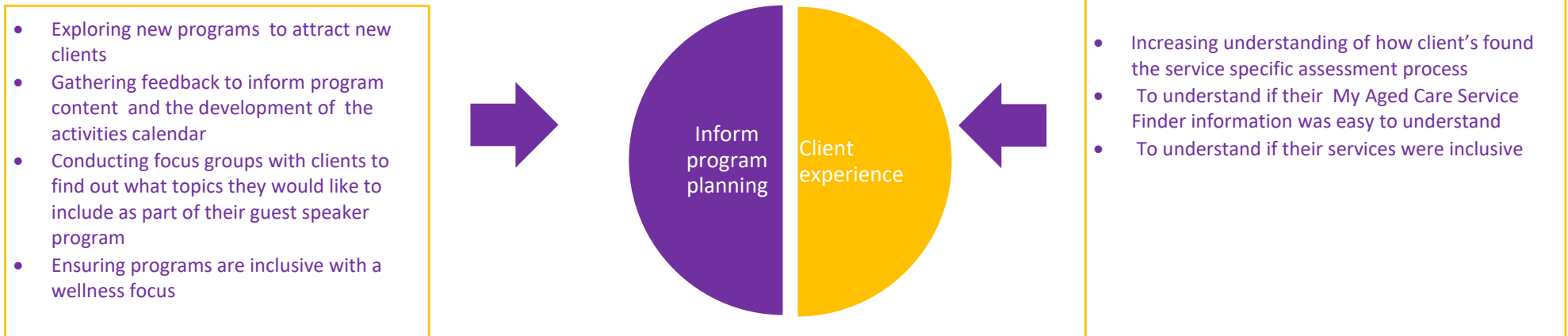
**Homelessness:** Clients are given information on financial and housing services, use the Fleisch Reading Scale to ensure marketing material is.

**LGBTI:** Creating, reviewing and updating website and promotional materials using EMR resource, reviewing & updating language and imagery used.

## Client engagement

This theme includes priorities and actions that support the collection of feedback from clients and/or carers to inform program planning, to improve program delivery, and/or to understand whether the client needs are being met.

The key areas of work centre around 2 broad priorities with some of the proposed actions listed here.



## Diversity

**CALD:** Reducing social isolation by engaging groups to develop meaningful programs, conducting Greek & Chinese focus groups, using CALD volunteers to help develop resources  
**Dementia:** Participating in YOD alliance, scoping the development of YOD activity group, engaging people in community working group, running a focus group for people with YOD.  
**Financial and social disadvantage:** Using client feedback to inform program planning, engaging with clients experiencing social isolation and offering events and activities.  
**LGBTI:** Surveying clients at beginning & end of inclusion project & using result to inform planning, recruiting LGBTI person to community voices program

## Moving to an outcomes based approach

Priorities and actions in this theme focus on developing an increased understanding of outcomes measures, tools that are available and understanding the DEX partnership approach. It focuses on understanding the client's experience of the service and the impact that has on their wellbeing.

This theme had the **least** number of service providers and actions, although the actual numbers demonstrate a significant increase from previous years.

The key areas of work centre around 3 priority areas, with some of the actions listed here.

