To align with Commonwealth policy direction the ASM Industry Consultants title has now changed to ‘Wellness & Reablement Consultants’. Our work is still focused on supporting the sector to embed person centred inclusive practice. If you require a visit from the Wellness & Reablement Consultants to support any aspect of your work please contact either Lisa or Joanna. Our contact details are on the EMR Alliance website at Contact Us.

Nous Group Consultation

The department has engaged Nous Group to conduct a national review of wellness and reablement approaches within the aged home care sector. A focus on wellness and reablement approaches has been shown to improve function, independence and quality of life for older people. This is also a key goal of the current suite of government funded home care programs which aim to support older people to maximise their independence and assist them to remain in their homes for as long as they can and wish to do so. Embedding wellness and reablement within this sector therefore remains a key goal for both the government and the broader aged care sector.

The aim of the review is to assist the department to gain a better understanding of wellness and reablement in the aged home care context, including:

- existing programs and pathways
- uptake, understanding and delivery of these approaches across the different aged care programs, stakeholder groups and jurisdictions
- enablers or barriers to implementation

The results of the review will be available shortly and will be used to inform the development strategies for the sector to embed wellness and reablement approaches across the service delivery platform. For more information go to the Wellness & Reablement Review website

ASM & Diversity Planning

July is already upon us and we encourage all service providers to review their ASM/Diversity plans and reflect on their progress. Take stock of where you are at in terms of achieving your priorities and make any necessary adjustments. If you require support regarding this process, please contact the EMR sector development team via the emr alliance mailbox: emr.alliance@each.com.au
Diversity Update

NAIDOC Week

National Aboriginal and Islander Day Observance Committee week celebrations are held across Australia each July to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC is celebrated not only in Indigenous communities, but by Australians from all walks of life. The week is a great opportunity to participate in a range of activities and to support your local Aboriginal and Torres Strait Islander community. The 2017 theme is “Our Languages Matter”. It aims to emphasise and celebrate the unique and essential role that Indigenous languages play in cultural identity, linking people to their land and water and in the transmission of Aboriginal and Torres Strait Islander history, spirituality and rites, through story and song. Be part of the events taking place across Melbourne by viewing the calendar of events.

Census 2016

The 2016 Census data has been released revealing many changes in the demographics of the East Metropolitan Region since the 2011 census. This data will play a key role in helping you understand the changing needs and preferences of the community and will be vital to ensuring you can adapt appropriately. The EMR Alliance will be providing support and information around the census data as part of the Diversity Planning process for 2018. Visit the ABS website to review the data.

Diversity Framework Consultation

The Department of Health is working with the Aged Care Sector Committee Diversity Sub-Group to develop an Aged Care Diversity Framework (the Framework) and initial action plans.

The Framework will:
- be relevant for all older people
- focus on individuals’ diverse needs, circumstances and life experiences
- address common barriers affecting access to aged care services to drive improvements.

There was an open consultation process during May and June which the EMR Alliance contributed to. It will be key that all service providers understand the expectations of the Framework and what changes are needed to support clients. Once the Framework is finalised it will be share and discussed through the EMR Alliance.

LGBTI Aged Care Conference

The third National Lesbian, Gay, Bisexual, Transgender and Intersex Ageing and Aged Care Conference will take place in Melbourne on the 5th and 6th October. The conference will explore the ways in which aged and disability services can acknowledge the rich and challenging histories and changing lives of older LGBTI people and how to deliver truly LGBTI inclusive services. EMR service providers are encouraged to attend and if you have good practice examples of working with LGBTI clients, please contact dale.park@each.com.au by the 15th July to discuss the possibility of developing a presentation or workshop for the session.

Elder Abuse - Recommendations

World Elder Abuse Day was held on the 15th June and the Australian Law Reform Commission released its report into how to better protect older persons from misuse or abuse as well as safeguard their autonomy. There were 43 recommendations for law reform with a full report and summary report produced. The overall effect will be to safeguard older people from abuse and support their choices and wishes through:

- improved responses to elder abuse in residential aged care;
- enhanced employment screening of care workers;
- greater scrutiny regarding the use of restrictive practices in aged care;
- building trust and confidence in enduring documents as important advanced planning tools;
- protecting older people when ‘assets for care’ arrangements go wrong;
- banks and financial institutions protecting vulnerable customers from abuse;
- better succession planning across the self-managed superannuation sector;
- adult safeguarding regimes protecting and supporting at-risk adults.
Diversity Update continued

Dementia
Watch ABC Four Corners on Monday 10 July as they will be presenting an important story that follows three people living with dementia, their families and carers. Alzheimer’s Australia Vic has worked closely with the producers to develop the program and are proud of their consumers who have bravely shared their stories to raise awareness and help others. The program will air nationally at 8.30pm (EST) on ABC1 and later available on iView. Visit the Four Corners website for any further information.

Inclusive Communication Practices Resource Update
The resource is in its final stages of completion, with final edits occurring. It has been a true collaboration with the sector and we hope that the final document will be practical and useful. We anticipate that workshops will support the release of the document and we will communicate this closer to its release, expected by mid August.

Case Study - 'The Haven Day Centre-partnering with Mullum-Mullum Indigenous Gathering Place
‘The key to a person centred approach is that it requires flexibility so that the service fits the participant, rather than the participant needing to fit the service’ (Building Culturally Inclusive Social Support Groups, March 2017). The ability to be responsive and find common interests is crucial. ‘Rather than trying to get a separate group by culture, we did it by affinities. What affinities do people have, what are the things they have in common. Language is secondary then, people find a way to communicate and to make each other feel welcome if they have something that brings them together beyond the language’. (SSG Coordinator, Building Culturally Inclusive Social Support Groups, March 2017– Activities & Interests) . The Haven Day Centre and Mullum Mullum Indigenous Gathering Place (MMIGP) have found a unique affinity ‘music’ which resulted in a very memorable session together.

The Haven Day Centre, conducts social support sessions. They have a small dedicated team that has successfully partnered with Mullum MMIGP, since 2015 to hold joint sessions. In this case study we explore how they went about doing this, why it works and what impact this has for their ‘guests’ and staff. The Haven has an underlying philosophy that they have, ‘guests in their home’. The Coordinator, Anca Stamatescu shares their story below.

I first met Nicole Bloomfield- former Access & Support Worker, MMIGP- at one of the EMR Alliance meetings and I was invited to attend one of the MMIGP monthly community lunches. This was a great opportunity to meet the elders and hear about their programs. I met Aunty Jackie, the PAG Coordinator and her team. A relationship grew and we organised for their guests to visit ‘The Haven’. We planned and then conducted a number of joint sessions, which are of 3 hours duration. We have had a ‘Guest & Carers Christmas Celebration’, ‘Aboriginal boomerang painting session’ and most recently the MMIGP choir came to share their music and stories and we had the most amazing session. Many of our clients, have varying levels of engagement and on this day, if you looked around the room, you saw some guests tapping their feet, some looking up now and then when they recognised a song, lots of smiles and much laughter. We have identified that music has a way of bringing people together when language or communication may be a barrier. This is coupled with an amazing friendly, dedicated staff and volunteers that make our guests feel welcome and engaged. We involve staff and guests in the session planning and flexibly respond to the day as it unfolds.

I believe that the key ingredients for the successful partnership has been open, sincere collaboration, common interests, flexibility and wanting to engaged with the broader community. It’s important to be proactive, make connections and keep at it.

For further information contact Anca Stamatescu.

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RDC & RAS updates

Ayesha Fathers commenced in the Commonwealth and State funded role as Eastern Regional Development Coordinator (RDC) in May 2017. Co-located with the rest of the Eastern regional sector development positions within EACH’s Ringwood East office. The RDC position is designed to:

- Build relationships with stakeholders, services providers and the sector development team;
- Support providers to understand and transition to the CHSP, future aged care reform and HACC – PYP/NDIS interface and through information brokerage;
- Coordinate and provide consolidated information back to DoH and DHHS about regional systemic issues, risks and opportunities including system trends and patterns;
- Support Alliances, networks and partnerships to promote collaborative service delivery and share good practice;
- Work with councils and other CHSP organisations to identify gaps in services and opportunities to feed into planning processes.

Further details regarding the RDC role can be found in the May 2017 Service Development & Change Management Communique located on the EMR website.

The EMR Alliance website now features a RDC/RAS Updates tab in which the following new resources can be accessed:

- May 2017 Service Development & Change Management Communique;
- May-July 2017 Regional, State and Commonwealth Industry Updates;
- Recommended Industry Subscriptions;
- RAS EMR June 2017 Update.

Email notifications will be sent to all registered members of the EMR Alliance when any additional resources or information has been uploaded to this page.

Capacity Building Workshops and Professional Development—EOI

The EMR Alliance is inviting expressions of interest from service providers seeking to undertake professional development in the areas of diversity, person centred care, wellness and reablement. These sessions aim to support the implementation of priorities identified by service providers in the 2016-17 Diversity & ASM planning cycle. The sessions will primarily be facilitated by the Diversity Advisor and/or Wellness & Reablement Consultant and will be delivered at your organisation for your staff. Session sizes will vary depending on the activity. Open sessions will also be held so colleagues from smaller organisations can participate. For a full list of the available sessions and to express your interest complete the SurveyMonkey EOI questionnaire by the 21st July.

www.emralliance.org  E: emr.alliance@each.com.au

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