EMR ASM Alliance e-Bulletin

Eastern Metropolitan Region (EMR) Active Service Model (ASM) e-bulletin - a resource to help all EMR HACC funded services implement an ASM approach.

Issue 8, August 2012

Diversity Planning and Practice

Thank you to the 65 EMR HACC agencies that have submitted their 2012-15 Diversity Action Plans. The Plans identify a broad range of actions to address the priorities identified in the EMR Regional Diversity Plan over the coming three years.

As you know, the region has actively supported a local planning approach to developing the Diversity Plans in order to build on the partnership approach established with the implementation of the Active Service Model, and to enable a coordinated approach to support the needs within a local community.

This local planning approach is very much reflected in the individual agency Plans, and it is evident that partnerships to address local issues are being developed and/or strengthened.

The table on page 2 identifies the key themes and priorities identified in EMR agency Diversity Plans. Predominately, the themes and priorities address:

- Building/strengthening partnerships amongst service providers and engagement with consumers
- Collecting and understanding population and demographic data/information to inform service planning
- Increasing agency staff knowledge, confidence and skills to respond to diverse communities

Over the coming months, the regional DH office will work towards consolidating individual agency actions into local planning catchments. This will inform how the ASM Alliance and the HACC Diversity Advisor can best support agencies to progress their diversity actions.

EMR ASM Implementation Plan Review 2011-12
& ASM Implementation Plan 2012-13

HACC funded agencies will recently have received advise about the review of 2011-12 ASM Implementation Plans and the development of 2012-13 Plans which are due to be submitted to the regional office by Monday 1 October 2012.

The template for the review and planning process is a simplified version of the pro forma used over the past 2 years and requires agencies to:

- reflect on their achievements and challenges over the past 12 months, and
- document the strategies, actions & approach for progressing the implementation of the Active Service Model over the next 12 months

The ASM Industry Consultant, Lisa Dean is available to assist with any questions you may have about the process or to provide feedback about draft Plans should you like to submit the Plan by 18 September 2012. Lisa is available on 9843 1738 or at lisa.dean@health.vic.gov.au

The HACC program is supported by funding from the Commonwealth and Victorian Governments
**Eastern Metropolitan Region, Diversity planning and practice - Themes & Priorities**

The themes and priorities presented below represent a broad summary of the diversity actions identified by EMR HACC agencies as part of the development of 2012-15 Diversity Action Plans.

<table>
<thead>
<tr>
<th>Regional Priority</th>
<th>EMR HACC Agency Priorities and Actions</th>
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| **Access**                        | • Strengthening partnerships/engagement with local agencies to improve access  

Enhance opportunities to improve assessment processes, coordination of services and referral pathways for all HACC eligible people—regardless of diversity  

• Accessing, understanding and analysing population data to identify gaps in responsiveness  

• Reviewing internal (policies & procedures) and external documentation (marketing material, etc) to ensure language is inclusive  

| **Aboriginal**                    | • Building/strengthening partnerships with Aboriginal organisations  

Improve cultural responsiveness across generic HACC services to meet the needs of older Aboriginal HACC eligible people across the region, with particular attention to areas which do not have a specific HACC Aboriginal service  

• Increasing staff skills and confidence to respond to the needs of Aboriginal people  

• Conducting organisational audits to create culturally safe environment  

• Better understanding demographics for local catchments |
| **Dementia**                      | • Focusing on early onset dementia  

Respond to the increasing number of people with dementia across the region  

• Focusing on Carers  

• Increasing staff skills and confidence to respond to the needs of clients and their carers  

• Better understanding demographics for local catchments  

• Identifying gaps in provision of dementia services & mapping dementia services |
| **CALD**                          | • Better understanding demographics for local catchments  

Ensure that there are appropriate ethno-specific responses to all CALD communities in EMR—including the emerging Chinese, Malaysia, Indian and Sri Lankan communities  

• Increasing staff skills and confidence to respond to the needs CALD clients  

• Producing culturally appropriate information for consumers  

• Engagement strategies  

• Pursuing partnership opportunities between mainstream & ethno specific agencies to: share expertise, enhance referral, identify gaps |
| **GLBTI**                         | • Increasing staff knowledge and understanding of GLBTI community through training  

Facilitate Inclusive HACC services to respond to HACC eligible people, including people identifying as Gay, Lesbian, Bisexual, Transgender, Intersex  

• Understanding how the organisation can be more inclusive of the GLBTI community – Audits, accessing specialist training/support |
| **At Risk of Homelessness**       | • Better understanding demographics for local catchments  

Improve knowledge and understanding of HACC eligible older people who are at risk of homelessness and who may not be accessing HACC services  

• Staff training to increase knowledge about homelessness  

• Establishing links and improve engagement of SRS residents, rooming house residents, public housing residents  

• Increasing understanding about existing support providers for people experiencing financial disadvantage or at risk of homelessness - to improve referral pathways & establish specialist support |

If you have questions about Diversity Planning and Practice or would like to discuss how the ASM Alliance can support the diversity planning process please contact your local DH PASA or Lisa Dean, ASM Industry Consultant at lisa.dean@health.vic.gov.au
Mental Health and Older People in the Central East
By Veronica Young, Project Worker, City of Manningham

The Mental Health and Older People in the Central East project commenced in July 2011 with objectives of:

- Identifying and improving pathways into coordinated mental health care and well being programs for older adults.
- Encouraging older people receiving HACC services to participate in appropriate health and well being programs that address mental health risk factors such as poor physical health, social isolation, drug and alcohol issues.
- Implementing Mental Health First Aid training for 60 Home and Community Care (HACC) workers to improve their knowledge and understanding of mental health issues.
- Developing strong working relationships between Mental Health services, primary health services and community support services.

A Project Working Group was established involving key stakeholders from HACC and Primary Health Care services in Manningham. The networking and relationship building that this process has generated have been significant. The opportunity to promote available Mental Health services, eligibility and referral processes has occurred by organisations presenting at sewer group meetings and through information sharing with HACC Assessment staff to improve our knowledge of health and well-being programs to activate better outcomes for clients with mental wellness issues.

We also have greater confidence in identifying the appropriate mental health pathways for older people by using local Manningham Mental Health resources and accessing the GP navigation tool which facilitates support of clients and pathways between the aged care and Mental Health sectors.

The success of providing Mental Health First Aid training to HACC Assessment/Program staff and Home Support Workers has been extremely positive with staff overwhelmingly reporting the usefulness and relevance of this training. They have developed the skills to appropriately support people with Mental Health concerns within their relative skill level and we have already seen several examples where staff have successfully identified and referred clients with suicidal thoughts post training for example.

The project has enabled us to measure other levels of success related to the training based on follow up focus groups. Key learning’s and improvements being:

- Improved processes to monitor and address wellbeing issues at time of Assessment/Review
- Participants agreed that the training increased their confidence, awareness and understanding of mental health issues, provided strategies to manage clients and improved skills to assist clients.

The project is due to finish in August 2012 and at which time the learnings will be shared via a Project Report and the EMR ASM Alliance.

For further information about the Mental Health and Older People in Central East project please contact:

Veronica Young
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P. 5965 3250

Staff feedback……

- Greater awareness of what to look for and how to approach clients.
- Gained an insight to the problems Mental Health clients are challenged with everyday.
- Greater confidence to approach the subject and clients.
- Found the training to be empowering and that it is our duty of care to respond.
- Assisted us to identify risk factors, suicide, challenging behaviour and when to call for help.
- Training has made us more aware to stop and listen.
- It has given us skills and opened the doors to lateral thinking.
- Taught us to look for the signs of depression more than just a sad day.
- Confidence to ask questions and not to be afraid to ask questions.
- More sensitive to client’s change of demeanour, moods and daily habits.
Useful Websites


The Department of Health recently launched a new Diversity in Health website. The updated website includes information on the Government's policy and program responses to meeting the diverse health and wellbeing needs of Aboriginal people, culturally and linguistically diverse (CALD) people, refugees and asylum seekers, gay, lesbian, bisexual, transgender and intersex people, women, men and older people. The website also provides back issues of Diversity News and departmental contact information for general queries about diversity in health. The Department of Health website can be accessed at [http://health.vic.gov.au/diversity/index.htm](http://health.vic.gov.au/diversity/index.htm).

The Commonwealth Government recently launched the MyLanguage website. The website seeks to simplify access to important online information resources for a culturally and linguistically diverse population. The new portal provides clear links to multilingual search engines, web directories, government websites, online dictionaries, and syndicated news headlines. It also contains translations of online government and community information relating to health, legal issues, settlement, education and public libraries along with information on multilingual library collections around Australia. Visit [http://health.vic.gov.au/diversity/index.htm](http://health.vic.gov.au/diversity/index.htm) to access information at this site.

The Inner East Melbourne Medicare Local has a new website to access news, events and information. The website can be accessed at [iemml.org.au](http://iemml.org.au).

Gay and Lesbian Health Victoria (GLHV) is an organisation which aims 'to enhance and promote the health and well being of GLBTI people in Victoria. Their website has lots of really useful information including posters, pamphlets & research. Visit the website at: [http://www.glhv.org.au/](http://www.glhv.org.au/).

The PAG Pathways Manual was developed as part of an EMR Department of Health Active Service Model Seeding Grant. Three agencies, Caladenia, Golden Wattle (EACH Social and Community Health), and Yarra Ranges Council worked together to develop a best practice "Pathway" for people who attend Planned Activity Groups. The Manual is available at [http://www.caladenia.com.au/pag.php](http://www.caladenia.com.au/pag.php) and as some of the supporting examples and documentation.

The Victorian HACC Quality Review Resource was developed to assist HACC funded agencies in Victoria to ensure that they are meeting specific Victorian HACC program and legislative requirements. You can download the Quality Review Resource is available on line at [http://www.ahaconsulting.com.au/Project-Resources/Victorian--HACC-CCCS-Quality-Reviews.aspx](http://www.ahaconsulting.com.au/Project-Resources/Victorian--HACC-CCCS-Quality-Reviews.aspx)

LDC Group is a specialist health and community services consultancy which worked with a number of disability providers to develop a Self Directed Support resource Kit. The kit includes information, tools and templates to assist agencies in their quest to provide self-directed support to people with a disability. View or downloaded the kit at: [http://www.ldc.net.au/news/self-directed-support-resource](http://www.ldc.net.au/news/self-directed-support-resource).

### ASM Alliance Meeting Dates 2012

ASM Alliance meetings provide the opportunity for all EMR agencies to effectively share their knowledge and key learnings and access resources. The meetings feature HACC updates, group discussion, and collaborative problem solving and education sessions. From time to time, the Alliance meetings will be followed by short term, fixed Focus Group meetings to complete specific pieces of work (i.e. development of a MOU).

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<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
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<tbody>
<tr>
<td>Mon 22 October 2012</td>
<td>9.30 – 11.00</td>
<td>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</td>
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<tr>
<td>Tues 4 December 2012</td>
<td>09.00 – 10.30</td>
<td>Waratah Room, City of Whitehorse, 379-397 Whitehorse Road, Nunawading</td>
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Feedback about the activities of the ASM Alliance, or ideas for future Agenda are welcome. Please feel free to email emr.asm.alliance@health.vic.gov.au with your suggestions.