



Working Group Update – December 2010

Two years after the first NSW Industry Group forum in July 2008, the IMPACTS Working Group is still going strong promoting and enabling a person-centred approach in the Home and Community Care (HACC) Program in NSW. We thought it was timely to give our community partners - worldly and wise HACC workers, and newcomers alike - an update on our activities, as we participate in the Better Practice Project of Ageing, Disability and Home Care (ADHC) in the NSW Department of Human Services.

Our **involvement in the Better Practice Project** is active and ongoing, including representation on the advisory committee by several IMPACT Working Group members and nomination of best practice IMPACT Services for the statewide mapping of innovation in 'enabling approaches'. A *Handbook for Community Care Services, Empowering people, enhancing independence, enriching lives* was launched on 25 October by Minister Peter Primrose as part of the HACC Better Practice Project and is now on the web at -

<http://www.dadhc.nsw.gov.au/dadhc/Doing+business+with+us/hacc.htm> (scroll down to The Better Practice Project and select 'A handbook for community care services').

So how did we get here?.....

FORMING THE IMPACT FOUNDATIONS

Inspired by the HACC National Forum in March 2008 and with local sector encouragement, an unnamed Working Group formed from the wider NSW Industry Group in mid-2008 and developed a set of **five core philosophies** to describe IMPACT Services as HACC services that are:

1. *Person-centred & enable each consumer to explore individual strengths & goals & work towards achieving the outcomes they desire, with security of support for those who need it.*
2. *Culturally-appropriate, socially inclusive, & sensitive to individual circumstances, social context & relationships, enabling the consumer to continue with what is important to them.*
3. *Flexible & responsive to the range of changing needs, interests & choice of consumers.*
4. *Supportive & enable the positive relationship between consumers & carers.*
5. *Recognised as a fundamental & valued part of society that grows & develops to meet the changing expectations of consumers, carers, funders & the workforce.*

A second Industry Group meeting in November 2008 approved the principles and branding **IMPACT Services - Supporting HACC Consumers' Active Participation in Their Community**.

FINDING A VOICE FOR IMPACT

The newly-named IMPACT Working Group started in earnest in December 2008, with a **promotional calendar** for 2009 (and subsequent half-yearly updates), to get the IMPACT message out, using detailed acronyms and client scenarios. The Working Group also developed an **informative presentation about IMPACT philosophies**. To date, the presentation has been delivered by various working group members at over 50 regional HACC Forums and other statewide service provider gatherings, including the National ACSA conference and the NSW HACC and Community Care Conference in August 2009, where a number of service providers' presentations also reflected IMPACT philosophies. IMPACT Working Group members also contributed to the Conference planning.

MOVING AHEAD WITH IMPACT

A **position paper** and **project plan** developed in February 2009 reflected the Working Group's passionate and energetic discussion about how the IMPACT philosophies could be implemented by a dynamic sector for the benefit of both clients and workers, the achievements to date and future challenges. The project plan included research and mapping of existing models in NSW, piloting and plans for further sector engagement, which were to be realised in 2010 through the Better Practice Project!

We reported to the wider group again in May 2009 and sought their advice for the **IMPACT website** (www.impactnsw.com), which is maintained by working group member, the NSW Physical Disability Council. The IMPACT Working Group finished the year with an **Industry Forum** to support the launch of the Better Practice Project by ADHC and explore our shared aims to strengthen the capability of the HACC sector to adopt better practices.

WHERE TO FROM HERE?

For the next few months, the Working Group is taking a break from IMPACT presentations in order to allow the sector to focus on the **Better Practice Project awareness raising education program**, which is planned to be delivered across NSW in 2011. IMPACT Working Group members have been closely involved in the development and roll-out of this training, as well as in the development of the Enabling Approach paper launched on 25 October. We receive regular reports on the regional Better Practice **demonstration projects** at our bi-monthly meetings (two of which involve working party members) and look forward to sharing in the learnings at the end of the twelve month trials.

In the meantime, we continue to work with Carol Davis and the Community Care Reform team at ADHC and other government and peaks to address key questions to enable the sector and HACC clients to meet their IMPACT goals, including the systemic and structural changes required to make the IMPACT Services dream a reality for everyone.

For details of IMPACT Service principles and other resources produced by the working group, visit us at www.impactnsw.com or call convenors Christine Regan, NCOSS on 9211 2599 or chris@ncoss.org.au and Ruth Wilson at ACS on 8754 0400 or ruthw@agedservices.asn.au.

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