

*In 2010, the NSW HACC Development Officers Network produced the 3rd edition of a resource showcasing proven solutions for addressing common community care sector issues ...*

## HACC INNOVATIVE SOLUTIONS MANUAL

A range of Idea Sheets & online Resources including ...

- Access & equity
- Assessing client needs
- Consumer participation
- Developing partnerships
- Governance & strategic planning
- HACC Special Needs Groups
- Information technology
- Sector collaborations
- Workforce development

Free download at:

[www.nswhaccdos.org.au  
/documents](http://www.nswhaccdos.org.au/documents)



Go to our website:

[www.nswhaccdos.org.au](http://www.nswhaccdos.org.au)

Call our contact person:

**NSW HACC Development  
Officers Network**

Melinda Paterson (Chairperson)  
t: 9548 6000  
e: [melinda@sccd.org.au](mailto:melinda@sccd.org.au)

Look up your local  
HACC DO:

[www.nswhaccdos.org.au/  
contacts](http://www.nswhaccdos.org.au/contacts)



(Current at November 2010)

**WORK IN THE  
HOME AND  
COMMUNITY  
CARE (HACC)  
PROGRAM?**

**WANT TO KNOW  
MORE ABOUT  
POLICY AND  
PRACTICE?**

**Connect with the  
regional community  
development workers  
who will help ...**



[www.nswhaccdos.org.au](http://www.nswhaccdos.org.au)

## HACC DEVELOPMENT OFFICERS

**... provide a range of supports, resources and information services to agencies funded through the Home and Community Care (HACC) Program and other organisations assisting the HACC target group.**

**The HACC client target group are frail aged people, people with disability & carers**

### HACC DOs...

- Strengthen the capacity of the HACC service infrastructure to deliver quality services, which respond to client needs, including special needs groups
- Strengthen interagency and community relationships and understanding of HACC
- Promote better practice in the development of a strong, cohesive community care system
- Provide information about objectives and guidelines of the HACC Program and any other relevant Government policy and guidelines to HACC funded agencies and related community care services

## ABORIGINAL HACC ACCESS/ DEVELOPMENT OFFICERS

**... work with the service provider network (both Aboriginal and mainstream) and with local Aboriginal communities to improve service provision in HACC for Aboriginal people.**

### Aboriginal HACC DOs...

- Ascertain the HACC needs of the Aboriginal community
- Enable greater access for the Aboriginal community to mainstream and specific Aboriginal HACC services
- Develop the capacity of the HACC service system to respond to the needs of the Aboriginal HACC target population
- Promote Aboriginal and mainstream HACC services to the Aboriginal community



**... is a forum for HACC DEVELOPMENT OFFICERS and ABORIGINAL HACC DEVELOPMENT OFFICERS to promote best practice in the development of a strong, cohesive community care system.**

### Key activities of the NSW HACC DOs Network...

- Identification, development and dissemination of best practice policy and service models
- Identification of systemic issues which impact upon the effectiveness of the HACC Program
- Provision of peer support and professional development opportunities for HACC DOs

*(see details at [www.nswhaccdos.org.au](http://www.nswhaccdos.org.au))*