

Central West H.A.C.C. Development Officer – Covering : Bathurst, Bland, Blayney, Boorowa, Cowra, Cabonne, Evans, Forbes, Lachlan, Lithgow, Oberon, Orange, Parkes & Weddin LGAs.



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MEMO TO ALL HACCC SERVICES IN LGA

FROM HACCC Development Officer

SUBJECT Planning Day for HACCC services.

I will be facilitating the Planning Day for HACCC Services on
In the lead up to this day some work needs to be done – some by me, some by you. I have listed the tasks below.

| Tasks | Responsibility |
|--|-----------------------|
| Send out agenda/invitations to Management Committees and clients | All HACCC Services |
| Send out surveys & invitations to clients As per procedure attached | HACCC services |
| Send out surveys to Service Providers | HACCC DO |
| Arrange venue, lunch, equipment | HACCC DO |
| Collate statistical data on LGA. | HACCC DO |
| Prepare service report as per attached form. | All HACCC Services |
| Collate surveys, prepare report | HACCC D.O. |

Any questions, suggestions etc. phone/fax me on 63600807, or email:

HACCC DEVELOPMENT OFFICER

PROCEDURE FOR DISTRIBUTION AND COLLATION OF CLIENT SURVEYS

1. HACC services meet, make amendments to the surveys to reflect local situation, check details.
2. HACC Services decide on the distribution list for Service Providers/Partners (see attached suggestion list). The HDO distribute the surveys to service providers from the list you provide plus an invitation. The HDO will collate and report on the surveys.
3. HACC Services seek authority from other HACC services to be included in the surveys, if they are absent from the meeting.
4. Individual services photocopy client surveys for 20% of clients, chosen randomly (possibly by printing off a client list and selecting every 3rd/4th client dependent on numbers). If clients would be unable to respond due to a cognitive/intellectual disability, the survey is sent to the client's carer/guardian.

With the survey include an invitation to attend plus a stamped envelope addressed to :

HACC Development Officer
..... 2...

5. In the order on the attached Distribution List (Appendix 2), HACC Services:
 - a) randomly select 20% of clients for the survey
 - b) record the clients MDS identifier in the section marked for your service name
 - c) check the MDS identifiers on the Distribution list from previous HACC services to ensure there is no duplication (if so select the next client).
 - d) Post surveys with stamped addressed envelope
 - e) Fax the Distribution list **to the next HACC Service** on this list, **in two days**
 - f) **The final service on the list faxes the distribution list to the HACC D.O.** on Ph.for collating of the surveys.

CLIENT SURVEYS - DISTRIBUTION LIST

HACC Service - Randomly select and distribute Client Survey to 20% of your clients IMPORTANT ; Check that clients selected have not already be sent a survey as per the MDS Identifier from other HACC services below. Record the MDS identifier of clients your service will be sending the survey. Forward onwards as per list within 2 working days.

***Return this Distribution list to the HACC Development Officer Fax: by .../.../04.**

| Service | Clients sent a survey as per MDS identifier |
|---------------------------|---|
| 1. Home Care Service | |
| 2. Food Service (MOW) | |
| 3. Home Mods/ Maintenance | |
| 4. Neighbour Aid | |
| 5. Community Options | |
| 6. Respite | |
| 7. Community Transport | |
| | |

IMPORTANT – Please record all client’s MDS that you have sent a survey and Fax this distribution sheet immediately to the next service listed, preferably within 2 working days to meet the deadlines. 2 working days – surveys should be sent out no later than 11/9/02.

***Return this Distribution list to the HACC Development Officer to Fax: by/...../04.**

.....LGA

Suggested Service Providers to be surveyed/invited for HACC planning day

The services listed below will be sent a Service Provider HACC Survey AND an invitation to attend the Planning Day by the HACC DO.

Health Council
Community/District Nursing Service
Division of General Practice
Aged Care Assessment Team
Occupational Therapy
DADHC – Disability Services team
Rehabilitation services (CRS
General Practitioners
Practise Nurses
Aboriginal Lands Council
Social Worker
Carer Respite Centre
Disability Employment Industries
Centrelink
Royal Blind Society
Commonwealth Carelink Centre
Dept. Veteran Affairs Network – Community Advisers
Early Intervention Program
Shire Council - Community Services
Mental Health workers
Private nursing/domestic services
Senior Citizens/Combined Pensioners
Salvation Army
St. Vincents De Paul
School Counsellor
TAFE Outreach Worker
Community College
MS Society
Kincare
Dept. of Housing
Ambulance
Police

Plus :

All HACC services listed on the questionnaire should complete a survey to enable comment on other HACC services

.....lga
HOME & COMMUNITY CARE

PLANNING DAY

Date:

Time : 10.30 a.m. to 3.00 p.m.

Venue :

A G E N D A

- 10.30am Welcome, attendances and housekeeping
a) Aims of the Planning Day
b) Defining the macro (service system) & micro(service specific) issues
c) Demographics of the Local Government Area
- 11.00am a) Meals on Wheels/Food Services
b) Community Options
d) Home Care Service
e) Aboriginal Home Care Service
f) Community Transport
- 11.30am Break
- 11.40am e) Home Maintenance & Modification
f) Neighbour Aid
- Client and Service Provider Surveys
- ◆ Identification of issues, needs, gaps, duplications – group work
 - ◆ Vote to Prioritise issues
 - 3 points very very high priority
 - 2 points very high priority
 - 1 point high priority
- 12.45pm Lunch
- 1.00pm Development of Strategic Plan
Issues, Strategies, Responsibilities, Timeframes
- 2.45pm Determine review date, revise aims.
- 3.00pm Close

PLANNING DEMOGRAPHICS for L.G.A. 2004

| LGA Info. ABS 2001 | Area | % | Food Service (MOW) | Community Options | Home Care Service | Aboriginal Home Care | Community Transport | Home Modification Maintenance | Respite Care | Social Support (Neighbour Aid) | Primary Health Nurse |
|-----------------------|--------|---|--------------------------|----------------------|-------------------------|----------------------------|------------------------|-------------------------------------|-----------------|---|----------------------------|
| | Sq Klm | | | | | | | | | | |
| Total | | | | | | | | | | | |
| Pop↑65 Yrs | | % | | | | | | | | | |
| Disability M-P | | % | | | | | | | | | |
| CALD | | % | | | | | | | | | |
| ATSI | | % | | | | | | | | | |
| Dementia | | % | | | | | | | | | |
| \$Disadv | | % | | | | | | | | | |
| Remote | | | | | | | | | | | |
| No. Funded | | | | | | | | | | | |
| No. Waiting | | | | | | | | | | | |
| Vacancies | | | | | | | | | | | |

Financial Disadvantage = ↓\$10,000 p.a..20 years +
(Henderson Poverty Line)

DEMENTIA = 1:16 ↑65 yrs

REMOTE = ↑25klm town ↑1,500 pop.
(ARIA)

CALD: Primary languages other than English: Greek(#) Arabic (#) Cantonese (#) Italian (#) Filipino (#) German (#5)