

# Southern Services Reform Group (SSRG)

## Health and Community Informed Choices

*Project assessment stage: To be completed and forwarded to the SSRG Steering Committee for consideration*

### **Project name**

Health and Community Informed Choices

### **Project description**

The system will be developed by a project officer with skills matching the requirements of the task, over a 12 month period. Although the information collated will be specifically aimed for use by the health sector it will not exclude the distribution to service providers within the community sector. The information tool will provide sufficient detail to ensure health professionals and advocates have accurate information to guide and assist consumers to understand their options.

The information will be able to be accessed in a number of formats - power point presentations, information packs, lecture materials and website page. Presentations will be delivered to the health sector as requested and to targeted students at universities, TAFE and registered training organisations. Maintenance of the information will be addressed through developing memorandums of understanding with community organisations to make a commitment to update information as necessary. Information will be a mix of generic and organisation specific. The information will also include an explanation of the HACC Service Principles.

### **List the key result areas and service principles the project addresses**

Key Result Area 4: Reform: provide leadership and build the capacity of stakeholders to engage in service reform and innovative, improved practice.

Service Principles:

1. Quality of Life: Promote each person's opportunity to maximise their capacity and quality of life
2. Individual Need: Provide services tailored to the unique circumstances and cultural preferences of each person, their family and carers
3. Choice and Control: Ensure choice and control are optimised for each person, their carers and families

### **Reason for the project**

A smooth transition for consumers from acute care to community care has been identified as an area that requires innovative improvement to ultimately add value to the existing services - carelink and Access 2 HomeCare (A2HC). The underlying assumption is that if the health sector had a better understanding of the community sector and what it offers, consumers would have better quality information to make informed choices about how they return or remain living in the community.

The SSRG developed a consumer survey to grasp a better understanding of consumer empowerment in the southern region. One of the questions was 'How easy or difficult did you find the process of accessing services?' Responses varied in the degree of difficulties experienced

and provide evidence to support this project. Examples include - "You simply have to hope you hit the right person." , "...the whole process is confusing and frustrating.", "...trying to access services is a well kept secret." and ".....the system was difficult to work through - it was like a bowl of noodles."

## Project scope

The following are not in the project scope:

- It will not be just another database
- The project will not be sustained by the SSRG – strategies will be put in place

## Project stakeholders

Name	What their interest is / how they're affected
City of Onkaparinga, Trinity Baptist,	
City of Mitcham, Anglicare, OPMH	
A2HC, Ethnic Link, Life Care, HSS,	
Stanhope, ACH, City of Holdfast Bay, Resthaven, MRU, Noarlunga Hospital, Repat Hospital, SAPOL, Uniting Communities,	All deliver in home services and want to see better outcomes for consumers particularly when consumers move from acute care to community care.

## Project objectives

The objectives of this project are to

- Promote the ease of transition for consumers from acute care to community care
- trying to provide both service providers and consumers with information about resources out there and the pathway to access them
- put in a language that is easy to understand by everyone – audience appropriate language

## How am I planning for/engaging with Consumers? (including carers of younger disabled)

- SSRG Consumer workgroup
- Workgroup members from various community organisations speak to consumers and get feedback about the proposed project

### **How am I planning for/engaging with CALD clients?**

- The project is inclusive of all, including clients from different cultural groups.
- Ethnic Link is part of the workgroup and can offer feedback and advice.

### **How am I planning for/engaging with Aboriginal clients?**

- The project is inclusive of all, including clients from aboriginal backgrounds
- Contact Aboriginal Home Care for feedback and advice.

### **How am I planning for/engaging with 'disadvantaged' clients?**

- The project is inclusive of all, including clients from disadvantaged backgrounds.

### **Risks**

The risks for this project are:

- Ongoing sustainability
- The project becoming too big to manage.

### **Estimated time frame**

Desired Start Date: June 2012  
Desired Completion Date: June 2013

### **Estimated cost**

The estimated project cost is: (applying for HACC non-recurrent funding)  
Based on the following calculations:  
Possible funding source:

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