



Demonstration projects

Enhancing independence using an enabling approach

What are the demonstration projects?

Four demonstration projects are now underway in NSW, using an enabling approach to support people who have been assessed as eligible for Home and Community Care (HACC) services. The projects will run for 12 months until June 2011 and are located in:

- Clarence Valley in Northern NSW
- Singleton in the Hunter Region
- Northern Sydney
- Eastern Suburbs Sydney.

An enabling approach is a new way of supporting frail older people and people with a disability to live at home in their community. Enabling means 'doing with' the person and supporting them 'to do', rather than 'doing for' or 'doing to' the person being supported.

What will the demonstration projects achieve?

These projects are offering short-term early intervention and support to approximately 400 older people who are willing and interested in participating.

The demonstration projects will help us to learn more about:

- how an enabling approach can help individuals improve their functioning, their social networks and their personal wellbeing
- the characteristics of people who benefit most from this approach
- the costs and benefits of this approach
- the impact on staff, participating service providers, and the local community.

Ageing, Disability and Home Care (ADHC) regions have worked closely with the supporting organisations to develop the models for the projects. As a result, each demonstration project is unique.

Independent consultants have been engaged to evaluate the results of the demonstration projects. The consultants will gather quarterly feedback from clients, carers, staff and service providers focussing on their journey and growth throughout the time they are with the project. The outcome of the evaluation will contribute to informing future services delivery.



Flexible approaches enabling a focus on outcomes

Each demonstration project is unique. All are using a flexible approach that enables them to focus on client outcomes.

Up and About – Pathways to Independence for Older People in the Clarence Valley, Northern NSW

The Up and About project aims to support older people in the Clarence Valley to restore and maintain their independence. The project invites older people to set their own goals and work with their service coordinator on achieving them. Exercise programs, helpful equipment to make life easier and social outings to reconnect with old friends or make new ones are just some of the ways that people can improve their independence and quality of life.

Working with her coordinator, Mrs S identified her goal to become fitter and reconnect with some local social groups. Mrs S has recently commenced in an exercise program as part of the program and is already 'up and about'. She is now regularly attending the local Day Club and Card Group. Mrs S is also keen to get a walking machine to incorporate exercise into her daily routine.

Ourcare Services Inc, Singleton Hunter Region

The enabling approach is offered as a separate service type to complement Ourcare's wide range of existing services. Multi-skilled staff are trained to deliver assistance and tap into a wider range of in-house professional services, such as occupational therapy and aides.

When Mrs A returned home from hospital she was very keen to regain her independence. Her assessor focussed on her strengths and abilities as well as her needs. Her kitchen was reorganised to make it easier for her to prepare and cook meals, she was accompanied by a support worker to attend bingo and she participated in a regular exercise program to build up her strength.

Mrs A has now joined a local gym and she is using HACC community transport service to attend bingo on her own without having to rely on lifts from friends.



Enable Me Project, Northern Sydney

Community Care (Northern Beaches) Ltd (CCNB) operates as a case management service with a full brokerage model. Enable Me targets older people who are not yet accessing formal service support, and who want to remain independent from the service system. It incorporates intensive allied health and exercise programs in conjunction with a range of other flexible solutions to support older people achieve their goals. The project operates in Manly, Warringah and Pittwater Local Government Areas.

Mr J is 86 years old and lives with his daughter. After being referred to Enable Me after a fall, Mr J was provided with occupational therapy, home modifications and help with showering, following a task analysis to pinpoint areas of difficulty. Coupled with a regular exercise program, Mr J has worked to fulfil his goals to be more independent and to stay at home for as long as possible. A community worker accompanied Mr J to a local bridge group initially but he now attends on his own. Mr J is now independent with his personal care and is more confident in all aspects of day to day living.

Enabling Pilot, Eastern Suburbs Sydney

Catholic Community Services has appointed an Enablement Manager and is committed to building an enablement philosophy into its general community care service provision. The project operates within Local Government Areas of Randwick, Botany, Waverley and Woollahra with coordinators that provide both short and long term enabling services based on their clients' goals.

Mrs M is an 80 year old client who lives alone. She was referred for ongoing HACC services following a transitional care service. Working with her coordinator, Mrs M set her goals around becoming stronger and more independent in areas such as cooking and showering so she was accepted into the short term Enabling Pilot. Mrs M participated in an exercise program provided by a physiotherapist to help her become stronger, a volunteer is working with her to brush up on her cooking skills and a community worker provided support which increased her confidence in using equipment that enabled her to shower independently. Mrs M is planning to work with a volunteer to practice catching public transport so she can get to her bridge game on her own.



What are the initial results?

This is what people are saying about the results of the demonstration projects so far:

Clarence Valley

"We are going to buy sandshoes so I can exercise safely and get fit again. I need to get back to doing things around the house for myself." Participant

"I went to the RSL Club last week and I saw friends I have not seen for years. I feel really happy." Participant

"I haven't played scrabble for years and now I will be playing scrabble weekly and close to home." Participant

"The program is fantastic." Participant

Singleton Hunter Valley

"It's been wonderful and a godsend for mum and me, this project has taken the pressure off us. The whole project has given mum back her confidence." Carer

"I'm so happy to get back to Bingo with my friends." Participant

"It is really satisfying for me watching their confidence build and their mobility return at exercise classes. It nearly brought a tear to my eye just seeing how much she had improved." Staff member

Northern Sydney

"I am starting to get my old confidence back and by the end of my program I will have learned some new skills to keep me going on my own." Participant

"It is really exciting to see some real client outcomes being captured in the service provision process, rather than basic outputs. It serves as a reminder for what is possible when a service model supports creative and client-driven approaches to meeting people's individually defined needs." Staff member

Eastern Suburbs Sydney

"I was shocked that at my age (93 years) I would be considered for a program that will help me to get back to doing things for myself." Participant

"It's great that the coordinator is finding solutions not just putting a band-aid on the problem." Carer

"This process has not only encouraged clients to set in motion goals that they had previously not felt confident to action but also shifts the focus from what the person can't do, which is a lot more positive for everyone." Staff member

"The enabling approach is a completely different way of working for HACC services." Staff member

Want to know more?

To find out more about The Better Practice Project and an enabling approach, visit www.adhc.nsw.gov.au > Doing business with us > Home and Community Care.