



Overview of The Better Practice Project for Home and Community Care



Human Services
Ageing, Disability & Home Care



home and community care

A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

What is The Better Practice Project?

This project aims to support the community care sector in adopting new evidence-based practices that enhance the autonomy, independence and quality of life of people requiring support to live at home in their community.

The Better Practice Project has at its foundation an enabling approach which offers innovative ways to support frail older people and people with a disability. An enabling approach focuses on what the person *can do* and wants to be able to do, not just on what they are unable to do at present. It offers people the opportunity to be actively involved in identifying goals that are important and meaningful to them and to participate alongside their support worker to achieve their goals.

Evidence from community care programs, both interstate and overseas, has shown that a person-centred enabling approach can help people enhance their physical functioning, their social connections, and their personal wellbeing.

The Project has four key components:

1. a mapping existing innovation and better practice initiative
2. an awareness-raising education program
3. demonstration projects
4. independent project evaluation.

1. Mapping existing innovation and better practice initiative

In March 2010, a call for nominations was issued inviting the Home and Community Care (HACC) sector in NSW to nominate service providers adopting better practices in service delivery that were aligned with an enabling approach.

This resulted in development of *A handbook for community care services*. This will be available from November 2010 at: www.adhc.nsw.gov.au > Doing business with us > Home and Community Care.

The handbook includes practice ideas, case studies and client and carer stories from 50 services, large and small, across NSW. The practice ideas come from all Ageing, Disability and Home Care (ADHC) regions with almost half of the practice ideas from providers based in metropolitan regions and just over half from regional and rural areas. This resource shows how elements of an enabling approach are already being successfully implemented in HACC services. It provides factsheets and essential information about available resources.

Whether your organisation is a large, city-based multi-service provider or a small single-service regional provider there is material here which can help in your goal of better serving people who require support to live at home in their community.

The handbook includes:

- four practice ideas from Aboriginal organisations
- six practice ideas from services supporting people from CALD (culturally and linguistically diverse) backgrounds, and
- 14 practice ideas about supporting people with dementia.

2. Awareness-raising education

ADHC has partnered with the Aged & Community Services Association of NSW and ACT (ACS) to develop an awareness-raising program to be offered across the state. The program is designed for care coordinators, case managers and HACC development officers who want to learn more about an enabling approach by participating in a small interactive program. The program will be rolled out in early 2011. The awareness-raising education program will be independently evaluated and the results of the evaluation will inform decisions about future programs.

3. Demonstration projects

Four demonstration projects are now underway, supporting people who are eligible for HACC services, using an enabling approach. The projects will run for 12 months until June 2011 and are located in:

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

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.

4. Independent project evaluation

Independent consultants have been engaged to evaluate the results of the demonstration projects, the mapping initiative and the awareness-raising education program. The consultants will gather quarterly feedback on the demonstration projects, including client feedback, and client and carer stories. They will also gather feedback from staff and service providers and will facilitate shared learning from the projects during the year. The outcome of the evaluation will contribute to informing future services delivery.

Want to know more?

To support The Better Practice Project, ADHC has developed a paper entitled *Towards an enabling approach in community care*. This paper sets out to introduce this approach to everyone involved in community care and to raise awareness of the outcomes that can be achieved for people requiring support to live at home and in the community. It guides readers to information and resources that can help this process and facilitate change.

ADHC acknowledges the valuable contribution of the community care sector. This includes the many people who have provided valuable input, feedback and support for The Better Practice Project. We look forward to future discussions about the results being achieved by an enabling approach, and to working together to consider “Where to from here?”

To find out more about The Better Practice Project and to access the paper *Towards an enabling approach in community care*, visit:
www.adhc.nsw.gov.au > Doing business with us > Home and community care.

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© October 2010