

IMPACT Services - Supporting HACC Consumers' Active Participation in Their Community

was developed by the NSW Industry Forum in 2008 as a new brand against which HACC service providers in NSW could position themselves as a part of a re-focus on client-centred approaches. The Forum was established as a response to the National HACC Forum in Melbourne, in February 2008, & comprised the peaks for aged & community services, HACC peaks, HACC Development Officers, Community Care Providers, Consumer Representative peaks, & representatives from the Department of Health & Ageing, the Department of Human Services Ageing & Disability, & NSW Health. The following principles were developed & expanded against the brand.

IMPACT Services are HACC services that are:

- 1. Person-centred** & enable each consumer to explore individual **strengths & goals** & work towards achieving the outcomes they desire, with security of support for those who need it.
- 2. Culturally-appropriate, socially inclusive,** & sensitive to individual circumstances, social context & relationships, enabling the consumer to continue with what is important to them.
- 3. Flexible & responsive** to the range of changing needs, interests & **choice** of consumers.
- 4. Supportive** & enable the positive **relationship** between consumers & carers.
- 5. Recognised** as a fundamental & **valued** part of society that **grows & develops** to meet the changing expectations of consumers, carers, funders & the workforce.

Have IMPACT in 2010/11 ...

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IMPACT Services - Supporting HACC Consumers' Active Participation in Their Community

PRINCIPLES – Community Care that is:

1. Person-centred & enables each consumer to explore individual **strengths & goals** & work towards achieving the outcomes they desire, with security of support for those who need it.

Independence is promoted through the provision of support & builds on the individuals' strengths, resilience & capacity.

Meaningful activities meet the individual's social needs as well as physical ones.

Positive image of consumers as valued members of the community is promoted at every opportunity.

Autonomy is enhanced by involving the consumer in all aspects of decision making.

Connectedness of the individual to their social networks of family, friends & community is a key part of goal-setting.

Tailored service responses aim to assist consumers 'to do', rather than 'doing for' or 'doing to' them.

2. Culturally-appropriate, socially inclusive, & sensitive to individual circumstances, social context & relationships, enabling the consumer to continue with what is important to them.

Inclusive assessment methods ensure individual's access to support is not affected by prejudice or stereotyping.

Multicultural activities are provided by all services.

Practices & customs requested by individuals are maintained in service delivery.

All individuals are unique and respected in their expression of their needs and interests.

Cultural needs are identified and addressed in partnership with specific individuals and communities

Traditional values & lifestyle preferences are respected.

3. Flexible & responsive to the range of changing needs, interests & **choice** of consumers.

Information is provided to the consumers, & carers where relevant, to maximise their support options.

Multifaceted service plans are developed in close consultation with the consumer to reflect personal circumstances.

Participation in decision-making starts with the first assessment & is ongoing throughout service delivery.

Ageing & disability are not considered fixed processes, but fluid experiences affecting each individual differently.

Creative solutions are sought for individual challenges.

Therapies & assistive technologies facilitate consumers' adaptation to, & compensation for, deficits in ability.

4. Supportive & enables the positive **relationship** between consumers & carers.

Interdependence, mutual help & reciprocal relationships are valued & promoted.

Maintenance & support services optimise the health & well-being of carers.

Prevention of family breakdown is a key component in care planning.

Assistance is designed to complement informal support systems.

Consumer and carer involvement in service design & delivery reflects recognition of the carer experience & expertise.

Trust, respect & open communication are key components of the relationship between consumers, carers & services.

5. Recognised as a fundamental & **valued** part of society that **grows & develops** to meet the changing expectations of consumers, carers, funders & the workforce.

Innovation is constant and aims to increase capacity & improve outcomes for consumers.

Management of programs ensures effective allocation of resources to attract & retain the appropriate calibre of staff.

Pathways for access are clearly identified through service promotion.

Accountability measures focus on services' ability to deliver consumer outcomes rather than service system outputs.

Collaborative relationships challenge the assumptions of existing care models.

Training & development is ongoing & provides staff & volunteers with appropriate skills & knowledge to meet all levels of need.

SCENARIO 1: Sofia is a 30-year-old woman in a wheelchair. Even though she lives alone & goes to work independently, she still has her elderly mother do the housework she can't manage. Frustrated by her continued reliance on her mother, who has a large home of her own to clean, she self-refers to a HACC provider for domestic assistance.

Before IMPACT Services Sofia is assessed by Home Care, from whom she requests the floors vacuumed & 'some help with the bathroom'. Home Care allocate her one & a half hours per fortnight, with the standard service of floors, bathroom & general dusting. The fieldworker is very nice & offers to do Sofia's washing too. As Sofia finds the washing takes a few hours on the weekend has hurt her back pulling wet clothes out of the washing machine a few times, so she gladly accepts, & watches tv while the 'cleaning lady' does her work. When she is next re-assessed, the service is expanded to 2 hours per fortnight to give the worker more time to complete her duties, which costs Sofia an extra \$5 per fortnight & she has to come home from work another 30 minutes earlier those days.

With IMPACT Services Sofia is asked what she thinks she can manage alone & what she needs assistance with, as well as where she would like to see herself in one year & how HACC services could help her to get there. As it becomes quickly clear that cleaning is her only difficulty, that's the focus of her assessment for service, which identifies she can do some of the bathroom, put washing in the machine & hang out small items for drying; she can't manage the floors at all. The care plan states the fieldworker will clean the floors & assist with specific tasks, such as washing the shower & toilet, removing wet washing from the machine & dusting mirrors & other items Sofia can't reach. Sofia is allocated the last one & a half hour appointment for the day, so she does not lose work time to come home. She starts the washing machine when she gets home, before the fieldworker arrives, & tidies the kitchen & hangs washing out with assistance & while the fieldworker does other things. Sofia & her mother enjoy their spare time on the weekends socialising.

SCENARIO 2: Ian is a 70-year-old widower. Following a short illness, he is referred to HACC by a hospital social worker who is concerned he has not been eating properly since losing his wife of 45 years. He doesn't have many friends or interests outside his home.

Before IMPACT Services Ian is referred to meals on wheels, which he receives five days a week for the rest of his life. After a trial visit, he refuses the offer of a place in a centre based day care, which he perceives as 'just ladies sitting around & talking'.

With IMPACT Services Ian is referred to meals on wheels, where he is offered an initial 6 month service & a place in a men's cooking class. After 3 months, he is confident to reduce meals on wheels by half &, together with two other men he met in the cooking class, starts using the local shopping bus to collect groceries for his dinner recipes. After a further 3 months, he does not require meals on wheels at all.

For more case studies showing how the IMPACT Services approach makes a difference, go to:
http://www.health.vic.gov.au/hacc/downloads/pdf/asm_discussion_paper.pdf