

A handbook for community care services

Empowering people, enhancing independence, enriching lives

An enabling approach to community care means 'doing with' and supporting the person 'to do' rather than 'doing for' or 'doing to' the person being supported. This approach supports people in ways that are important and meaningful to them.

The principles that underpin an enabling approach are not new; various elements of an enabling approach are being implemented across NSW right now.

A handbook for community care services includes practice ideas, case studies and client and carer stories from 50 services, large and small, across the State. The handbook provides factsheets to support practice ideas, and essential information about available resources. It will be available online from November 2010.



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

About the handbook

As part of The Better Practice Project for Home and Community Care, Ageing, Disability and Home Care (ADHC) supported a mapping innovation and better practice initiative.

In March 2010, a call for nominations was issued inviting the HACC sector in NSW to nominate service providers adopting better practices in service delivery that aligned with an enabling approach. The response was positive and extensive.

A handbook for community care services is the product of this initiative. Importantly, we hear the stories of people who are challenging attitudes and beliefs about ageing and the assumptions we may have about the capabilities of older people.

Who's involved?

Almost half of the practice ideas are from services based in metropolitan regions, and just over half are from services based in regional and rural areas. The 50 services are auspiced by 36 organisations.

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.

The handbook was made possible by the enthusiastic cooperation of HACC service providers and HACC development officers in the regions.

ADHC acknowledges the many people and organisations who shared their stories in the development of *A handbook for community care services*.



Want to know more?

A handbook for community care services will be available from November 2010. Visit www.adhc.nsw.gov.au > Doing business with us > Home and Community Care.