

Volume 6 Issue 2

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New Staff Appointment at CommunityWest



A new position of Marketing and Communications Coordinator has been established at CommunityWest and we recently appointed Ms Emma Tyrie to this post. Emma has a background in PR and marketing having worked in local government and the not for profit sector.

This new member of our team will be making time to visit and speak with HACC Service Providers to assess how we can improve or better tailor our communication to meet your needs. Please join with us in welcoming Emma to CommunityWest and the HACC sector.

Corporate

Social Justice Campaigner to Lead ACSA

Patrick McClure AO has been appointed CEO of Aged and Community Services Australia (ACSA). ACSA is the national peak body representing not for profit and faith-based organisations providing residential and community-based aged care, accommodation and housing (ACSA's state office in WA is known as ACSWA).

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COTA Announces 2011 Active Ageing Conference

Council On The Ageing WA (COTA WA) have announced they will be holding the Western Australian Active Ageing Conference 2011. The conference will be held on Thursday 23 June and Friday 24 June at the Tradewinds Hotel, Fremantle. Visit the conference website for more details <http://www.cotawa.asn.au/waac2011/>

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A recently released Briefing Paper aims to provide information for community care practitioners who work with older people from CALD backgrounds. The briefing prepared by the Social Policy Research Centre in partnership with The Benevolent Society, distills evidence from research to guide community care workers and managers in their day-to-day work with older

people in the community.

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Conference Reports - National HACC Conference

The Wellness Approach was again the hot topic, this time at the 2011 National HACC Conference held in Brisbane. A member of CommunityWest's Sector Development Team jointly presented a paper titled 'Implementing Wellness and Restorative Approaches; Optimising client independence across four states.' Find out more about papers presented.

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Apology for Postponed or Cancelled Courses

CommunityWest, in consultation with the Aged and Continuing Care Directorate (ACCD), have been working to rewrite a number of training courses and to introduce new courses to take into account changes within the HACC Program. Unfortunately, some of these revisions and course developments have taken longer than anticipated.

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Sector Development

WA Assessment Framework Meetings Update

Now that the Assessment Framework has been implemented in the metropolitan area since 31 January a decision has been made to amend the committee/working group structure to ensure that local issues are being addressed by the Commonwealth Respite and Carelink Centre (CRCC) and Regional Assessment Services (RAS) in each of the four metropolitan regions. These forums will work towards building better relationships with service providers and other stakeholders.

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Tips for Providers - Setting Goals with Clients



As a HACC provider you understand the importance of ongoing communication between the coordinator, client and support staff. This ensures that a client's progress towards achieving their goal is continually monitored and provides flexible support, so as to meet their changing needs.

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Client Story - Solving the Puzzle

A great story about staff supporting clients was shared by the Multicultural Services Centre WA about a client attending their Day Centre who showed an interest in solving wooden puzzles.

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Partnerships - COTA Peer Educators



CommunityWest's collaborative work with COTA continues. Following on from the successful training of a group of Peer Educators, these new recruits are now out in the community spreading the word about the HACC program. Early feedback received from Peer Educators has generated some interesting insights. Read on to discover more.

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New Resources - Book on Care of Older People

A great resource has recently been published by Elsevier Australia that covers a range of topical issues relating to the care of older people in Australia. The book is titled: *Older People: issues and innovation in care* by Rhonda Nay and Sally Garratt. 3rd Edition (ISBN 9780729538985777).

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New Initiatives - What is a 'Joint Visit'?

CommunityWest and the Department of Health and Aging Quality Team are committed to working together to achieve a smooth transition to the new Community Care Common Standards which came into force in March. As part of this process there will be a new focus upon conducting and completing 'joint visits' involving both organisations. Find out more about joint visits.

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Planning Improvements - Using the CCCS

The CommunityWest Quality Team have been busy making visits in the last few months, with the majority of HACC funded service providers now having received their quality Full Verification Visit for the 2008-2011 reporting round. Read on for help with your improvement planning process.

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Team Travel Diary - No Place like Gnomesville



On a recent trip to the Southwest region, Quality Reviewers, Jenny and Kay, were surprised and delighted to come across a whole village of almost 1000 garden gnomes, including a few of the HACC variety.

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Training

Assisting HACC Clients with Technology



Are you working with someone who has trouble using the telephone or a mobile phone? Do you know someone who can no longer get out to the library to borrow books, go shopping or visit distant family and friends? The Independent Living Centre of WA are running a series of sessions to help you to connect your clients with all that technology has to offer. Find out more

about these workshops.

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Online Learning Demonstrations Start - 3 May

Why not let the computer be your new doorway to learning? The very first introductory session to CommunityWest's online classroom, Elluminate, will commence on Tuesday 3 May and then continue on a monthly basis. Numbers for each of these courses are limited, so be quick to reserve your place. Find out more.

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Calendar Update - New Courses on Offer

CommunityWest has developed a range of new workshops for the Training Calendar to enhance your skills. These include:

- Being a HACC Support Worker
- HACC Coordinator Orientation

For details of the content and focus of these courses read on.

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E-Learning Conference Across the Globe



In March, three CommunityWest staff (Louise Forster, Katie Foster and Maddie Bull) attended the second 'Blackboard Elluminate Collaborate Online Conference'. The event was attended from a staff member's home so it was possible to link up a laptop to a flat screen TV allowing a number of people to access sound and the visual display at the one time.

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Course Title Changes - Manual Handling

The Independent Living Centre will soon change a number of course titles to reflect recent changes made by WorkSafe in relation to manual handling. The main focus of the new *'Draft Code of Practice Hazardous Manual Tasks December 2010'* will be on preventing injury when workers are required to engage in manual tasks. Read on for further details.

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Team Travel Diary



Catch up on recent visits and progress made by the CommunityWest training team on their trips to the Wheatbelt, Kimberley, and Pilbara, Midwest and Goldfields regions. Find out more about their travels and those inspiring stories and experiences gathered along the way.

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Community Partners - Day with Mercy Care

Katie Foster, one of CommunityWest's newest team members, joined a Mercy Care Support Worker for the day as they provided HACC support to four clients. Katie found this an invaluable experience to be able to 'walk a mile in the shoes' of a Support Worker, as well as a HACC client. Our thanks go to Mercy Care for supporting this initiative, in particular, the Support Worker and clients involved who Katie was able to learn so much from during her visit.

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Funding to Train Mature Aged Workers

Soon mature age workers and employers will stand to benefit from a Government investment of \$7.68 million over four years into 'Experience+ Training.' Find out more.

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Training Resources - Staff Planning

The Workforce Development section of the CommunityWest website has a wide selection of tools and resources to assist service providers in managing your staff planning (via the Training Link). Find out more.

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