

Southern Community Care Development (SCCD): HACC Development Project (HDP)

HDP.6 - Information for HDP Clients

SCCD RECOGNISES THAT IT IS IMPORTANT TO PROVIDE TIMELY & APPROPRIATE INFORMATION TO CLIENTS TO ALLOW THEM TO MAKE INFORMED CHOICES.

Parameters of this Policy

Information gathering and dissemination are key components of the work of the HACC Development Officer (HACC DO), whose role it is to support and be a resource for local HACC networks and individual HACC funded agencies, to support and inform HACC-funded agencies on policy implementation and policy changes, in partnership with HACC funding bodies, and to provide information to HACC funded agencies on Program policies and guidelines such as the HACC National Guidelines, the HACC Service Standards, referral and assessment protocols and reporting requirements (see **HDP.1 Description of Sutherland Shire HACC Development Project (HDP)** & **HDP.4 HACC DO's Workplan**).

This policy excludes information produced for HACC service users (covered in **HDP.8 Promotion of HACC Services**).

It should be noted that although the primary focus of HDP is HACC, the activities of the HACC DO outlined in this policy often relate to, and impact on, organisations funded to support Sutherland Shire residents under other, related community care programs.

Information Gathering

Methods of Gathering Information

The HACC DO continuously gathers information on emerging issues and events of relevance to HDP clients through interactions with individual workers, organisations and groups, including:

- contact with individual HACC providers via by phone calls, emails and visits (per **HDP.3 Access to HDP Services**), including when assisting with co-operative problem-solving involving a third party;
- contact with individual non-HACC community care providers (per **HDP.9 Sutherland Shire Community Care Forum**);
- relationships with other HACC DOs, statewide development workers, peaks workers (per **HDP.11 Sector Development**);
- support of new, developing services and new workers via orientation of new staff and membership of new advisory committees (per **HDP.3 Access to HDP Services** & **HDP.11 Sector Development**); and
- membership of individual service advisory committees to address specific issues or HACC DO knowledge gaps; and
- communicating with the funding bodies on behalf of the local HACC network via phone calls, emails, meetings.

The specific groups and meetings in which the HACC DO becomes involved each year are reflected in the current workplan (in [C:\HACCDO\HACCDO\haccdevproj\jobdescworkplan](#); see also HACC DO's Diary*), but generally include:

- recurrent HACC-related forums and working parties in the Shire;
- recurrent Interagencies within the Shire;
- occasional community activities and planning of events impacting on the local HACC network;
- advisory committees for new services or HACC service and consumer peaks to address key issues;
- recurrent or occasional committees that promote special interest groups and/or projects;
- occasional government and community consultations responding to requests for input;
- occasional conferences;
- recurrent regional and state networks with other HACC DOs; and
- recurrent regional and state networks with the HACC funding bodies.

All meetings attended are recorded in the HACC DO's monthly reports (described in **HDP.4 HACC DO's Workplan**) and relevant news items are reported in *e-Snippets* newsletter (below).

In order to gather information from these networks, and as resources allow, the HACC DO also subscribes to any relevant periodicals and monitor website news pages (see reading list in current annual report in

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<C:\HACCDO\HACCDO\haccdevproj\HACCDOreports>). Useful materials are placed in the HACC Development library (see catalogue in <C:\HACCDO\HACCDO\haccdevproj\officesystems\HDP\LIBRARY>).

Types of Information

The HACC DO considers the relevance, reliability of the source/s, potential impacts and timeliness of dissemination when gathering information on a range of topics, including:

- HACC Program policy and guidelines;
- interface issues relating to other community care programs, including policy and guidelines ;
- roles and responsibilities of relevant government departments;
- governance issues;
- community care management and service delivery issues;
- demographics and research findings about community care client target groups;
- other services available to community care client target groups;
- upcoming events;
- funding opportunities; and
- reports from conferences and meetings, including those attended by the HACC DO.

Information Dissemination

Promotional Information

The HACC DO produces and distributes a range of printed publications, including brochures and guide books, as a part of the promotional activities of the HDP (detailed in **HDP.8 Promotion of HACC Services**). However, some of these materials are disseminated as information for HDP clients, who may wish to contact other community care organisations and/or make referrals to them. From time to time, the HACC DO also produces and distributes advertising brochures about specific events or activities (located in <C:\HACCDO\HACCDO\brochures> and project-specific files in <C:\HACCDO\HACCDO\haccdevproj\specialevents&projects>).

e-Snippets Newsletter

The HACC DO produces and disseminates a weekly email bulletin, *e-Snippets*, for members of the Community Care Forum (see list of members in <C:\HACCDO\HACCDO\databases\guide2006> & groups 1-4 on HACC DO's email address book*) and other interested subscribers (see 'Snippets only' on HACC DO's email address book*). Drawing on the HACC DO's information gathering networks (above) and the readership itself, *e-Snippets* provides news and updates on current events and issues relevant to HACC service providers and users. The HACC DO writes some of the articles, as well as inviting contributions from Community Care Forum members and other relevant parties.

The format is generally 10 point Arial font, with titles for each item in bold letters and underlined. In order to limit the size of the email for recipients with limited in-box capacity, attachments are kept to a minimum, with links to online documents on websites such as www.ssccl.org.au instead (see also **HDP.12 Southern Sydney Community Care Intranet (SSCCI)**). The email is titled 'SUTHERLAND E-SNIPPETS' with the date and flagged as 'high priority'. The HACC DO distributes *e-Snippets* on the last day in the office each week. For those HDP clients who do not have internet access, *e-Snippets* is disseminated on paper as a part of the HACC DO's monthly e/mailout (below). Back copies are also attached to the Southern Sydney Community Care Intranet website (below).

Special Emails

From time to time, the HACC DO receives information that requires distribution outside *e-Snippets* (above), either due to impending deadlines or the need to highlight the content for recipients. Occasionally, such emails are sent to specific groups of recipients on HACC DO's email address book*, such as items from the funding bodies relating to HACC providers only. In order to draw recipients' attention to the email, the subject heading is in capital letters and flagged as 'high priority'.

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Monthly e/Mailouts

Around the third week of every month except December, the HACC DO disseminates a collection of materials to members of the Sutherland Shire Community Care Forum (in [C:\HACCDO\HACCDO\databases\guide2006](#) & groups 1-4 on HACC DO's email address book*; see also **HDP.7 Sutherland Shire Community Care Forum**). Whenever possible, email addresses are utilised to reduce paper and photocopying costs. The core materials in each mailout include:

- *e-Snippets* newsletter (above);
- agenda for next Community Care Forum meeting; and
- minutes of last Community Care Forum meeting.

All necessary photocopying and marking and filling of envelopes for paper mailouts are completed by SCCD administrative staff, according to instructions and address labels provided by the HACC DO. The HACC DO sends the emails.

Other Printed Materials

At least twice a year, the HACC DO writes to HACC-funded organisations' management committees and staff to notify them of a range of printed materials that you can order from HDP (see last 'visitoffer' & 'guide' letters in [C:\HACCDO\HACCDO\correspondence\lettersbyHACCDO](#)). These materials include brochures and guide books about HACC and community care (detailed in **HDP.8 Promotion of HACC Services**), as well as documents produced by the HACC DO specifically for HDP clients, including:

- *A Guide for Community Care Management Committees* (in [C:\HACCDO\HACCDO\training by HACC DO\c'tee orientation](#)), which provides information for HACC management committees on the requirements of their funding agreement with NSW Department of Ageing, Disability and Home Care. The focus is on legislative and corporate governance issues, with website references for further information; and
- *A generic Guide to Volunteering for HACC Services in the Sutherland Shire* (in [C:\HACCDO\HACCDO\advertising\guidebook](#)), which is available for organisations still developing their own.

HACC Development Library

In order to support the information and development service provided by the HDP, the HACC DO maintains a library of periodicals and key documents on a range of topics, including:

- HACC Documents;
- Sutherland Documents;
- Organisation Management;
- Client Rights;
- Aspects of Community Development;
- Other; and
- Current Demographics/Issues.

A contents list ([C:\HACCDO\HACCDO\haccdevproj\officesystems\HDPLIBRARY](#)) is jointly maintained by the HACC DO and SCCD administrative staff, who place new entries on the shelves from the library in-tray. From time to time, relevant items may be loaned out to HDP clients. The HACC DO regularly reviews the contents to ensure only useful, current documents are kept.

Information Sessions

The HACC DO promotes awareness of various issues and assist HACC organisations with their individual policy development through information sessions and training, whether through direct provision by the HACC DO, brokerage to appropriate presenters or by supporting other HACC training projects. Training may be provided as a part of on-site visits to individual organisations (see also **HDP.3 Access to HDP Services**), as a part of Community Care Forum meetings (see also **HDP.3 Access to HDP Services**) or as special sessions (described in **HDP.11 Sector Development**).

Topics to be presented by the HACC DO includes elements of information sessions created and maintained by HDP (in [C:\HACCDO\HACCDO\training by HACC DO](#)):

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- Community Care Orientations (linked to *A Guide to Community Care*, detailed in **HDP.8 Promotion of HACC Services**);
- HACC Orientations (linked to *A Guide to Community Care*, detailed in **HDP.8 Promotion of HACC Services**); and
- Roles and Responsibilities of HACC Management Committees (linked to *A Guide for Community Care Management Committees*, above).

The HACC DO also assists with organisational planning processes, providing example agendas for planning sessions and strategic planning formats (in <C:\HACCDOWHACCDO\planning\serviceplanningdays>) and/or as a participant or facilitator.

Principles For Creating Quality Materials

The HACC DO produces and disseminates information to HDP clients through a range of mechanisms. Whether in person or writing, these items reflect key HDP quality principles for producing materials:

- professionally presented, including use of SCCD letterhead where possible;
- communicated in clear and succinct language, including plain English and avoiding jargon where possible;
- offered in a tone that is respectful and not offensive to the recipient/s;
- accurate and based on fact, with attribution when information has been sourced from other parties or publications; and
- reflective of majority views of HDP clients or with clear attribution to specific sub-groups, where appropriate.

Measuring Success

The HACC DO's workplan contains performance measures related to the information provided to HDP clients (see details in **HDP.4 HACC DO's Workplan**), including:

- The number of requests for information and assistance;
- The number of occasions information and assistance provided;
- The quality of information and assistance provided;
- The number of meetings held/attended;
- The quality of contributions by the HACC DO;
- The number of training/information sessions/guest speakers organised;
- The number of materials produced, when and distribution; and
- The quality and content of materials.

***Key Documents not linked:**

HACC DO's Diary, HACC DO's email address book

MANAGEMENT COMMITTEE APPROVAL

NAME: _____ (Chairperson) SIGNATURE: _____