

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

HDP.9 - HACC Planning

The HACC Development Project has a key role to assist with identification & prioritisation of regional needs through regional HACC planning processes.

Background

This policy relates to agreed Home and Community Care (HACC) Program planning processes by the Australian and State/Territory Government funding bodies (described in [C:\HACCDO\HACCDO\planning\planFAQs](#)). A new format, Triennial HACC Planning, consists of a three yearly planning cycle (2008–2011) supported by an annual process for each of the three years. The process produces two documents containing data for each HACC region:

- A Regional Priorities Plan is developed for 2008-2011; and
- Annual Service Expansion Plans for allocation of growth funding.

The primary responsibility for HACC planning lies with the Regional Planning staff of NSW Department of Ageing, Disability and Home Care (DADHC), which covers the three Local Planning Areas (LPAs) for this region: South East Sydney LPA (including Sutherland Shire), Inner West LPA and South West Sydney LPA. Australian Government officers participate through regular liaison and agreements. Australian Government and NSW Ministers jointly approve the triennial plans and annual supplements. DADHC planning processes usually include community consultations with consumers and providers of community care to identify issues, trends and associated requirements to respond to actual and anticipated requirements of service delivery. It also includes analysis of both quantitative (for example population data) and qualitative information (for example consumer and service provider feedback) and considers the broader national policy agenda for community care. There is flexibility to make variations to the plan as new funding sources are allocated in the area or new research or information from targeted consultations becomes available.

Parameters of this Policy

This policy describes the activities of Sutherland Shire HACC DO in regard to regional HACC planning. According to the *HACC Development Officer Service Type Description* (at www.dadhc.nsw.gov.au), the role of the HACC DO is to:

- assist with identification and prioritisation of regional needs through the regional planning processes; and
- collate views and information from service users and providers to peak and government agencies to improve the service system.

In DADHC Metro South Region, the HACC DOs are involved in two concurrent HACC planning processes, which are managed by the Planning Team:

- Identification of priority issues for a Regional Priorities Plan for each LPA for 2008-2011; and
- Development of an annual Service Expansion Plan for 2008-09 for each LPA.

This policy does not include the activities of the HACC DO in regard to systemic planning and development in HACC and related community care programs, including input to statewide planning by the NSW HACC DOs Network (detailed in **HDP.10 Policy Development & HDP.11 Sector Development**) or planning within individual HACC-funded organisations (in **HDP.6 Information for HDP Clients**).

Processes for Collecting Data

The HACC DO assists the Planning Team in gathering data on the needs of the HACC target groups and to identify gaps in service provision and any needs not being met by existing services, mainly through work with HACC and related community care service providers. Service providers have a variety of options to participate in HACC planning. They can attend regional forums or submit models of service delivery either from service type working parties or individually; however, the Planning staff prefer such input to be made via the local HACC DO (see [C:\HACCDO\HACCDO\planning\planFAQs](#)).

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HACC Planning Session

The HACC DO assists with preparations for an annual HACC planning session for community care providers in Sutherland Shire but clearly reflect in HDP actions that this is part of a DADHC process. As the key representative of local HACC services with DADHC, the HACC DO actively promotes the views expressed by HACC service coordinators and managers in relation to HACC planning (eg. see <C:\HACCDO\HACCDO\planning\2007\HACCPLANNINGFEEDBACK0707>). This includes meeting arrangements for HACC planning sessions:

- Meeting Time: outside the regular Community Care Forum meeting and only a half-day at most;
- Meeting Place: somewhere central and practical (as with the Community Care Forum meetings, see **HDP.7 Sutherland Shire Community Care Forum**), but with space for the participants to break into a number of smaller discussion groups; and
- Agenda: to reflect priorities determined by participants, including a clear explanation of the HACC planning process (see last agenda in <C:\HACCDO\HACCDO\planning>).

The Planning staff are responsible for issuing invitations and developing the agenda and handouts, as well as any additional instructions about HACC planning, which is distributed by the HACC DO to all Forum members (see current list in <C:\HACCDO\HACCDO\databases\guide2006>). The Planning staff are also responsible for chairing and taking minutes at the HACC Planning session (see last notes in <C:\HACCDO\HACCDO\haccplanning>); the HACC DO circulates an attendance sheet (<C:\HACCDO\HACCDO\haccforum\minsheetproforma0924>) on a clipboard and type up the contents for inclusion with the minutes and use in HDP client systems (see also **HDP.3 Access to HDP Services & HDP.5 Recordkeeping**). Project Officers from the DADHC Metro South Region's Performance and Quality Improvement Team attends the planning sessions and works with the HACC DO and Planning staff to facilitate the discussion groups. The HACC DO provides copies of key materials about HACC, such as the HACC brochure and *A Guide to Community Care* (described in **HDP.8 Promotion of HACC Services**), for a display table. The HACC DO also proofs the minutes and correct any factual errors prior to distribution (see below).

Where practicable, the HACC DO assists the Community Care Forum to conduct planning in a way that continues to reflect the aims of the Sutherland Shire Community Planning Framework, which was designed by the Sutherland Shire HACC Forum Planning Working Party in 1999 (see documents in <C:\HACCDO\HACCDO\planning\1999>). These aims include:

- to provide useful local information to go into the regional plan by the funding body;
- to collect data that would create a more realistic picture of consumers and carers, their needs and their relationships with community care services;
- to give all participants – service providers and users – proof that the process of planning is worthwhile; and
- to contribute to other related planning for local needs, such as Sutherland Council's annual Social Plan.

Working Groups

From time to time, the Community Care Forum identifies planning issues that require additional discussion, data collection and/or input from service type working parties outside the general HACC planning session in order to produce models of service delivery for submission to the DADHC Planning staff. The HACC DO provides as much input and support as possible within HDP resources (see also Prioritising Requests for Assistance in **HDP.3 Access to HDP Services**)

Involving Service Users

The HACC DO has a role to encourage opportunities for consumer input to local area planning, although the Planning staff are responsible for actually consulting with service users and gathering the data. Due to resource constraints, the HACC DO spends limited time with frail aged people, people with disabilities and carers who are actual or potential users of HACC services; however the HACC DO takes advantage of any opportunities resourced by others in the sector that may identify issues for HACC planning, including:

- attending quarterly meetings of Sutherland Shire Carers and Consumers Forum and work with the Forum Support Worker identify any issues to be presented at the services' HACC planning sessions;
- seeking one-off funds, such as Council Grants, to conduct special research projects (see also **HDP.4 HACC DO's Workplan**);

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- noting any issues raised by service users during visits to individual HACC services (per Assessment of Clients' Needs in **HDP.3 Access to HDP Services**) that can be presented at the services' HACC planning sessions;
- attending community consultations by other parties on relevant issues; and
- reading relevant reports (see also Information Gathering in **HDP.6 Information for HDP Clients**).

Processes for Collating Data

The Planning staff are responsible for analysing all relevant data and developing the Regional Priorities Plan and Service Expansion Plan for South East Sydney LPA. The HACC DO's role is to provide assistance and input by responding to telephone and requests and attending meetings organised by the DADHC.

Notes from HACC Planning Session

Generally, the HACC DO receives a draft copy of the notes for the HACC planning session (above) and is asked to assist DADHC Planning staff who are following-up on the issues raised, including specialist workers focusing on HACC special needs areas, such as Culturally and Linguistically Diverse (CALD), Aboriginal and Torres Strait Islanders (ATSI) and People with Dementia. The HACC DO is careful to agree to provide only what time HDP resources allow, balancing that with DADHC deadlines and the need to ensure the information submitted is accurate (see also **HDP.8 Promotion of HACC Services**) and addresses any needs known to the HACC DO. Notes from the HACC planning session may also contribute to planning for HDP (see **HDP.4 HACC DO's Workplan**) or future issues and actions for the Community Care Forum (see **HDP.4 HACC DO's Workplan**).

Other DADHC Planning Documents

From time to time, the HACC DO is asked to proofread specific documents, such as fact sheets or handouts intended for service providers or users. The HACC DO is careful to agree to provide only what time HDP resources allow, balancing that with DADHC deadlines and the need to ensure the material is user-friendly (see principles for producing printed materials in **3.2 Promotion of SCCD Services**).

Meetings with DADHC Planning Staff

The HACC DO meets regularly with staff from the DADHC Planning team. At set bi-monthly meetings (see dates in HACC DO's Diary*), the HACC DO provides a Sutherland Shire/HDP update, and participate in joint work to assist in the identification and collation of issues, including provision of feedback received from Community Care Forum members and HDP clients between HACC planning sessions. Occasionally, the HACC DOs may meet separately before special meetings or to de-brief afterwards.

Measuring Success

The HACC DO's workplan contains specific performance measures related to the promotion of HACC service (see details in **HDP.4 HACC DO's Workplan**), including:

- The number of meetings held/attended;
- The quality of contributions by the HACC DO;
- The number of, and appropriateness of mechanisms providing opportunities for consumer and service provider input;
- The number of materials produced and distributed; and
- The quality and relevance of materials provided by the HACC DO.

***Key Documents not linked:**

HACC DO's Diary

MANAGEMENT COMMITTEE APPROVAL

NAME: _____ (Chairperson) SIGNATURE: _____