

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

HDP.3 - Access to HDP Services

SCCD PROJECTS ENSURE THAT SERVICES ARE AVAILABLE TO THE RELEVANT CLIENT TARGET GROUPS WITHOUT PREJUDICE.

Parameters of this Policy

The HACC Development Project (HDP) is funded to provide a support and development service to all organisations that receive Home and Community Care (HACC) Program funding to assist Sutherland Shire residents (listed in <C:\HACCDO\HACCDO\databases\guide2006>). The HACC does this both on a one-to-one basis and through the Sutherland Shire Community Care Forum group. The HACC DO therefore makes regular offers of assistance and provide information to all agencies equally, irrespective of previous refusals of help from individual services (see **HDP.2 Rights & Responsibilities of HDP Clients**).

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. Occasionally, representatives from the funding bodies may also ask the HACC DO to provide assistance to all organisations outside the primary target group for HDP.

Promotion of HDP Services

As a group, through the Community Care Forum, and individually, all HACC services receive information disseminated by the HACC DO, together with written and verbal offers of support from the HACC Development Project, through a number of group mechanisms (see also **HDP.6 Information for HDP Clients & HDP.7 Sutherland Shire Community Care Forum**):

- reports at Community Care Forum meetings;
- e/mailouts, including feature articles and the HACC DO's report in the e/newsletter;
- special e/mailouts, including correspondence on specific issues; and
- special meetings, information and training sessions.

The HACC DO endeavours to identify any need for assistance and develop and maintain links with individual HACC services by regularly initiating contact, through phone calls and personal visits.

Agencies are free to refuse the HACC DO's help at any time and encouraged to discuss their reasons informally during phone calls and visits; they may also provide formal feedback through the HACC DO's annual client satisfaction survey (in <C:\HACCDO\HACCDO\haccdevproj\officesystems\survey>; process described in **Planning & Evaluation**). The HACC DO and SCCD management committee monitors this feedback for any signal that the HACC DO needs to change the style of approach with agencies, individually or as a group (see also **3.4 Client Complaints**).

Assessment of Clients' Needs and Monitoring Service Access

The HACC DO uses a range of methods to monitor HDP clients' changing needs, individually and as a group, in order to ensure equitable access to project services by the HACC-funded organisations eligible for, and requiring support, including:

- regular telephone calls and emails to 'catch up' with each organisation and offer assistance with any issues they identify (see notes in <C:\HACCDO\HACCDO\haccdevproj\officesystems\CLIENTFILES>);
- personal visits to services by the HACC DO, including an offer to attend at least one management committee meeting per year to give an update on HACC issues, HDP activities and to offer assistance for any issues they identify (see last 'visit' letter in <C:\HACCDO\HACCDO\correspondence\lettersbyHACC DO>);
- specific phone calls, written correspondence/emails or individual approaches at Community Care Forums and other events to offer assistance with issues identified by, or to, the HACC DO regarding the organisation;
- group correspondence/emails or questions at Community Care Forums to seek feedback and/or ask if assistance is required with issues identified by, or to, the HACC DO regarding the agencies generally;

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- informally monitoring attendance at Community Care Forums and training offered by the HACC DO (see attendance lists in <C:\HACCCDO\HACCCDO\training by HACC DO\worker orientation>; process described in **HDP.7 Sutherland Shire Community Care Forum**).

The HACC DO records details of these dealings (see **HDP.5 Recordkeeping**) to ensure identified gaps in access are linked to planning and action by the HACC DO, both in the short- and long-term (see notes in <C:\HACCCDO\HACCCDO\haccdevproj\officesystems\CLIENTFILES>). Access issues affecting more than one organisation may be considered in long term project planning activities (see also **HDP.4 HACC DO's Annual Workplan**).

Catch Up Calls

At least twice a year, the HACC DO spends some time within a two or three day period to review the current electronic client file for each HACC-funded organisation and make targeted phone calls to catch up with them and ascertain if they require assistance. These calls may also be used to conduct informal surveys of HACC agencies on a specific issue, such as their response to a new HACC policy. Such calls generally highlight the need for individualised actions by the HACC DO or a systemic response if there is a trend in feedback (see notes in <C:\HACCCDO\HACCCDO\haccdevproj\officesystems\CLIENTFILES>).

Continuing Consultation

The HACC DO actively monitors HDP client need through regular contact with HACC-funded organisations as a group and individually. Both formally and informally, the HACC DO maintains regular consultative links with the Community Care Forum, taking direct requests for support and development activities or recognising a need through the tone of discussions or comments made during the meeting. Community Care Forum members are also encouraged to contact the HACC DO between meetings with comments and ideas for guest speakers, newsletter articles and so on and give formal input to the work of the HACC DO through the annual client survey (see last survey results in <C:\HACCCDO\HACCCDO\haccdevproj\officesystems\survey>; also **1.4 Planning and Evaluation** in *SCCD Policy & Practice Manual*).

The Community Care Forum agenda also includes a section on 'Issues and Actions', which generates work requests for the HACC DO, including written correspondence, research or training on a particular issue or resources for a Community Care Forum working party (see agenda & minutes for current year in <C:\HACCCDO\HACCCDO\haccforum>). Likewise, issues for HACC DO attention may be identified through HACC Planning processes (described in **HDP.9 HACC Planning**).

Prioritising Requests for Assistance

The resources available to the HACC Development Project and the extent of service delivery are limited to the *HACC Development Officer Service Type Description* at www.dadhc.nsw.gov.au and terms of the *DADHC Funding Agreement**. The workload of the HACC DO is largely determined by an annual workplan (in <C:\HACCCDO\HACCCDO\haccdevproj\jobdescworkplan>; process outlined in **HDP.4 HACC DO's Annual Workplan**). Priority is given to activities reflecting the aims of the workplan and issues for which an immediate response is most likely to produce maximised outcomes for either individuals or the local HACC network, as a group.

It is expected that the majority of requests for the HACC DO's assistance fall within the boundaries of the project workplan and be generally one-off or very time limited in nature, necessitating only verbal agreements between the HACC DO and a client. The types of assistance provided by the HACC DO may include:

- Response to a simple question via a phone call or email;
 - Response to a complex issue via an on-site visit or dissemination of information to all HDP clients as a group (see also **HDP.6 Information for HDP Clients & HDP.7 Sutherland Shire Community Care Forum**);
 - Participation in staff selection panels;
 - Participation in, or facilitation of, organisational planning sessions (see also **HDP.6 Information for HDP Clients**);
 - Liaison via email and telephone with external parties on behalf of the organisation, such as consultants or HACC funding bodies;
 - Participation in, or provision of, staff training (see also HACC Orientations in **HDP.11 Sector Development**);
- and

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- Creation or reviewing of organisational documents, such as promotional materials, policy and procedures, job descriptions.

The HACC DO routinely offers intensive support for first the first year of a new HACC service; for instance, through membership of an advisory committee.

In instances requiring intensive, long term support by the HACC DO and/or a significant component of the HACC DO's time, the individual service concerned may be asked to enter into a written agreement with the HACC DO (see [C:\HACCDO\HACCDO\haccdevproj\officesystems\servagree](#)). This agreement includes:

- the name of the HACC service and the issue to be addressed;
- an action plan setting out the aims and objectives and estimated timelines for strategies to be undertaken;
- dated signatures by the HACC DO and the delegated service management committee representative.

Occasionally, this may mean that one organisation receives priority or more assistance than the others, such as a case of an organisation undergoing significant change or affected by a specific issue or crisis, which requires immediate or increased support for a particular period of time. Conversely, an organisation may refuse service or withdraw their consent/request for HACC DO assistance, freeing up more project resources for others. The HACC DO discusses any changes to service provision with all those affected during the decision making process and offer them alternatives, including referral to other support services.

When making these decisions, the HACC DO relies on professional experience and personal judgement, and the advice of others, especially the SCCD management committee and regional staff from the funding body. In situations requiring determination of one organisation's need in relation to another, the HACC DO may also consider other supports or resources available to each. Issues representing a significant need beyond the resources of the project can be referred to the SCCD management committee, for discussion and approval, or referral to the funding body.

Ensuring Equity of Service and Avoiding Conflicts of Interest

The HACC DO offers all clients in the project target group fair and equal opportunities to access service, irrespective of the location, background or philosophy of the auspicing body, funded project or individual staff. This includes general and open offers of assistance from the HACC DO, distribution of information and the opportunity to participate in project planning, evaluation and decision making, at both an individual service level and within the Community Care Forum group.

In order to achieve a fair distribution of project resources between clients, including the HACC DO's time, and to avoid any potential conflicts of interest of a competitive nature, the HACC DO adheres to the following:

- The HACC DO does not join any HACC management committees. The HACC DO is not to be involved in the financial management of any HDP clients. The HACC DO can, however, join relevant steering or advisory committees and can attend individual HACC management committee meetings, including AGMs, as an observer or an expert assistant, but the HACC DO does not cast a vote in any decision-making process;
- The HACC DO does not provide any unqualified references. The HACC DO only lends support to individuals or organisations as a referee in a format that allows for description and elaboration;
- The HACC DO does not provide references in Expression of Interest (EoI) Processes for HACC funding for Sutherland Shire; and
- The HACC DO does not write EoIs or tender documents for individual organisations (other than the HDP auspice body), but can assist with interpretation of questions and possible responses on an equal basis to all individual HDP clients (HACC-funded organisations) who seek HACC DO assistance within a specific EoI or tender process.

Measuring Success

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

- The number of contacts with individual HACC services to offer information and assistance;
- The number of requests for information & assistance;
- The number of occasions information & assistance is provided and quality of information and assistance provided by the HACC DO;
- The number of meetings held/attended and the quality of contributions by the HACC DO;

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- The number of materials produced and distributed; and
 - The quality and relevance of materials.
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***Key Documents not linked:**

DADHC Funding Agreement

MANAGEMENT COMMITTEE APPROVAL

NAME: _____ (Chairperson) SIGNATURE: _____