

POLICY CONTENTS (HDP)

Policy No.	Title & Objectives	Contents
HDP.1	<p>Description of Sutherland Shire HACC Development Project (HDP) All SCCD projects work with a clearly-defined client target group & to fulfill objectives determined by the service description in the funding agreement.</p>	<ul style="list-style-type: none"> • Descriptions by the Funding Body (Description of the Service Type, Objectives, Activities, Service Outcomes, Performance Measures) • Descriptions by the Auspice Body (Description of the Service, HDP Clients, Additional Objectives for SCCD, Additional Activities for SCCD)
HDP.2	<p>Rights & Responsibilities of HDP Clients Clients are the focus of SCCD projects' operations & it is important that their rights are acknowledged & promoted at every opportunity, as well as their responsibilities to the agency.</p>	<ul style="list-style-type: none"> • Promotion of Clients' Rights and Responsibilities (What are your rights when dealing with the HACC DO? What are your responsibilities?) • Parameters of Service
HDP.3	<p>Access to HDP Services SCCD projects ensure that services are available to the relevant client target groups without prejudice.</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Promotion of HDP Services • Assessment of Clients' Needs and Monitoring Service Access (Catch up Calls, Continuing Consultation) • Prioritising Requests for Assistance (Ensuring Equity of Service and Avoiding Conflicts of Interest) • Measuring Success
HDP.4	<p>HACC DO's Annual Workplan The workload of all SCCD projects is determined by an annual workplan, reflecting the funding agreement & client needs & ratified by the SCCD management committee.</p>	<ul style="list-style-type: none"> • Structure and Contents of HACC DO's Workplan • Process of Workplan Development (Co-ordination with SCCD Systems, Co-ordination with the Funding Body, Co-ordination With Other Services, HACC DO's Diary) • Reporting Mechanisms (Monthly Reports, Annual Report) • Workplans for Special Projects
HDP.5	<p>Recordkeeping All SCCD projects have policy & procedures for creating a file for each of their clients for documenting relevant information about the client & to record project actions.</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Principles for Recordkeeping • General Records (Community Care Forum Materials and Newsletters) • Individual Organisation Records (HACC Client Files, Non-HACC Organisations, Regional and State Committees and Other Bodies) • Database of Services
HDP.6	<p>Information for HDP Clients SCCD recognises that it is important to provide timely & appropriate information to clients to allow them to make informed choices.</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Information Gathering (Methods of Gathering Information, Types of Information) • Information Dissemination (Promotional Information, e-Snippets Newsletter, Special Emails, Monthly Mailouts, Other Printed Materials, HACC Development Library, Information Sessions) • Principles for Creating Quality Materials • Measuring Success
HDP.7	<p>Sutherland Shire Community Care Forum The HACC Development Project is responsible for co-ordinating & resourcing a regular gathering of HACC & related services, known collectively as the Community Care Forum.</p>	<ul style="list-style-type: none"> • Background • Terms of Reference for Sutherland Shire Community Care Forum (Aims and Objectives, Membership) • Meeting Arrangements (Meeting Time, Meeting Place, Catering, Agenda, Handouts, Chair and Minutes, e/Mailing List) • Measuring Success
HDP.8	<p>Promotion of HACC Services The HACC Development Project recognises that it is important to strongly promote local HACC services & the HACC network generally to ensure they are fully accessed by members of the relevant</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Services to be Promoted • Written Materials Produced by the HACC DO (General HACC Brochure, HACC Information Flyer, HACC Standards Brochure, Community Care

	client target groups.	<ul style="list-style-type: none"> • Guide, Items for External Publications) • Written Materials Produced by Others (HDP Brochure Store, Client Handbook) • Presentations by the HACC DO (Phone Requests and Drop-Ins, Specific Letters and Phone Calls, Information Displays at Community Events, Guest Speaking to Groups, Other Specific Information for Public Display) • Principles for Creating Quality Materials • Measuring Success
HDP.9	<p>HACC Planning</p> <p>The HACC Development Project has a key role to assist with identification & prioritisation of regional needs through regional HACC planning processes.</p>	<ul style="list-style-type: none"> • Background • Parameters of this Policy • Processes for Collecting Data (HACC Planning Session, Working Groups, Involving Service Users) • Processes for Collating Data (Notes from HACC Planning Session, Other DADHC Planning Documents, Meetings with DADHC Planning Staff) • Measuring Success
HDP.10	<p>Policy Development</p> <p>The HACC Development Project has a key role to assist with the evaluation, review & development of policy relating to the community care sector & service system improvement by collating & promoting views & information from service users & providers.</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Process for HACC DO Input to Policy Development (Prioritising Identified Opportunities, Processes for Collating Views, Processes for Formulating Responses) • Principles for Creating Quality Materials • Measuring Success
HDP.11	<p>Sector Development</p> <p>The HACC Development Project has a key role to assist with the development of the community care sector by establishing, maintaining & participating in networks & partnerships & promoting a cohesive community care sector.</p>	<ul style="list-style-type: none"> • Parameters of this Policy • Principles for Networking • Development Work Within Sutherland Shire (Local Sector-wide Networks, Local Service Type Networks, HACC Service Advisory Committees, Special Projects, Local Protocols, Training & Information Sessions Provided by the HACC DO, Relationships with Individual Workers, Special Meetings) • Development Work Outside the Shire (Sector-wide Forums & Conferences, NSW HACC Development Officers Network, Memberships of Peaks, Individual Peaks Workers, Funding Body Representatives) • Measuring Success
HDP.12	<p>Southern Sydney Community Care Intranet (SSCCI)</p> <p>The HACC Development Project is responsible for managing & resourcing a website-based communication mechanism for, & about, HACC & related services, known as Southern Sydney Community Care Intranet.</p>	<ul style="list-style-type: none"> • Background • Parameters of this Policy • SSCCI Management (Intranet Management Group, Conditions of Membership, Membership Support, Support to Public Website Users) • Information Content (Items to be Uploaded, Process for Uploading Items) • Principles for Creating Quality Materials • Measuring Success