

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

HDP.4 – 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.

Structure and Contents of the HACC Development Officer’s Workplan

In order to ensure that the HACC Development Project (HDP) fulfils the requirements of the funding agreement with NSW Department of Ageing, Disability and Home Care (DADHC) and accountabilities undertaken by the auspice body, Southern Community Care Development (SCCD), the HACC Development Officer (HACC DO) produces and works to an annual workplan (in [C:\HACCDO\HACCDO\haccdevproj\jobdescworkplan](#)).

The structure and content is based on objectives, outcomes and activities required by the *HACC Development Officer Service Type Description* at www.dadhc.nsw.gov.au and *DADHC Funding Agreement** and additional SCCD - specific items related to operating the service in the context of the auspice organisation (see lists in **HDP.1 Description of the Sutherland Shire HACC Development Project**).

Process of Workplan Development

Co-ordination with SCCD Systems

The first draft of the HACC DO’s workplan is developed in close consultation with the membership of the Sutherland Shire Community Care Forum through the SCCD management committee around May of each year. SCCD sign-off and submit the workplan to the funding body in June for a planned commencement on July 1 (see list of members & processes in **1.2 Management Committee**).

The SCCD committee particularly take into consideration the following data:

- Feedback on the HACC DO’s performance during the previous twelve months through the HDP client survey (see **1.4 Planning & Evaluation**) and recommendations from the HACC DO’s annual appraisal (see **2.8 Performance Appraisals**);
- Issues arising from the HACC DO’s reports to management against the previous year’s workplan (see below);
- Any upheld complaints by clients during the past year (see **3.4 Client Complaints**);
- Evaluation/feedback sheets at HACC Orientations and other training organised by the project (see **HDP.11 Sector Development**); and
- Community development issues arising from HACC Planning processes (described in **HDP.9 HACC Planning**).

Co-ordination with the Funding Body

Under the terms of the *DADHC Funding Agreement**, the production of the HACC DO’s annual workplan must be jointly developed between the auspicating organisation and the regional office of the NSW HACC funding body. Ideally, if time permits, input is sought from the staff with whom the HACC Development Officer works in a co-operative relationship and received prior to review of the workplan by the SCCD management committee, making the final submission to the funding body a mere formality.

Co-ordination with Other Services

The fundamental aims of the HACC Development Project are to facilitate and participate in co-ordination between HACC and related community care services for the promotion and development of services. The work of the HACC DO therefore includes active involvement in local needs-based planning, which is in turn reflected in the HACC DO’s workplan (see **HDP.9 HACC Planning**). Other services’ feedback through the annual HDP client survey is also considered by the SCCD management committee when drafting the next year’s workplan (see last survey results in [C:\HACCDO\HACCDO\haccdevproj\officesystems\survey](#); process described in **1.4 Planning & Evaluation**).

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HACC DO's Diary*

The HACC DO maintains an electronic diary (on Microsoft Outlook on the HDP computer) to schedule attendances at recurrent meetings of interagencies and committees (described in **HDP.11 Sector Development**), as well as one-off meetings and appointments with individual organisations (see **HDP.3 Access to HDP Services**). Where possible, these planned attendances are listed against the relevant area in the workplan. A weekly printout is carried by the HACC DO at all times.

Reporting Mechanisms

Core SCCD staff reporting requirements are described in another policy (see **2.1 Staff Accountability**); however, the reporting systems of the HACC DO are designed in consideration of the requirement to provide an annual report to the funding body.

Monthly Reports

The HACC DO provides a detailed monthly report to the SCCD management committee, which summarises activities for that calendar month from the Annual Report (described below); these reports are discussed as part of the core business meeting, including a verbal report by the HACC DO (see agendas and minutes for current year in <C:\HACCCDO\SCCD\meetings>; process described in **1.2 Management Committee**).

The SCCD management committee uses the HACC DO's monthly written reports to monitor the HACC DO's activities and success in meeting workplan objectives. If significant issues are highlighted in monthly reports and/or client feedback before that time, they can consider workplan amendments. They may also, from time to time, conduct focused reviews of specific aspects of the HACC DO's workplan.

Activities routinely completed as a part of the HACC DO's workplan are recorded in the monthly report, including meeting attendances (see HACC DO Diary, above), in addition to any one-off actions that the HACC DO writes in her diary or on notes from meetings in the form of a 'To Do' list. The list itself is not be retained after the actions are checked off as completed. On rare occasions, when there is no capacity for immediate service delivery due to time constraints, a 'To Do' list may be seen as the project's waiting list, for documenting and prioritising actions by the HACC DO in the next year's workplan.

Annual Report

The funding body requires that an annual report on achievements against the previous year's workplan and detailing performance indicators be provided to the regional office by mid October each year. The HACC DO maintains a running report in the agreed format, which includes a table of recurrent meetings for the year and records of attendance, as well as performance measures listed in the workplan (see current report in <C:\HACCCDO\HACCCDO\haccdevproj\HACCCDOreports>). After the end of June each year, the HACC DO presents the draft report to the SCCD management committee to review and discuss with the HACC DO, and DADHC representatives, if possible. SCCD signs-off and submits the report to the funding body by the end of October.

Workplans for Special Projects

From time-to-time, the HACC DO undertakes short-term projects (see current report in <C:\HACCCDO\HACCCDO\haccdevproj\specialevents&projects>), which may be funded by external bodies but reflect the core objectives of the annual HACC DO's workplan.

These project plans also reflect the format of the annual workplan, including the following core elements:

- Overall aims of the project;
- Specific objectives within the project implementation;
- Methodology/strategies described as project activities;
- Intended outcomes per activity;
- Timelines, which may include reporting regimes; and
- Performance indicators, which may include reports and other documents to be produced.

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Like the core workplan, these project plans are developed in consultation with SCCD systems, the funding body and other community care services, as relevant.

***Key Documents not linked:**

DADHC Funding Agreement, HACC DO's Diary

MANAGEMENT COMMITTEE APPROVAL

NAME: _____ (Chairperson) SIGNATURE: _____