ECCV Submission

to

Commonwealth Department of Health

on

Operationalisation

of

Short-Term Restorative Care Programme Manual

24 June 2016

About ECCV

[The Ethnic Communities' Council of Victoria Inc. (ECCV)](#) is the Voice of Multicultural Victoria. As the peak advocacy body for ethnic and multicultural organisations in Victoria, we are proud to have been the key advocate for culturally diverse communities in Victoria since 1974. For over 40 years we have been the link between multicultural communities, government and the wider community. We aim for a culturally diverse and harmonious society that is just, fair and inclusive where all people have the opportunity to participate in and contribute to, community life. We advocate for freedom, respect, equality and dignity for multicultural communities and strive with others, to build a strong, vibrant Victorian community.

ECCV has been invited to provide feedback to the Commonwealth Department of Health in relation to the operationalisation of the Short-Term Restorative Care (STRC) Programme Manual. The STRC programme will commence in early 2017. It aims to improve the wellbeing of its clients by slowing or reversing their functional decline through a coordinated, time-limited, and goal-orientated, multidisciplinary package of services.

1.   Is the programme manual clear and comprehensive?

The Ethnic Communities' Council of Victoria (ECCV) congratulates the Commonwealth Department of Health for developing the short-term restorative care programme manual.

ECCV notes that the programme manual is very extensive and detailed. ECCV highlights that some service providers, including ethno-specific and newly approved agencies, with a small number of staff may find it time intensive to go through all the details of the manual at once.

ECCV recommends including an executive summary with text links and hyperlinks that refer to more specific parts of the programme manual or on the Departmental website.

2.   Does the programme manual clearly outline the programme objectives and facilitate successful programme implementation?

The programme manual is clear, however it requires an in-depth knowledge of aged care service which not all services providers have, particularly recently approved and smaller providers such as ethno-specific agencies.

Successful programme implementation rests on promoting transformational change and enabling learning across the whole of organisation. This may include investing in organisational leadership, workforce and staff training, effective communication and promoting genuine choice for clients, carers and families.

The Victoria Government has invested in innovative and best practice service models facilitated by Active Service Model industry consultants and sectoral development advisers in all aged care planning regions. Sectoral development positions and industry consultants provide expert advice enabling organisational change and building workforce capacity. The consumer feedback toolkit is a best practice resource developed on behalf of the Eastern Metropolitan Region HACC Alliance.

3.   Has the programme manual accurately captured and outlined the roles and responsibilities of the stakeholders that will be involved in the programme's delivery?

ECCV recommends that the programme manual includes hyperlinks to relevant policies and aged care legislation to facilitate access of manual users.

The programme manual makes reference to Charter of Care Recipients' Rights and Responsibilities (see page 20 of draft manual). ECCV recommends providing a hyperlink to the translated charters for home care and residential care. The translated charters assist clients from non-English backgrounds

understand their rights and responsibilities and helps services providers in fulfilling their duty to inform their clients of rights and responsibilities in a language the client understands.

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4.   Are the client journeys and scenarios outlined clinically relevant and useful?

ECCV highlights that graphic illustrations and charts such as the client journey map may foster better understanding amongst service provider staff. ECCV emphasises that clear symbology and easy to understand language are essential. A good graphic example is a graphic developed by IMS Health on 'Hospital Treatment Insight' (see https://images.google.com.au/).

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5.   Do the client referral mechanisms outlined in the programme manual align with current practice?

The programme manual does not refer to specific elements of the referral system that can clients can access in Victoria, particularly the Access and Support program. Access and Support roles assist people with complex needs due to diversity to access services that will improve their capacity to live in the community as independently as possible. The Access and Support program also facilitates access of people with special needs, including older people from culturally and linguistically diverse backgrounds, to MyAgedCare.

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6.   Is there anything missing from the manual which you believe would support the operationalisation of STRC?

According to Productivity Commission Inquiry Report *Caring for older Australians*, the number of older Australians from culturally and linguistically diverse backgrounds is projected to increase substantially in the coming decades. Over the next 15 years this cohort is projected to grow by a further 43 per cent to about 940,000 by 2026. Diversity within this group is expected to increase, as different immigrant communities move into older age cohorts at different times.

Research by the Federation of Ethnic Communities' Councils of Australia on older people from culturally and linguistically diverse backgrounds highlights that older migrants have additional levels of disadvantage and risk factors compared to older Anglo-Australians. Innovative diversity strategies and planning are essential to ensure the National Aged Care Reform agenda and its roll out are culturally inclusive.

ECCV recommends that the programme manual refers to best practice and service guides (see as an example [RDNS diversity framework](#)) that can guide aged care agencies in their cultural diversity planning and practice. ECCV also recommends making reference to the [National Ageing and Aged Care Strategy for People from Culturally and Linguistically Diverse backgrounds](#) to support organisational engagement with multicultural clients and communities.

7.   Is the length, pitch and structure of the manual appropriate?

ECCV recommends including an executive summary which includes text or web links.

8.   Do you have any further comments or feedback you wish to provide on the programme manual?

ECCV recommends including programs and services in the manual that are specifically available through the Commonwealth Home Support Programme (CHSP) in Victoria.

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