



Community Options Illawarra Inc.

Community Options - Quality Options

HELPING PEOPLE TO STAY AT HOME

CEO REPORT



Welcome to the Easter Edition of COI Converse.

Since the last Newsletter there have been huge amounts of work done to get ready for the Quality Review undertaken by Ageing, Disability and Home Care to assess Community Options Illawarra Inc (COI) compliance with the Community Care Common Standards. Our Review meeting was on 23rd and 24th February 2012, where the reviewers looked at our self assessment document and the evidence to support our statements in the document. The end result was that the reviewers were very impressed with the quality of our services which exceeded the required standards.

I would like to thank all of our staff for their good practice and a huge thank you to all the people directly assisting with the self assessment, including Anna Assimakopoulos, Patricia Smith, Lesley Andrew, Amanda Jennings, Jan Wetherall (Chairperson), Dianne Zisis, Kate Troy, and Marnie Burton.

WELL DONE.

The transition arrangements for HACC services have commenced, and it is expected that Community Options Illawarra will have an agreement with

Dept of Health and Ageing for aged care and with the NSW Department of Family and Community Services (FACS) for people with disabilities and under 65 years of age. This should commence on 1st July 2012.

You will find information about the second Community Care Common Standard: Access and Service Delivery in this Newsletter.

Community Options Illawarra Inc is merging our Milton office with Nowra and temporarily relocating until an assessment of needs for office space can be conducted. The reason behind this decision was that both Nowra and Milton offices were not suitable for COI staff for various reasons, but mainly due to insufficient space. The new Nowra office will be located in Unit 1, 51 Graham Street, Nowra. We expect that the telephone number will remain the same as the old Nowra office.

Other important activities we are currently involved with include:

- Assisting NSW Community Options Program with state-wide tenders for the ComPacks Program for support packages for people discharged from public hospitals.
- Ability links NSW for coordinators to support and link people with disabilities into their local communities and available services and supports.

Community Care Common Standards

Standard 2 is concerned with appropriate Access and Service Delivery and has the following elements:

- 2.1: Service Access which is based on the service user consultation or their representative, equity, consideration of available resources and program eligibility
- 2.2: Assessment for each service user that is appropriate to their complexity of needs and which considers their cultural and linguistic diversity.
- 2.3: Care Plan Development and Delivery that service users are participating in the development of the plan based on their needs and they are provided with care and/or services described in the plan.
- 2.4: Service User Reassessment occurs following monitoring and taking account of program guidelines and the complexity of service user's needs. Service users are involved in the review of their care/ service plan and no changes can be made without consultation.
- 2.5: Service User Referral is concerned with service providers referring service users and/ or their representatives to other providers as appropriate.

Program Events

Picnic in the Park

Picnic in the Park finally took place in November after several postponements due to inclement weather.

The day was an opportunity for families to get together, enjoy each others company while having photos taken for the Community Options 2012 Calendar . It's not very often we get together as families; it's usually carers or clients.

How lovely it was for friends to reconnect.

There were squeals of delight having not seen each other since school. There was so much to chat about and catch up on.

Everyone enjoyed a lunch of fish and chips while Steve the photographer mingled and took photo's in the sunshine, and beautiful surrounds of "Little Park" Shellharbour.



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The photo's captured joy and happiness experienced on the day; Kylie and Leica feeding the seagulls, families picnicking and sharing food, friends spending time together, and of course Brendan in many different poses, including the water.

The calendar has been a huge success! Not only have families asked for more copies, agencies and care workers have wanted them too.

Staff Development/Retreat

The staff of Community Options Illawarra Inc. attended a two-day Staff Development at Coolangatta Estate during February 2012. This was a perfect opportunity to work as a team across the organization and share information about changes to the sector.

The topic covered the "*Enabling Model of Care with Community Sector Clients*". COI believe we practice the model of supporting clients to do all they can for themselves, while ensuring their safety and that supportive care is in place to enable independent living. While we learned we also gained additional perspectives for the encouragement of our clients.

Our facilitator was very encouraging, including giving us case studies which tested our individual and collective strengths, knowledge and perceptions to assist client's to achieve their day-to-day and future expectations living objectives.



Staff in front of 'Big Foot' at Coolangatta Estate Winery.

Case Management



Community Options Illawarra Inc is a HACC funded service providing Case Management for people who are frail aged, people with disabilities and who have complex needs and their carers.

What We Do

Case Management provides flexible support and services to meet social, psychological, physical and health care needs, and allows maximum independence in the community.

The aim is to achieve quality, cost effective outcomes through clear communication, consultation and partnership between the client, carer, case manger, family members and other formal/informal support providers. This may include GPs' Home Care or Day Care services.

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Case Management may be short term, long term, episodic or joint.

Five major stages—screening and comprehensive assessment, care planning, care plan implementation, monitoring and evaluation, case closure and exit.

Eligibility - HACC eligible, complex needs, or Rapidly changing needs or Need specific services not provided elsewhere.

Other functions of Case Management -

- Client and systems advocacy
- Participate actively in local community service forums e.g. Dementia support Network, respite Coordination Group, Community Care forum, HACC Forum.
- Keep up-to-date on availability of HACC and Commonwealth funded programs.
- Keep up-to-date on Government policy changes and funding arrangements
- Facilitate support groups, develop innovative ways to meet client goals, e.g. exercise groups
- Take part in, facilitate research
- Continuing education.

GO! PROGRAMS

Community Options Program (COPS)

This program is our broad based Case Management program. COP's provides individual Case



Management to meet the specific needs of fail older people and younger people with disabilities and their carers.

Community aged Care Packages (CACP)

Community Options administer ten CACP's specifically for people from culturally and linguistically diverse backgrounds who live in the Wollongong LGA

Case Management Program for People with Dementia

Case Management is provided to meet the specific needs of people with Dementia and support their carers.

Case Management for People from CALD (Culturally & Linguistically Diverse) Backgrounds

The program provides a flexible package of community care for people who are HACC eligible , of a cultural and linguistic diverse background (CALD) and have complex care needs.



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Transition Care

This program provides short term Case Management and services for people who are HACC eligible and have changed circumstances or have received a hospital discharge program and are waiting to access other/ongoing services.

This service is available for people living in the Wollongong and Shellharbour LGA.

Support Coordination for Older Parent Carers

This program is to support older parent carers of an adult son or daughter with a disability to maintain their caring role for as long as possible.

ComPacks

ComPacks is a 6 week Case Managed discharge program from public hospitals, which aims to ensure that people returning home have appropriate care in place to meet their needs. [Referrals are made by the discharge Planner from a participating hospitals.](#)

STAFF SNIPPETS Welcome new staff members:- Case managers

Gabriela Sloane and John Dostine - who will be based at our Nowra Office.

Project Officer.

Lisa Back was seconded to the role of Project Officer for 6 months from January to June 2012.

Lisa has been working on the Future Planning documentation for the Support Coordination Program for Older Parent Carers of Adult Children with Disabilities, and developing the processes for its implementation. This documentation is now being trialed and the feedback to date has been very positive.

Lisa is currently working very closely with Shellharbour Tafe Students on a research project that will compliment the Future Planning Documentation. Although the project is in the development stage, consultation has already taken place with Carers, and will continue over the coming months.

This role has also incorporated organising Carer Retreats, Education and Support Groups, and Day Activities for Carers. Respite initiatives are also being explored.

Community Options Illawarra Inc is looking forward to an exciting year with the development of these and other initiatives.

News

Planning Ahead

Community Options Illawarra Inc is committed to empowering Carers to plan ahead for a time in the future when they may not be able to provide the level of care required for their loved one with a disability.

Often families do not know where to start with this sensitive and complex issue. It can create high anxiety and worry.

Bigby and Johnson (1995) report “ageing carers often face the end of a lifetime of caring with anxiety and uncertainty as to the future support arrangements for their adult son or daughter. This not only causes considerable stress for the family, but also means that an ageing carer’s incapacity or death can precipitate a crisis rather than a careful transition to planned and sustainable alternative arrangements.”

Community Options has developed a toolkit to provide families with information, guidance and assistance to face the challenges of the future. A number of questionnaires and documents have been created to provide families the opportunity to think about the bigger picture and identify what planning they need to focus on. There is a specific focus on detailed personal information, legal and financial matters such as Wills and Guardianship, and housing and accommodation options for the future.

The process is an opportunity for clients, parents/carers and their families to cement their wishes for the future.

Case Managers will contact existing families to complete future planning documentation. If you know of anyone who would like assistance with future planning, please give them our telephone number. Community Options Illawarra Inc can be contacted on 4226-3611.

Fight Alzheimer's Save Australia

Make 2012 A Year to remember

This year, the number of Australians with dementia will rise to almost 280,000. If nothing changes, that number will be 1 million by 2050.

Alzheimer’s Australia has a New Year’s resolution: to wake up our leaders to this looming epidemic. The 1.2 million carers want the same.

We call on the Federal Government to make a New Year’s resolution of its own: to make 2012 a year to remember.

Australia needs \$500 million over five years to address the dementia epidemic.

How will you make 2012 a year to remember?

Become a Dementia Champion at www.campaign.fightdementia.org.au and help
Fight Dementia

Better Start for Children With Disability



The *Better Start for Children with Disability* initiative provides early intervention funding to parents and carers of children with a disability.

From 1 July 2011, parents and carers of children up to the age of seven years who have been diagnosed with either Down Syndrome, cerebral palsy, Fragile X syndrome, deaf-blindness or eligible hearing or vision impairments will be able to register to access funding of up to \$12,000 to pay for early intervention services, up to a maximum of \$6,000 per financial year.

Families will be able to contact their local Carers Association to register their child for the initiative from **1 July 2011** via free call **1800 242 636**.

Further information on the program will be available at www.carersaustralia.com.au

Illawarra Dementia Online Project

DEMENTIA ONLINE ILLAWARRA PROJECT –is a venture between University of Wollongong Illawarra Dementia Services Network and Illawarra Forum.

This project aims to increase awareness, sharing of information of local dementia services, availability of local dementia services and communication regarding changes to services by the establishment of a centralized online platform. UOW representatives have undertaken consultations with Dementia Support Network members in the Illawarra and Shoalhaven to obtain input for design of the online planning platform.

If you are currently working in local Dementia Services and are interested in obtaining further information please register with HSNET and apply to join the Dementia Online group membership or contact Donate Palinkas Process Manager UOW 42215345 or Dianne Zisis Chair Illawarra Dementia Services 42248610.

I Do Illawarra Disability Options

Put this Date in Your Diary!!!

The annual Illawarra Disability Options (IDO) Expo will be open to the public on Wednesday, August 8, at the Builders Club, in Wollongong- 9.30am—2.00pm.

Anyone with a disability, parents, support workers and organisations will find something of interest at the IDO Expo which will highlight a range of facilities and services that are available to residents from Wollongong to Nowra.

For further information please contact: Michelle Lynch on 1800 662 314 or Meryl Bennett on 4229 1922.



Wollongong Office: ```` Ph: 02 4226 3611

Shellharbour Office ```` Ph: 02 4297 100

Nowra Office `````````` Ph: 02 4421 4234

Bungendore Ph: 02 6238 1872

Email: info@coi.org.au



Visit Community Options Illawarra's new website for program information and much more

www.coi.org.au

Any contributions, letters, items of interest, your stories, and other information will be acknowledged and published in the next newsletter.

Everyone is WELCOME to contribute.

Send to: PO Box 1433, WOLLONGONG NSW 2500 OR

Call Ph: 02 4226 3611/ email: info@coi.org.au



ACCOUNT PAYMENTS

If paying an account through the bank please remember to use your name or invoice number as a reference.

Please note: we will no longer issue receipts when paying by cheque.