

Service system resourcing

Introduction

Service system resourcing is focused primarily on activities and roles that:

- operate at a systemic level with system-wide impacts and benefits for the HACC service system
- are not generally targeted to service users.

A diverse range of activities may be funded, including:

- capacity building roles which work at a systemic level, such as community service officer roles, ASM industry consultants, HACC diversity advisers and development officers
- activities involved in implementing the *Vulnerable People in Emergencies Policy*, in particular identifying, planning with and screening vulnerable people not receiving services. See Part 1: 'Victorian policy and program directions'
- equal remuneration (the SACS award top-up)
- contributions to the maintenance of senior citizens centres.

Systemic and capacity building roles

Service system resourcing is used to fund a range of roles designed to improve the accessibility and responsiveness of HACC services. These roles work at a systemic level and include:

- community service officers (CSOs)
- development officers
- ASM industry consultant (ICs)
- HACC diversity advisers (HDAs).

Community service officer roles

Community service officers (CSO) perform service planning, development and coordination functions.

Examples of these functions include:

- coordinating, monitoring and evaluating services
- developing local policy and monitoring the implementation of HACC policy and standards
- developing and resourcing a collaborative approach to local planning and quality initiatives such as the active service model
- collating and analysing information about HACC target populations, service usage, the needs of particular target groups and how the active service model can be applied
- identifying unmet need and developing strategies and services to meet that need
- developing effective communication between service providers, government agencies, community organisations and people using services.

Development officer roles

While the development officer role can support different target groups, a major component of the role is funded work within Aboriginal community controlled organisations (ACCOs).

This program aims to enhance the capacity of HACC funded organisations to provide HACC services to Aboriginal communities. In particular the role focuses at a systemic, regional level, on supporting the capacity of ACCOs to provide HACC services to their respective Aboriginal communities.

Development officers work in partnership with ACCOs to ensure ACCOs:

- have a good understanding of the HACC program
- are able to identify and prioritise HACC service issues
- continually improve service system outcomes for their respective Aboriginal communities.

As part of this role, development officers:

- coordinate HACC Aboriginal regional network meetings
- facilitate communication between the network and the statewide HACC Victorian Committee for Aboriginal Aged Care and Disability (VCAACD)
- identify HACC Aboriginal staff training and professional development needs and source training and professional development opportunities in collaboration with VCAACD
- provide support and orientation for HACC Aboriginal staff
- assist ACCO boards of management and HACC Aboriginal staff to gain access to information about the HACC program and HACC administrative requirements
- assist in enhancing Aboriginal communities' understanding of the HACC program
- collaborate with ACCOs, mainstream services and the department to assist in the development of culturally appropriate processes and protocols to improve Aboriginal access to a range of services.

ASM Industry consultants (IC)

Industry consultants have been employed by the department both in central office and within each region to support organisations to implement the ASM approach in a coordinated and consistent way.

The aim of the regional ASM industry consultant positions is to support the implementation of the active service model through

- Being the key communication point for ASM developments and information within the region.
- Assisting HACC funded organisations within the region to gain a consistent understanding of the ASM approach and its implications for practice and systems.
- Providing practical operational support to organisations to put the ASM approach into practice as a broad sustainable change management strategy.
- Assisting in the broader implementation of the ASM initiative through sharing information on barriers, enablers and practice learnings and developments at a regional and statewide level.

For further information refer to Part 3: 'The Victorian approach to care: the active service model'.

HACC diversity adviser (HDA) roles

Diversity planning and practice aims to improve access to services for eligible people who are marginalised or disadvantaged due to their diversity, and to improve the capacity of the service system to respond appropriately to their needs.

Under the banner of diversity planning and practice, the HDA role is designed to focus at a systemic, regional level, to support the implementation of diversity planning and practice by HACC funded organisations.

The HDA has a key role in facilitating change, communicating key diversity planning and practice concepts, and providing implementation support.

HDA responsibilities include:

- promoting and facilitating diversity planning and practice within a region and across the funded sector
- promoting the development of HACC funded organisations' diversity plans, for example through the provision of data and facilitation of processes
- facilitating networks, forums and partnerships (where these do not exist) to ensure collaborative approaches to enable diversity and access issues to be identified and addressed at the regional and local level.

HDA's work collaboratively with the department's central HACC unit office, the regional ASM industry consultant and regional HACC PASA to support HACC funded agency diversity planning and practice.

For further information refer to Part 2: 'Diversity'.

Response service for Personal Alert Victoria (PAV)

The objective of the response service for Personal Alert Victoria is to be the incident contact for people using Personal Alert Victoria (PAV) and for people without family or other informal contacts (as defined in the *Response service guidelines*).

Response to an incident or potential incident can be triggered by a person pressing their incident alarm button, or because the person has not made their daily call to PAV and cannot be contacted by PAV. In these circumstances, the response service will provide a prompt home visit. This service is available 24 hours a day, 365 days a year.

The *Response service guidelines* (January 2013) document the eligibility, assessment and registration requirements for the response service along with the procedures and processes required to implement the service.

These guidelines constitute part of the *Victorian HACCC program manual* (2013) and should be read in conjunction with the *Personal Alert Victoria program and service guidelines*.

Delivered meals organisations

A small allocation is provided to delivered meals providers to support up to two dietetics forums per annum. These forums are run by a dietitian in order to improve managers and staff understanding of nutritional needs, risk and the type of support that dietitians can provide to clients.

Senior citizens centres

The HACC program is delivered in a range of facilities and venues across Victoria. Local governments make a significant contribution to the ongoing operational costs of some venues.

HACC funding may be available to contribute to the maintenance of senior citizens centre buildings.

Staffing statement

Staff delivering programs or activities funded through service system resourcing must hold the relevant qualifications as outlined in Part 1: 'Employee and related requirements'.

Reporting requirements

HACC diversity advisers and other employees in systemic roles file their reports according to the agreed reporting measures and framework of the service activity report.

Reporting for grants and other initiatives is specified in the funding agreement.

Links

Active service model

<http://www.health.vic.gov.au/hacc/projects/index.htm>

Diversity

http://www.health.vic.gov.au/hacc/projects/diversity_framework.htm

Vulnerable People in Emergencies Policy 2012

<http://www.dhs.vic.gov.au/funded-agency-channel/spotlight/vulnerable-people-in-emergencies-policy>

Personal Alert Victoria guidelines

http://www.health.vic.gov.au/agedcare/downloads/pav/pav_guide_2010.pdf

Response service for Personal Alert Victoria

http://www.health.vic.gov.au/hacc/prog_manual/downloads/response_guidelines.pdf
