
BLACKALL RANGE CARE GROUP INC

STRATEGIC PLAN 2006–2009

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BLACKALL RANGE CARE GROUP INC

STRATEGIC PLAN 2006–2009

Introduction

Background

The Blackall Range Care Group is an incorporated community based organisation. Its role is to assist frail older people, people with disabilities and their carers who are residents of the Blackall Range from Maleny in the south to Mapleton in the North and surrounding areas. The Blackall Range Care Group will also provide Community Support to residents who are not HACC eligible and require support during a period of crisis. This support will be funded independently by funds raised through the Community.

The HACC Program is a jointly funded Program between the Commonwealth and State Governments. Through the Program, assistance is provided to enable people to remain in their own homes rather than being either prematurely or inappropriately placed in residential care.

The frail and or elderly, particularly those living alone are visited on a regular basis to check on their well being. Shopping, bill paying and banking is provided. Transport is arranged when necessary for medical appointments.

We provide in-home respite to enable carers time away.

Our volunteer drivers collect hot meals from Nambour Meals On wheels, three days per week and deliver these to those people who have been assessed as needing them

A Nursing service is provided. Referrals from hospitals and local doctors dictate this service.

We run weekly bus services to Nambour and Maleny shopping centres to enable many of the elderly who are otherwise housebound to have an outing and a chance to shop. Monthly shopping trips are arranged to the Coast and small group shopping for those who need a one on one service are provided on a as needs basis.

We do essential house and garden maintenance when assessed. Personal care and grooming services are given to those who need them and are otherwise unable to cope on their own. Laundry is also done as required.

Our Day Respite centre operates Monday to Thursday of each week and provides a much needed service to the frail elderly, younger disabled and their carers.

One day per week is dedicated to younger disabled people with high support needs, providing activities, stimulating programs and outings. .

Our staff consists of a Manager, Administrator, Administration Assistant, Centre day Care Coordinator two Centre Day Care Workers, two Registered Nurses, three Domestic Assistance workers, Bus Driver /Maintenance

Manager, Transport Driver, Kitchen Coordinator, In Home Respite worker plus casual field workers for Domestic Assistance and In-Home- Respite

We provide a holistic service encompassing Home Nursing, Day Respite, Home Care, Home Respite, Home Maintenance, Social Support and Transport. The Blackall Range is a semi remote area with an increasing aged population. Many of our clients have lived their lives only in this area and many live in old homes, which have not been designed for the Aged. To leave these homes and properties would be devastating for them. They require our support to continue to live safely and securely in their family homes. Because of the beauty and peace of the area it is the target of many to retire to the Range. This increases our aged population and the need for our service. Apart from Maleny there are no hospitals, no transport system and no nursing service other than ours. The Blackall Range Care Group provides the total service to ensure these people can live safely and happily in their own homes.

Mission

The Blackall Range Care Group Inc. provides care for the frail aged and disabled residents of the Range and their carers by offering support to maintain their quality of life within their community environment.

Vision

The Blackall Range Care Group Inc. is committed to responding to the demand for an on-going care service for the frail aged and younger disabled in a rapidly expanding and ageing local population.

Philosophy

This organisation is committed to:

Actively working to enhance the quality of life of frail aged and disable residents of the Blackall Range and their carers.

Promoting and encouraging participation of clients in determining the direction, activities and planning processes adopted by the program.

Supporting and assisting individuals to gain optimum levels of health and well being.

Actively working to enhance the quality of life of frail aged and disabled residents of respecting the right of individuals to maintain independence and control over their lives.

Effective planning to ensure the service offered is both relevant and timely.

Developing procedures and practices to ensure that available resources (human, material, financial and information) are used in the most effective manner to achieve positive outcomes for the client group.

Actively working towards elimination of barriers to equitable access.

Respecting the different cultural beliefs and values of individuals.

Code of Ethics

Staff and members of this organisation will conduct themselves at all times in a professional manner, maintaining standards of good conduct. The following are accepted ethical practices for all staff and members of the Blackall Range Care Group Inc.:

- Treating individuals with dignity and respect.
- Respecting the rights of the client.
- Maintaining punctuality in providing a service.
- Practicing good hygiene while providing a service.
- Refraining from soliciting or accepting personal gifts or gratuities
- Refraining from smoking in a client's home unless invited to do so.
- Respecting the personal property of clients.
- Refraining from divulging confidential information.
- Practicing polite, sensitive and diplomatic communications with clients and the public.
- Maintaining a standard of dress in keeping with the status of the organisation and the role of staff members.
- Practicing non-discriminatory behaviour and actions.
- Refraining from any practices, either direct or implied, which may be construed as sexual harassment.
- Referring all requests for statements from the media to the President.
- Abiding by the stated philosophy of the organisation

Geographical Area

Refer to attached maps.

Target Group

The target group is defined as the frail aged and younger disable people residing in the geographical area covered by the Blackall Range care group.

HACC Aims

The Blackall Range Care Group complies with the HACC National Standards to ensure a fair, equitable and quality service is provided to our clients and that the HACC aims listed below are fully met.

- To ensure that each client's access to a service is decided only on the basis of relative need.
- To ensure that each client is informed about his or her rights and responsibilities and the services available, and consulted about any changes required
- To ensure the community is aware of services available and those clients receive the benefit of well-planned, efficient and accountable management.
- To ensure that each client receives coordinated services that are planned, reliable and meet his or her specific ongoing needs.
- To ensure that each client's rights to privacy and confidentiality are respected and he or she has access to their own personal information held by the agency
- To ensure that each client has access to fair and equitable procedures for dealing with complaints and disputes.
- To ensure that each client has access to an advocate of his or her choice

STRATEGIC DIRECTION 1

PROVISION OF SERVICE

To provide support to enable the Frail Aged & Younger Disabled of the Range to continue to live happily and safely in their own homes within our Caring Community.

Objective:

Continue to work within our community to maintain the high standard of caring to enable our clients and their Carers fair and equal access to HACC services provided by the Blackall Range Care Group.

Strategies

- Maintain assessment procedure for all referrals received
- Consider needs of Carers when assessing level of service requirement
- During assessment procedure outline details of all services available.
- Prioritise need using common indicators
- Maintain care plan on each client setting out clearly type of service provided.
- Conduct regular review and reassessment of care plan to monitor change in client's need for service.
- Ensure program of care set out in care plan is carried out promptly & regularly.
- Provide client and/or carer with a copy of completed client care plan setting out details of care to be provided

Performance Indicators –

- number of clients receiving services compared to number of clients as set down in our current service agreement
- number of units of service provided in comparison to number of funded units as per HACC service agreement.
- Number of clients receiving quarterly review as per regular file audits
- Reports from file audits ensuring Care Plans are up to date and client/carer has been advised of any changes made.

Outcome

- Participation in social and community activities, to decrease sense of loneliness and isolation of frail aged, younger disabled and their carers.
- Provide feeling of security and of “being able to cope” to enable clients and their carers to have the confidence to say in their own homes for as

long as possible

STRATEGIC DIRECTION 2

IMPROVING QUALITY OF SERVICE

The Blackall Range Care Group aims to ensure that the frail aged, younger people with disabilities and their carers receive a high quality service that is flexible, timely and responsive to the needs of our target group.

Objective

To provide the best possible service available within our funding restrictions based on relative need of the clients of the Blackall Range Care Group

Strategies

- Measure client satisfaction with regular evaluation surveys.
- Provide ongoing training to develop the skills of staff and volunteers
- Involve clients in improving the quality of the service provided
- Ensure services meet the HACC National standards and continue reviewing and upgrading quality improvement plan. (qip)
- Carry out regular reviews to ensure that each and every client is receiving a flexible service that is relative to their need.

Performance Indicators

- Satisfaction of clients with services provided measured by annual service evaluations.
- Measurement of service against HACC National Standards using audit tools
- Adhering to deadlines and objectives of Quality Improvement Plan
- Ongoing training of both staff and volunteers.

Outcome

High quality service that is responsive to client's individual needs
Staff and volunteers that are skilled and committed to a quality service

STRATEGIC DIRECTION 3

DEVELOPING SERVICE TO MEET SPECIFIC NEEDS

The Blackall Range Care Group focuses on developing a responsive and coordinated service that will meet an individual client's need to enable them to live in their own homes and within the community for as long as possible.

Objective

To provide a flexible service recognising the varying needs of people within the same target group.

Strategies

- Maintain assessment procedure for all clients
- Review and reassess on a regular basis to ensure changing needs are met.
- Regular consultation with clients to enable them to have input in care provided including consultation and feedback from Client Representative Committee
- Ensure that staff is trained to be aware of a change in clients current situation.
- Data collection on level of services provided to individual client

Performance Indicators

Satisfaction of clients receiving a responsive and flexible service delivery-
Service Evaluations

- Satisfaction of staff being able to provide a service that is valued and appropriate. – Regular staff meetings.

Outcomes

Services are more responsive to the needs of individual clients. –Clients feel they have a say in the services they receive –

STRATEGIC DIRECTION 4.

AWARENESS OF SERVICE WITHIN THE COMMUNITY

The Blackall Range care Group is a community-based group and relies on the local community for referral, fund raising and volunteer support.

Objective

To promote community awareness and involvement in the Blackall Range Care Group Inc. To promote the group as being the most essential community service on the Range

Strategies

- To ensure that staff and members of the Blackall Range Care Group Inc are involved with other local community groups
- To run a program of press releases in local newspapers
- To make available staff to speak at meetings of local community groups
- To Liaise with local doctors and pharmacies.
- Undertake an annual mail out survey to all residents of the Blackall Range
- Work with Community and Church Groups to develop specific programs in which they can have direct involvement.

Performance Indicators

- Number of members and groups within the community aware of the services offered by the Blackall Range Care Group – Community Forums, Membership and attendance of local community groups
- Response to Survey
- Programs set in place with Community and Church organizations.

Outcomes

Support and awareness within the community. Willingness of people to undertake volunteer's roles. Number of donations and funding assistance received. Gathering of information required to assist with planning

STRATEGIC DIRECTION 5

TO PROVIDE SHORT TERM RESPITE FACILITY

To build and operate an overnight and short-term respite facility to allow carers of Blackall Range Care Group clients time away.

Objective

To provide Clients with a familiar and “non-threatening” environment in which to spend short-term respite while Carers have some “time out”.

Strategies

- Develop survey to examine level of interest and need for this service.
- Prepare budgets and costing of capital expenditure required
- Prepare budgets and costing of running and ongoing costs.
- Investigate and develop program of fundraising to finance service.
- Investigate Council zoning and restrictions.
- Develop timetable for possible implementation.
- Prepare plans and layout of facility
- Identify funding body for capital works
- Investigate recurrent funding availability to ensure ongoing success of project
- Identify appropriate staff and ensure training is provided.
- Liaise with other Cottage Respite Providers regarding systems and processes

Performance Indicators

- Availability of funding options
- Council agreement
- Number of clients/ carer's interest in proposed service
- Service Agreement with Commonwealth Carer Respite to provide service.
- Number of clients actually using service.
- Number of empty beds over a 12months period.

Outcome

The extension of our facility to provide a place on the Range known to our clients where they can be cared for on a short-term basis to provide respite for carers in times of need.

The ability to provide short-term and emergency overnight respite for Carers within our region and, depending on availability of beds, to extend the use of the facility to Carers within the Sunshine Coast Region.

STRATEGIC DIRECTION 6

INVESTIGATION OF OTHER TYPES OF SERVICE PROVISION

Management of Individual Life Style Packages for Younger Disabled Clients.

Assist in the management of Funds allocated to specific clients by DSQ in regard to day activities, respite and accommodation.

Objective

To provide a service to younger disabled clients and their carers to ensure their allocated funds are managed with due concern to their individual needs and preferences, ensuring they have access to the best and most appropriate services available.

Strategies

Contact Disabilities Queensland to organise eligibility assessment.

CACPS Packages

To provide services to clients when need for services is greater than HACC services provide

Objective

To provide a service to clients who have been assessed by ACAT as requiring over and above the hours that can be provided by a HACC service.

Strategies

Investigate the need for service. – Who now provides this service in our region
Investigate the benefits of providing this service
Investigate the difficulties of providing this service.
Investigate staff and resources requirements.

EACH Packages

To provide services to clients when need for services is greater than HACC or CACP services provide

Objective

To provide a service to clients who have been assessed by ACAT as requiring over and above the hours that can be provided by a HACC service.

Strategies

Investigate the need for service. – Who now provides this service in our region
Investigate the benefits of providing this service
Investigate the difficulties of providing this service.
Investigate staff and resources requirements.

APPENDICES

 **Geographic Area Map**