

Gippsland Regional Action Plan 2008-2009

Department of Human Services



From the regional director

This regional plan for 2008-2009 has been developed in the context of broader government and departmental directions. In developing the plan, the region considers inputs from stakeholders who have been canvassed through a range of collaborative mechanisms.

For the first time we are also presenting the Gippsland Aboriginal Services Plan along with the regional plan. Just turn over the document - it's on the back!

In 2008-2009 major priorities for the region include:

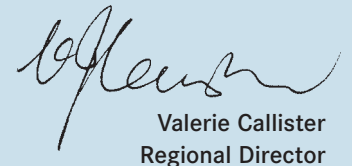
- Coordinating and enhancing services to clients with multiple needs through service integration
- Seeking partnerships that foster safe, healthy and supportive family environments with strong communities and cultural identity
- Improving systems and processes to meet the needs of, and generate increasing value for, clients and other stakeholders.

These priorities will be achieved through:

- Service development activities (Child FIRST, Child Protection and culturally and linguistically diverse families, family group conferencing, high risk tenancies, maternity services, emergency services, housing options for people with a disability, statewide Youth Justice Service Delivery Model)
- Developing protocols and systems to support integration of services (Shared Client Protocol, e-referral for GPs, service coordination protocols between Mental Health and Child FIRST and Child Protection and Disability services)
- Working with other State Government departments and Local Government on community capacity building and emergency management planning initiatives (Regional Managers Forum, Neighbourhood Renewal, Influenza Pandemic Planning)
- Implementation of new policy areas (Improving Care for Aboriginal and Torres Strait Islander patients' Paediatric Palliative Care policy),
- Work with the Gippsland Health Services Partnership and associated task groups to develop and implement plans in sub-acute services, renal services, health promotion and oral health; and supporting area-based planning for health and aged care services in the South Coast catchment
- Supporting good governance through provision of training to boards of management in health and disability services
- Improving access to services (respite services in the areas of Aged Care, Disability and Mental Health; Home and Community Care services for Aboriginal people)
- Increasing our capacity to deliver services (recruitment and retention of Child Protection staff, Youth Justice capability to provide interventions for clients with specific offending behaviours).

I encourage your participation to move this work forward.

A full copy of the regional plan can be accessed at www.dhs.vic.gov.au/operations/regional/gippsland



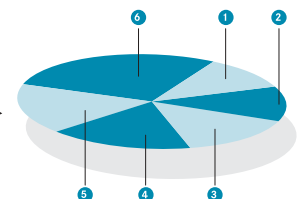
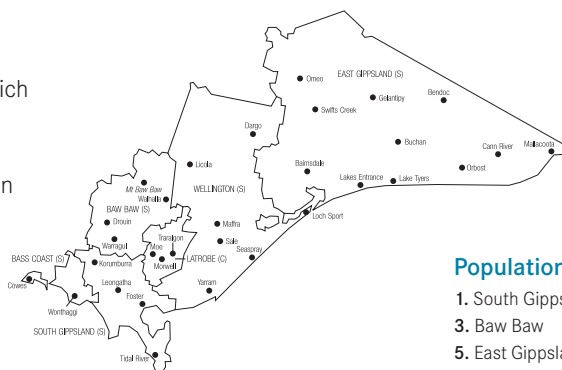
Valerie Callister
Regional Director

About Gippsland Region

Gippsland Region is 41,538 square kilometres, which represents 18 per cent of the Victorian land mass.

The region comprises the local government shires of Bass Coast, Baw Baw, East Gippsland, Wellington and South Gippsland and the City of Latrobe.

Based on Australian Bureau of Statistics Census 2006 data the total population is approximately 238,906, which represents 4.8 per cent of the population of Victoria.



Population Distribution

1. South Gippsland	11%	2. Bass Coast	11%
3. Baw Baw	16%	4. Wellington	17%
5. East Gippsland	17%	6. Latrobe	28%

Regional Planning Framework

The region's planning framework shows the relationship between government policy, the department's strategic directions and regional service delivery and population health improvement.

Victorian Government Policy Context - Growing Victoria Together

Caring Communities

- Building friendly, confident and safe communities
- A fairer society that reduces disadvantages and respects diversity

Thriving Economies

- More quality jobs and thriving, innovative industries across Victoria
- Growing and linking all Victoria

Quality Health and Education

- High quality, accessible health and community services
- High quality education and training for lifelong learning

Vibrant Democracy

- Sound financial management
- Greater public participation and more accountable government

Healthy Environment

- Protecting the environment for future generations
- Efficient use of natural resources

Department of Human Services Mission

Enhance and protect the health and wellbeing of all Victorians, emphasising vulnerable groups and those most in need

Department of Human Services Objectives

- Building sustainable, well managed and efficient human services
- Improving human service safety and quality
- Strengthening the capacity of individuals, families and communities
- Providing timely and accessible human services
- Promoting least intrusive and earliest effective care
- Reducing inequality by improving health and wellbeing, particularly for disadvantaged people and communities

Key Policy statements and platforms

- A Fairer Victoria
- Building Stronger Communities
- Victoria Leading the Way
- Growing Jobs in Victoria
- A better state of health
- Blueprint for early childhood development and school reform
- Changing the way government works
- Justice Statement
- Our Environment, Our Future
- Our Water, Our Future

Key Challenges

- Ensuring economic sustainability
- Developing a skilled and flexible workforce
- Using progress in technology and knowledge
- Working constructively with the Commonwealth
- Managing the impacts of climate change
- Meeting increased demand for services
- Responding to increasing complexity of client need
- Reducing the avoidable use of tertiary services
- Shifting the focus toward prevention and early intervention
- Giving vulnerable children the best start in life
- Delivering services around person and place
- Improving chronic disease prevention and care
- Responding to changing drug use patterns
- Addressing changing patterns in health and wellbeing
- Aligning community expectations and government responses
- Improving access to universal services
- Strengthening assistance to disadvantaged groups
- Breaking down concentration of disadvantage

Department of Human Services Values

- Collaborative Relationships
- Professional Integrity and respect
- Client Focus
- Responsibility
- Quality

Building sustainable, well managed and efficient human services

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Disability funded organisations, including day programs and accommodation services, have robust governance structures.	Facilitate an Industry Plan Implementation Working Group. Promote access to training opportunities for boards of management. Convene information meetings for chief executive officers and board chairs.	Community service organisations respond to the industry reform agenda through appropriate service delivery and strategic directions.
Health and Aged Care services have access to appropriately skilled and available workforce.	Facilitate and support local, regional and statewide workforce strategies.	Implementation of identified strategies to improve workforce recruitment, retention and opportunities for role redesign.
Improve access to housing and support services for young people, individuals and families.	In partnership with the funded agencies support the development of Local Area Service networks.	Two Local Area Service Networks established with active and regular participation by funded housing, and housing and support service providers.
Increase service coordination through the promotion of electronic referral systems.	Continue to monitor the roll out and use of e-referral in the state funded health sector and Local Government. Promote and support the development of e-referral solutions for general practitioners (GP).	Increased use of e-referral by the state funded sector. Majority of GP practices in Gippsland use e-referral.
Promote awareness about recommendations of the Business Performance Improvement Project for public sector residential aged care facilities.	Implementation and monitoring of the Business Performance Improvement Project in public sector residential aged care facilities.	Sustainable public sector residential aged care service agencies.
Recruitment and retention of appropriately qualified, well resourced and highly motivated staff to provide quality child protection services.	Develop and implement a regional workforce development strategy to promote and guide child protection staff recruitment and retention. Assist East Gippsland TAFE with implementation of the Diploma of Community Welfare Studies.	Child protection workforce strategy developed and processes in place to promote regional partnerships with education providers. East Gippsland TAFE has developed and implemented the Diploma of Community Welfare Studies.
Stand alone community health centres achieve a smooth transition to new governance arrangements as appropriate.	Provide advice and support materials to community health centres about the transition process.	Minimal disruption to the delivery of services provided by community health centres.

Improving human service safety and quality

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Enhance service responses and coordination for public housing tenants experiencing disadvantage or with complex needs.	Develop early intervention strategy for public housing tenants who have vulnerable tenancies and strengthen the role of the High Risk Tenancies Program.	Strategy for identification and support of people with vulnerable tenancies developed and fully implemented; referrals to the High Risk Tenancy Program meets minimum target requirements. Implementation of a risk indicator tool with trigger points for consultation or escalation of individual tenancy issues to the High Risk Tenancies Program.
Improve outcomes for young people, individuals and families with complex needs who are shared clients of more than one departmental program.	Continue work between departmentally provided services on the Shared Client Protocol Project with a view to fully embed practice across Public Housing, Youth Justice, Child Protection, Disability Services, Community Services and Placement and Support. Undertake planning to prepare for roll-out in relevant sector agencies.	Resources, guidelines and training package fully developed and implemented across all programs.
Increase options for housing and support for people with a disability in Gippsland.	Undertake service planning and development across the region considering the unique characteristics of each local government area, with particular reference to young people in nursing homes.	Young people living in nursing homes will have alternative options available to them and can be assisted to move out if they choose.
Increase the capacity of Youth Justice staff to provide interventions for clients with specific offending behaviours.	Focus on Changing Habits And Reaching Targets (CHART) techniques and cognitive behavioural therapy in local training and supervision. Adopt video and live supervision processes for team leaders and staff.	All clients in target group considered for CHART techniques. Live supervision process implemented and utilised.
Lead and coordinate process improvement capability within regional programs.	Respond to the Service Excellence Framework self-assessment with a process improvement plan for the region.	A regional process improvement plan endorsed by the regional executive and milestones are achieved.
Skilled and capable regional office workforce.	Integrate the department's People Strategy outcomes with the Gippsland Human Resources Strategic Plan.	Milestones defined in 2008-09 Gippsland Human Resources Strategic Plan are met.

Promoting least intrusive and earliest effective care

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Complete the implementation of the statewide Child FIRST initiative across Gippsland.	Establish the Bass Coast, South Gippsland and the East Gippsland sub regional catchment community based referral points into family services.	Bass Coast, South Gippsland and East Gippsland community referral points are operational and taking referrals.
Improve collaborative partnerships between government, community services and advisory groups in order to support the health and wellbeing of Aboriginal people in Gippsland.	Coordinate regular meeting and advisory processes between the department, community agencies and services, and Aboriginal advisory groups.	<p>The Gippsland Aboriginal Services Plan Implementation Reference Group and other key stakeholder meeting processes occur regularly.</p> <p>Agreed actions are identified and published in the department's Gippsland Aboriginal Services Plan 2008-09.</p> <p>Identified projects and initiatives are fully implemented to meet agreed objectives and outcomes.</p>

Providing timely and accessible human services

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Continue to support funded agencies in the implementation of Registration Standards for Community Service Organisations.	Assist family and placement providers develop action plans and internal and external review processes in order to meet the registration requirements.	Plans finished and reviews completed within timelines.
Enhance regional capacity to sustain maternity service demand.	Through collaboration with maternity services in Gippsland, support the development of sustainable service models.	An agreed, co-ordinated regional approach for maternity health services to meet current and future demand.
Enhance responses to children and young people from culturally and linguistically diverse (CMD) families.	Participate in settlement committees and other appropriate mechanisms.	Emerging issues are monitored and information provided to networks, agencies or programs to enhance responses.
Enhance the quality and sustainability of regionally delivered Housing and housing support services.	<p>Strengthen monitoring and accountability arrangements for agencies funded to provide housing and housing support services.</p> <p>Develop effective data mechanisms for monitoring client referrals from the Office of Housing to the Social Housing Advocacy Support Program.</p>	<p>An effective monitoring system is implemented and outcomes are documented.</p> <p>A system is in place to monitor the take up of Office of Housing client referrals to the Social Housing Advocacy and Support Program.</p>
Implementation of the Care in Your Community Renal Action Plan.	Facilitate and support the Gippsland Renal Task Group to implement the Care in Your Community Renal Action Plan.	Implementation strategy endorsed by the Gippsland Health Services Partnership.
Implementation of the Statewide Sub-acute Services Framework.	Facilitate and support the completion of the Gippsland Sub-acute Services Implementation Plan.	Implementation plan finalised and endorsed by Gippsland Health Services Partnership.
Improve information and access to respite services in Gippsland in the areas of Aged Care, Disability and Mental Health.	Undertake a review of current arrangements, design or link to appropriate information technology solutions for service access and information.	Provision of internet based information about respite services and options for direct booking.
Improve partnerships for the benefit of clients with complex needs.	Develop and implement interagency protocols between Mental Health services and Disability services.	People with dual disabilities with have improved access to mental health services as they need them.

Providing timely and accessible human services

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Commence implementation of the Because Mental Health Matters reforms.	Strengthen partnership mechanisms and facilitate sector-wide strategies to address priority areas.	Partnership agreement and a Gippsland action plan to progress reforms.
Increase integrated service delivery and access to support services for Youth Justice clients.	Implement the statewide Youth Justice Service Delivery Model for the Gippsland Region.	Service delivery submission process implemented within timelines. Service delivery model is fully implemented in Gippsland and meets agreed targets.
Increase regional capacity to engage and deliver better outcomes for families who have been referred to Child Protection.	Expand availability of family group conferencing to include referrals from point of intake.	Families referred from intake have received a family group conferencing service.
Increased regional capacity to manage emergency department demand in public health services.	Identify opportunities for improved demand management strategies.	Strategies in place to enable health services meet current and future demand.
Provide high quality services to children and their families through enhanced partnerships between mental health services, child protection and Child FIRST providers.	Establish a regional protocol to guide client service delivery responses across mental health services, Child Protection and Child FIRST providers.	A regional protocol has been completed and signed off by Latrobe Regional Hospital, Child FIRST providers and the department.
Refugees settling in Gippsland have access to a broad range of appropriate primary health care services.	Implementation of the Refugee Health Nurse Initiative in Latrobe and Bass Coast local government areas.	Part time refugee health nurse position established and operational.
Support and monitor Gippsland Palliative Care Consortium with implementation of the Paediatric Palliative Care Policy.	Establish strong partnerships between Latrobe Regional Hospital paediatric services, the Royal Children's Hospital and the Gippsland Palliative Care Consortium. Support the development of an action plan by the Gippsland Palliative Care Consortium.	Partnerships are formalised and an action plan in place.
Undertake planning for health and aged care services in the South Coast catchment.	In partnership with South Coast Health services, develop project proposal and initiate the planning process.	South Coast Area Based Plan completed and supported by the four health services and the department.

Reducing inequities through improving health and well-being, particularly for disadvantaged people and communities

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Coordinated multi-agency effort to improve health and wellbeing, including increased levels of physical activity, increased fruit and vegetable consumption and improved mental health.	Support catchment based health promotion plans for the 2009-12 period through the development of intervention portfolios and associated support materials for these regional priorities with the assistance of Monash University.	Catchment plans in place and include high quality evaluations Monitor health behaviour indicators from the Victorian Population Health Survey.
Implementation of the Vulnerable Children in Acute Health Services Framework.	Investigate the development of a pilot project proposal across Gippsland regional programs involved with vulnerable children.	A project proposal is completed.
Planning by health services and Local Government is well informed by information about the determinants of health and their distribution, and high quality information about illness and health service utilisation.	Update Gippsland Health Online as new data becomes available. www.health.vic.gov.au/healthstatus/gippsland	Develop a geographic information system and mapping capability for data presentation. Gippsland Health Online is updated and accessible.

Strengthening the capacity of individuals, families and communities

What do we want to achieve?	How will we achieve it?	How will we know it's achieved?
Build regional capacity to respond to and recover from emergencies.	Coordinate and enable influenza pandemic planning within Local Government authorities.	Milestones defined in a regional action plan as endorsed by the Regional Emergency Planning and Preparedness Committee.
Implement the Latrobe Valley Neighbourhood Renewal Local Mainstreaming Strategy.	Completion of Latrobe Valley Neighbourhood Renewal Program in accordance with transition plan.	Ongoing improvement in the Neighbourhood Renewal Year 8 benchmarks across the four Latrobe Valley Neighbourhood Renewal sites.
Improve access to Home and Community Care services for Aboriginal communities.	Employment of a project worker and commencement of project for bridging Home and Community Care services and further implementation of the Home and Community Care Services Aboriginal Five Year Plan.	Improved uptake of Home and Home and Community Care services for Aboriginal residents.
Improve community inclusion for people with a disability.	Work with Local Government and other stakeholders to refocus the work of rural access in the region.	Disability service providers will prioritise a focus on increased access and meaningful engagement with the community by people with a disability.
Partnerships through the Regional Managers Forum.	Participation in Regional Managers Forum work plan and task groups.	Completion of agreed tasks and responsibilities through working groups: <ul style="list-style-type: none"> ● Regional Skills Development Working Group ● Deadly in Gippsland Conference, Phillip Island ● Community Strengthening Projects, Bairnsdale East and South Gippsland
Promote industry reform through supporting the focus on person directed services and supports.	Undertake the Direct Payments Pilot for 30 participants in Gippsland.	Organisations will reorient their systems and culture to respond to client purchased services, and evaluation of direct payments pilot demonstrates successful change and client satisfaction.

For the start of the Gippsland Aboriginal Services Plan 2008-09 turn to back cover