

CREATING A POSITIVE ENVIRONMENT FOR SERVICE IMPROVEMENTS

EXAMPLES FROM CEGS

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KEY COMPONENTS OF CEGS

- 3 year strategy
- Partnership between councils and ethno-specific agencies
- Capacity building of HACC core services
- 21 councils
- 19 ethno-specific agencies
- Leadership and Sectorial positions to MAV& ECCV
- Funding for range of workforce projects
- Funding to small and emerging communities
- Scholarships for bi-lingual workers

KEY ACHIEVEMENTS

- Partnership development
- Increased knowledge of HACC by CALD elderly
- 12% increase in uptake of HACC by CALD elderly
- Improved understanding of CALD elderly
- Significant capacity building of HACC service delivery

POSITIVE ENVIRONMENTS FOR CHANGE

- Commitment
- Dedicated resources
- Locating CEGS workers in HACCC teams
- Acknowledge achievements and good practice
- Solution based approach
- Leadership
- Encouraging learning
- Focus on consumer
- Time

CHALLENGES AHEAD

- Embedding good practice
- Connecting the dots
- Continue to improve working relationships between the sectors