

# The Low Cost Accommodation Support News

Community Connections Program | Older Persons High Rise | Housing Support for the Aged | SRS Service Coordination & Support

## Winter 2007

Welcome to the fourth edition of the *Low Cost Accommodation Support News*, a newsletter for program managers, workers, and regional staff involved in the four Low Cost Accommodation Support programs funded through the Aged Care Branch of DHS.

### In this newsletter:

- **Call for Papers - Statewide Forum November 2007**
- **Launch of More Tales of the High Rise - ISCHS & Swinburne University**
- **A Local response to Welfare to Work**
- **Health Literacy project - Debbie Smith ISCHS**

### Call for Papers – Statewide Forum 2007

Recently all agencies were sent an advance notice for the forthcoming statewide forum to be held on November 8 & 9 at St Vincent's hospital. The theme for this year's forum is "Better Connections - Creating Opportunity".

A planning committee has been established and includes the following people:

- Peter McGrath - Salvation Army Eastcare
- Paulo Reid - Inner South Community Health Service and
- Muriel Cummins - Western Region Community Health.

The planning committee welcomes papers on topics relevant to this year's theme and which demonstrate innovation, good practice, and positively promote the aims and objectives of the Low Cost Accommodation Support programs.

Abstracts should be no more than 500 words and be forwarded to Shane Mc Donald at DHS by Monday September 17. Presenters will have a maximum of 20min to deliver their paper on the day of the forum. The committee expects to have up to 10 presentations from the field.

If anyone would like to assist with the organisation of the statewide forum, please make contact with one of the committee members or myself. Assistance with chairing sessions and providing IT support will be required over the two-day forum.

Statewide Forum – 8 & 9 November  
**Deadline for abstracts** Friday 28  
September

### Launch of More Tales of the Hi Rise

Many of you would recall that at the last statewide forum, a selection of digital stories were shown about residents who live in the Hi Rise estates in St Kilda and Prahran. These stories provided an insight into the lives of people, snapshots of key events and memories of times gone by.

On the 6 August a second exhibition launching 9 more digital stories occurred at the Swinburne Design gallery. Present at the launch were the story tellers and students, their family and friends and staff of the Inner South Community Health Service and Swinburne School of Design. The launch was hosted by Terry Norris (actor), who introduced each digital story, and following the viewing of each film presentations were made to each of the story tellers and students who participated in the project.

More Tales of the Hi Rise will be presented at the November Statewide forum. For more information about this innovative project, contact Prue Ingram at Inner South CHS on 9525 1300.



## Welfare to Work case study project

This is a new initiative of the Port Philip Community Group, in partnership with Inner South East Partnerships in community health to collect case studies and stories of people affected by the welfare to work laws. Stories will be used to upload to the ACOSS case study library as well as to use for local research and advocacy.

If you come across stories from clients that fall into the following categories then the St Kilda Community Group would like to hear from you.

### Welfare to work issues include:

- When a payment has been suspended for not meeting the Centrelink activity test requirement
- Breach of payment during a non-payment period
- Disability clients on Newstart and Youth allowance
- Hardship as a result of reduced income
- Hardship as a result of new activity test requirements
- Changes to your study or volunteering because of welfare to work.

### If you would like to convey stories from your clients;

Download the internet questionnaire and consent form at [www.ppcg.org.au](http://www.ppcg.org.au)



## Health Literacy Project: Inner South Community Health Service

This project has been developed to empower and strengthen the capacity of community members to manage their own health and wellbeing. The project will do this by providing easy to understand, audio information about services provided at ISCHS and how to access these services.

## What do we mean by Health Literacy?

*Health Literacy represents the cognitive and social skills, which determine the motivation and ability of individuals to gain access to understand and use information in ways, which promote and maintain good health. By improving people's access to health information and their capacity to use it effectively, health literacy is critical to empowerment.* (WHO 1998)

The American Medical Association (1999) found that poor health literacy was a stronger predictor of a person's health than age, income, employment status, education level and race.

Research around the world has found the most vulnerable populations are:

- Elderly (age 65+)
- Indigenous populations
- Immigrant populations
- Low income
- People with chronic mental and/or physical health conditions

## The project at Inner South Community Health Service

The aim of this project is to create DVDs in the six community languages most appropriate for our catchment area (including an indigenous friendly DVD). These DVDs will inform clients about broad organisational information such as what services are offered, groups that are run, eligibility, fees, how to make appointments, interpreters and rights and responsibilities.

## Needs Assessment through Primary Health Care Consumer Opinion Survey

28.7% of ISCHS clients speak a language other than English at home.

25% of clients who wanted to participate in the survey were unable to fill out the questionnaire themselves (surveys were also available in the three most commonly spoken community languages other than English – Russian, Greek and Chinese).

65.6% of clients were less than very satisfied with information they received about other services available at ISCHS.

The project is in its infancy at this time. A small working group has been formed within ISCHS and has started a community consultation process and prepared a funding application.

## Community Consultation

We want to consult with our community in two phases. Firstly we want to know what information community members think is important to include on the DVD's. Secondly when we have this information we intend to make up some mock technology and consult community members about

how the technology works for them and what they want it to be able to do.

We have found that participants in the Focus Groups are very excited about the possibilities for their community members opened up by this new way of getting information. Groups have given detailed feedback on what is and what is not useful in our current brochure and how they would like information presented to make it meaningful for their community/ies.

Inner South Community Health Service is committed to bringing information to our community in ways that are respectful and useful to community members. We look forward to continuing consultation with our community and launching our Health Literacy DVD later in 2007.

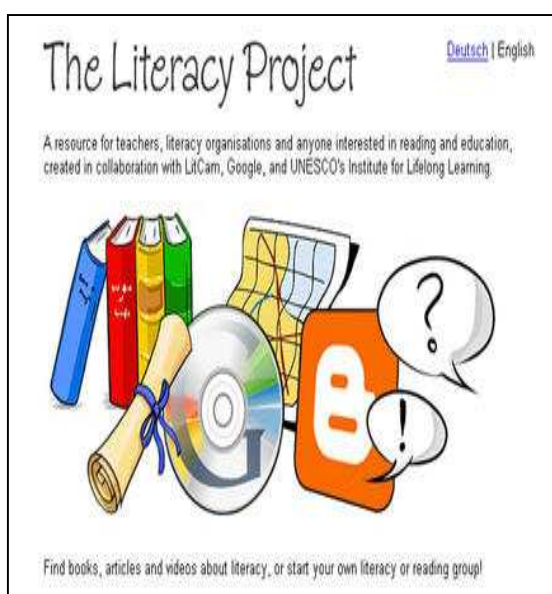
### References

Osborne H. (2006) In Other Words...Making a Bottomline Case for Health Literacy. On Call magazine, Sept/Oct.

Shohet,L. (2002) Health and Literacy: Perspectives in 2002. Centre for Literacy of Quebec (Montreal, Canada)

Sullivan,E, Health Literacy. Reference Librarian, University of New Mexico, Health Sciences Center Library, Albuquerque, NM.

World Health Organization (2007) website.



## Staffing Changes - Low Cost Accommodation Support Programs

Cath O'Connor from Loddon Mallee Housing resigned as CCP Team Leader in July this year after nearly 15 years with the agency and as the original Team leader for the CCP program. Cath has taken up a position as Communications Officer for John Forrest, Federal member for Mallee. We wish Cath all the best in her new role. Carol Tranter has been appointed as the new Team leader for the program.

### Useful Information

Need help with implementing the MDS V2.01?  
Contact the HACC Help desk on Ph: 9096 7255  
E-mail – [haccmds@dhs.vic.gov.au](mailto:haccmds@dhs.vic.gov.au)

### Victorian HACC Website

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

### Low Cost Accommodation Support Programs Webpage

<http://www.health.vic.gov.au/agedcare/services/lowcost/index.htm>

### Office of Housing Website

[www.housing.vic.gov.au](http://www.housing.vic.gov.au)

### Contacts

If you have a story, event or a program you would like to share with colleagues from other Low Cost Accommodation Support Programs please let us know and it can be included in the next edition of this newsletter (word limit 500 words or less).

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