

Emerging Futures Collaborative Limited

Health and Wellbeing Model of Care

Guiding principles

- Health and wellbeing services are to be provided in a sensitive, relational, and gradual manner which compassionately recognises the challenges associated with accepting care and support from others.
- The care and support offered to each religious institute member (member) will be enabling, person-centred and responsive to their unique circumstances and preferences. This will include ensuring support provided enables each member to:
 - Live life to the full and to maintain as much independence as is possible.
 - Maintain relationships and continue to access their own support network of friends and/or family.
 - Maintain engagement with their congregational and support networks in a manner with which they are comfortable.
- The model will adopt a wellbeing, rather than a medical model whilst ensuring the capacity and skills are accessed to ensure that each member's social, physical, emotional and health wellbeing is closely monitored.
- Each member will receive professional, quality, cost effective and appropriate health and wellbeing care and support which is planned, managed, and delivered in a manner that reflects generally accepted best practice.
- The provision of care and support will reflect an appreciation of and respect for community life and enable members to continue to accompany each other in the manner they wish.
- Relationships with employed staff will reflect respect for the boundaries regarding the scope and working hours related to their roles.
- Relevant congregational structures and staff will be kept informed of, and consulted about the health, wellbeing, and care of each member.
- Wherever possible, and subject to the preferences of the Congregation and individual members the Health and Wellbeing Coordinator will optimise the use of government funded services and seek reimbursements and subsidisation of employed staff through government funded Home Care Packages (HCP).

Model of Care domains

1. Care Coordination
2. Assisted living and clinical care and support
3. Individual advocacy and accompaniment
4. Management, policy, and collaboration

Care Coordination

To ensure that each individual receives quality health, wellbeing and ageing care and support which is facilitated, coordinated and managed, within a case management framework.

Function	Description	Roles and responsibilities
Assessment and care plans	A specific assessment framework for the religious institute members will be in place including care planning, continuous monitoring, and review to ensure each members' health, care and support and accommodation needs are understood and met. This assessment will draw on, reference, and not duplicate other service providers assessments.	<p>Care Coordination is the primary responsibility of the H&WB Coordinator.</p> <p>Person centredness requires close collaboration with each individual member concerned.</p> <p>The H&WB Coordinator liaises with members in leadership roles, as well as members and staff in coordination, animation and pastoral care roles.</p> <p>The H&WB Coordinator liaises with the EFCL Service Delivery Manager and Congregation Business Manager to facilitate HCP claims.</p>
Accessing new services	Access and transition to any new services will be facilitated including home care, Residential Aged Care (RAC), hospital (admission/discharge) and respite care.	
Health records	Health records will be maintained and kept up to date including: secure storage and confidentiality; maintained records of each individuals' key health documents; and ensuring that all key documents are in their personal files e.g., Advanced Care Directive; Enduring Guardianship form, etc.	
Health and ageing entitlements	Health and aged care entitlements and funding will be accessed in an optimal way e.g., HCP, RAC, Commonwealth Home Support Program (CHSP), transport vouchers, disability pensions, health care card, etc.	
Home Care Package providers	Relationships (and where appropriate, agreements) with preferred Home Care providers will be maintained. Service provision will be overseen and any issues will be raised and addressed.	
Home safety	Accommodation will be assessed and will meet safety standards for residents and as a workplace for carers and staff entering the accommodation.	
Residential Aged Care	Agreements /relationships with preferred RAC providers will be maintained; Members in residential care will have a contact person in place providing regular support.	
Respite care	Respite /step down care will be available as needed.	
Health and wellbeing promotion	Group and individual programs to promote health and wellbeing will be provided.	

Assisted living and clinical care and support.

To ensure that every individual in need of assisted living support or clinical care receives a full suite of quality services provided through a mix of government and congregation funded services.

Function	Description	Roles and responsibilities
In-home care and support	Provision of a comprehensive suite of services will be ensured including: wellness and reablement; domestic assistance (cleaning, laundry); personal care (assistance with dressing and showering); pastoral care and companionship; social support; transport; aids and equipment; mobile medical alert - 24/7 response.	The H&WB Coordinator is responsible for accessing, coordinating and monitoring clinicians and third-party service providers and where appropriate attending meetings/ appointments assisting members navigate their relationships with these service providers and clinicians.
Clinical support	Individuals will have access to appropriate clinical support including setting and attending medical and allied health appointments as appropriate; scheduling of prevention and monitoring programs e.g., immunisations, medical and allied health assessments (e.g., GP, geriatrician, vision, hearing); support with medication management.	

Individual advocacy and accompaniment

The H&WB Coordinator (with the support of members and other staff) accompanies, maintains an ongoing presence, and supports each member in a caring and compassionate manner, is known to each member's service providers and is an advocate for each member in relation to their service providers.

Function	Description	Roles and responsibilities
Accompaniment	The H&WB Coordinator will establish and maintain a personal relationship with each individual in need of ongoing caring support.	The H&WB Coordinator is responsible for ensuring each member is accompanied, has an individual advocate and a designated contact person. In most cases the H&WB Coordinator will be required to play these roles, although, members and other support staff will complement the H&WB Coordinator.
Individual advocacy	A designated advocate (usually the H&WB Coordinator) will engage with service providers, and where appropriate will advocate for each member, to ensure their needs are understood and responded to and their rights are protected and safeguarded.	
Designated contact person	A designated contact person (usually the H&WB Coordinator) will be named as the myagedcare, HCP, RAC (or other services) contact person representing each individual accessing these services.	

Management, policy, and collaboration

To ensure that every member’s health and wellbeing support is managed in an accountable, efficient, and cost-effective manner underpinned by a management system (comprising a model of care, comprehensive suite of policies and procedures) which reflects best practice and meets all statutory requirements related to safety, compliance, and care.

Function	Description	Roles and responsibilities
Policies, procedures, and plans	An approved suite of operating policies, procedures and plans for each of the key model of care accountabilities will be in place, reviewed and up to date.	Management, policy, and collaboration is the primary responsibility of the H&WB Coordinator in collaboration with the Service Delivery Manager and other H&WB staff.
Compliance and safety	Policies and procedures which meet compliance and safety requirements will be in place and met.	
Management	Health and wellbeing staff and contractors will be managed in a manner which enables optimal performance in the delivery of each of the model of care accountabilities.	
Collaboration	All H&WB staff will collaborate with relevant religious institute structures and the EFCL team.	
Duty of care	All H&WB staff will observe duty of care to members, religious institute personnel, other staff, volunteers, and visitors.	
Other responsibilities	<p>The H&WB Coordinator and other staff will:</p> <ul style="list-style-type: none"> • Participate in a professional development process and performance assessment as outlined by EFCL. • Take on other responsibilities commensurate with the position from time to time. • Participate in EFCL staff training, meetings and workshops as required. • Adhere to all general policies as outlined by EFCL. 	

Overview of roles and accountabilities

Role	Reports to	Works closely with	Who reports to the role
Religious Institute Leadership Team (RLT)		<ul style="list-style-type: none"> Members H&WB Coordinator 	<ul style="list-style-type: none"> EFCL Service Delivery Manager annually
Members of Religious Institute (Members)		<ul style="list-style-type: none"> RLT Members H&WB Coord. 	
H&WB Coordinator	<ul style="list-style-type: none"> EFCL Service Delivery Manager 	<ul style="list-style-type: none"> RLT Members Business Manager and office staff 	<ul style="list-style-type: none"> Care and support staff Third party providers (incl. RAC)
Business Manager and office staff of Religious Institute	<ul style="list-style-type: none"> RLT 	<ul style="list-style-type: none"> H&WB Coord. EFCL Service Delivery Manager 	
EFCL Service Delivery Manager	<ul style="list-style-type: none"> RLT EFCL CEO 		<ul style="list-style-type: none"> H&WB Coord.
Care and support staff	<ul style="list-style-type: none"> H&WB Coord. 	<ul style="list-style-type: none"> RLT Members 	