

MURRAY MALLEE AGEING TASKFORCE STRATEGIC PLAN 2004-2006

Who is the Murray Mallee Ageing Taskforce?

The Murray Mallee Ageing Taskforce (MMAT) is a group of organizations that provide services that support older people in the Murray Mallee. These include community care services, health services, local government, homes and retirement villages.

The MMAT originally came together to share information about services and to look at ways that they might work together to improve the quality of the services they provide. The MMAT decided to develop a plan to guide the way services would work together and the goals that they would seek to achieve. The plan sets out the direction that the MMAT will follow and how we will do it.

The following outlines the plan.

Who are we working for?

The Murray Mallee Ageing Taskforce primarily supports older people and their carers and this usually means people aged 65 and over. We recognise however that in some communities (for example aboriginal people) the impact of ageing may occur to people under 65 years of age. This is also true for many younger people with disabilities. Accordingly younger people with disabilities and aboriginal people with aged related disabilities are included.

Key Directions

1) Participation

We will develop & improve services to support older people's participation in activities that are meaningful for them, whether this means remaining in the family home, maintaining friendships, hobbies, interests and recreational activities. Older people will be supported to communicate their needs and make decisions about the type of assistance they require to live a meaningful life whether this means remaining in the family home or some form of supported accommodation.

2) Quality

The services that support older peoples participation will work towards improving the quality of those services. In particular the MMAT will work towards providing services that are flexible and meet peoples needs. This means that services will not try and fit people to the services that they provide but instead make the services flexible enough to fit what people need.

3) Information

Older people who need some kind of assistance from services will find information on those services easy to find and use. Information on services will be promoted in the community and where possible will be available at the earliest point of contact and will be comprehensive enough for them to make decisions about what they need. Older people should not have to speak to numerous services to find out where they can get help. Information will be provided in a language that is easy to understand and fitting to their culture.

4) Diversity

We will work for the interests of all older people in the Murray Mallee and will particularly consider people who might be disadvantaged because of where they live, the language they speak, their culture or illnesses they may have, such as dementia or depression. When the MMAT undertakes planning for the region they will consider these people and ensure that services consider their diverse and special needs.

5) Working together

We will achieve the above goals by working together. The services that make up the MMAT will join forces in planning for community & residential services and in locating grants and other funding to develop new services or expand old ones. This will be done in conjunction with and with participation from the people who use the services and the broader community.

6) New ways

We will work together to identify what older people need in the community and improve services. The MMAT will improve services through better coordination where there is duplication or overlap of services, by bringing services together to enable them to better meet the need of older people, and by doing things in new and different ways. The MMAT will also promote the interests of older people with government and other decision makers.

Key Strategies

To support the key directions above the following key strategies will be pursued.

Participation

We will develop means to ensure that older peoples interests are considered in local government planning and housing issues. We will work to raise the awareness of ageing issues for planners, architects and developers particularly in relation to making houses and environments more “user friendly”. We will give priority to projects and ideas that improve community transport options for older people.

We will encourage and support services to involve the people who use their services in future planning.

Quality

We will develop approaches for working together to enable people to receive a service more easily. This will include approaches that will require a single assessment and that will allow people to easily move between services as their needs change.

We will work together to identify community need and plan for future services based on the needs of the community. Priority will be given to new services, which meet peoples' needs.

We will develop a plan to ensure that the aged care workforce is sufficient to meet the needs of an ageing population and that the workforce is well trained. We will do this in conjunction with other government and “not for profit” organizations working in the health, employment and training sectors.

We also look at how we can better support volunteers in the aged care workforce.

Information

We will develop a strategy or plan to promote services for older people in the community. This will include using community expo's, newsletters, radio and newspapers as well as the Internet to get information about services to people who need them no matter where they live. It will also include promoting the Carelink service, a single telephone number, which can give advice on the range of services available in the Murray Mallee. We will encourage services to provide information in ways that are easy to understand and use.

Diversity

It is important that in providing and planning for services we consider the needs of people who may be disadvantaged because of their cultural background, where they live or illnesses they may have.

We will promote within services ways of doing things that have worked well in other organizations and are recognised as “best practice”. We will improve the skills of workers in aged care in working with people who are disadvantaged. We will work together to share our experiences (our ways of doing things) and resources, including our workers and training opportunities. When we plan for new services or are expanding old ones, we will consider the needs of disadvantaged people.

Working together

We will work together to identify community needs and to plan for new services and expand existing ones. We will also share our resources and experiences.

We will look for ways to combine and coordinate services where this might better meet the needs of older people in the Murray Mallee.

New ways

We will carry out research and update our knowledge about up to date and creative approaches & ways of doing things and use this information to develop new ways of meeting the needs of older people in the Murray Mallee.

Our Vision

That people in the Murray Mallee continue to remain independent and active as they age.

Our Mission

To improve the quality & delivery of aged care services to support the independence and participation of older people through planning, reform and working together.

Our Values

Customer focus
Sustainability
Accountability
Responsiveness
Partnership
Collaboration
Innovation
Flexibility
Transparency

Older people have value.

Services should aim to:

Enhance the independence & dignity of older people

Enhance the empowerment and control that older people have in their lives

Facilitate greater choice and informed decision making of older people

Facilitate the participation and inclusion of older people

Enhance the quality of life of older people

Monitoring and Review of this Plan

This plan is a long-term strategy to guide services over the next decade but will be continuously monitored and reviewed and updated at the end of 2006.

How can you contact us?

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