

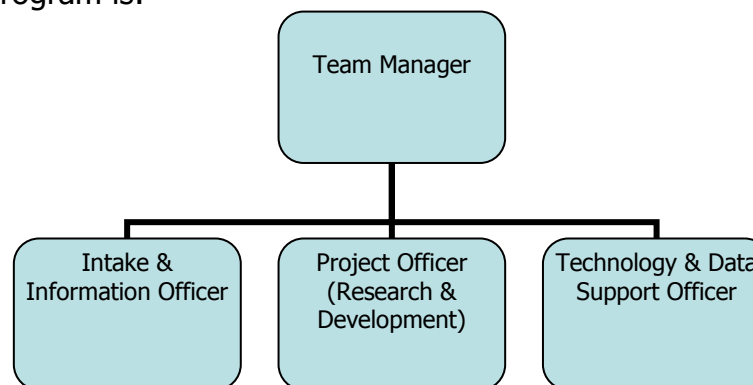
Respite Information and Development in the East (RIDE) Strategic Operations Plan – 2009

Background

The RIDE program was established in 2004 as a mechanism to develop capacity for enhanced responsiveness within the respite sector and to provide a broader systemic view to service providers, carers and the mainstream community. The objectives of the program are:

- ◆ To provide a central point of contact for carers of people with a disability and service providers to obtain information on respite and carer support in the Eastern Metropolitan Region (EMR)
- ◆ To work with the Department of Human Services (DHS) EMR to identify service gaps and trends in respite
- ◆ To develop functional and collaborative partnerships with respite providers, funding bodies, carers and local communities in the EMR to ensure information is shared effectively
- ◆ To develop mechanisms for the dissemination of respite information which takes into account individuals, communities, service providers and funding agencies needs and to ensure information is presented in a coordinated, timely and accessible manner
- ◆ To undertake research and analysis of the issues, trends and service gaps in respite in the EMR
- ◆ To work proactively to identify and address issues within the respite sector, in collaboration with other key stakeholders

The current staffing structure of the RIDE program is:



Key Achievements

Since its inception, the RIDE program has achieved a number of key objectives in providing support and information to the respite sector. These achievements include:

- ◆ A Community Mapping Report that was completed in 2005
- ◆ The development and maintenance of the RIDE website – www.respiteeast.org.au
- ◆ The establishment and implementation of an annual Carer's Forum
- ◆ Establishment and ongoing coordination of the EMR Respite Network
- ◆ The establishment and operation of the information phone line – 1300 886 798

Mission

The RIDE program exists:

- ◆ To develop and maintain expertise regarding respite within the Eastern Metropolitan Region (EMR) and provide accurate and relevant information to people with a disability, carers, service providers and the wider community about funded and community based respite options.
- ◆ To take a lead role in the development of partnerships with regional service providers, funding bodies and local communities, to enhance connectedness across the respite sector and to inform and advise the development of innovative and responsive respite models that operate within individualized planning and support principles.

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
1.1 To build relationships with respite providers in the EMR	Schedule of meetings with all respite providers in the EMR to introduce the new team and share information regarding services and promotional opportunities.	Meet with eight providers per month	Ongoing	RIDE Project Officer
		Mailing list reviewed on a monthly basis to ensure it is accurate	Ongoing	RIDE Intake & Information Officer
	Participation in advisory and steering committees as requested by service providers to provide information and advice regarding the development of innovative service models and programs.	Attendance and participation in advisory/steering committees	As requested	RIDE Project Officer
	Attendance at all key regional network meetings, taking an active role in formulating agendas and participation at meetings and working groups	Attendance at all relevant regional networks	Ongoing	RIDE Project Officer & RIDE Intake & Information Officer
	Continued coordination of the EMR Respite Network Meeting, ensuring the network is dynamic and relevant to all key respite service providers in the region	Review of the Terms of Reference to reflect current participation	March 2009	RIDE Project Officer
	Well attended network meetings with a range of participants	Quarterly	RIDE Project Officer & RIDE Intake & Information Officer	

Continued

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
1.2 To provide up-to-date resources internally to the RIDE program and externally to key stakeholders	Development of a Resource Guide	Resource Guide available in a number of formats: ◆ Website ◆ Electronic download ◆ Printed copy (including easy to understand English)	March 2009 (printed copy June 2009)	RIDE Intake & Information Officer
	Up-to-date resource system	Filing system created and updated on a quarterly basis with brochures available for internal use and sent out to consumers as required	System created March 2009 Quarterly	RIDE Intake & Information Officer
	Streamlined e-mail distribution of information (incoming and outgoing)	RIDE infocasts sent on a weekly basis RIDE e-mails forwarded to the sector with relevant information on a regular basis	Ongoing Ongoing	RIDE Data & Technology Support Officer RIDE Project Officer & RIDE Intake & Information Officer
	Review and maintenance of the RIDE website (www.respiteeast.org.au)	Review of website Website updated monthly to ensure accurate information is available	March 2009 Ongoing	RIDE Data & Technology Support Officer

Continued

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>1.3 To update the existing community mapping report to reflect current and projected regional demographics, cultural and linguistic diversity, future population trends and existing and future respite services within the region so that key stakeholders can use this information when reviewing and/or developing services</p>	<p>Undertake research using appropriate resources including the Australian Bureau of Statistics, Local Government Reports & the Australian Institute of Health and Welfare and gather information regarding available respite from funded service providers and community organizations</p>	<p>Community Mapping updated on an annual basis and a report presented to DHS and service providers in the Eastern Region</p>	<p>December 2009</p>	<p>RIDE Project Officer</p>

Goal 2: To provide information and education regarding respite services in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
2.1 To provide information to the sector regarding the development and availability of respite support, both disability funded and community based.	Undertake an annual information expo	Information expo held annually	March 2009	RIDE Team
	Provide information sessions to carer groups, community groups, schools and service providers regarding respite, community based support and the RIDE program	Calendar of events of sessions to be held across the region and with different focus groups.	Ongoing	RIDE Project Officer
	Development of a Resource Guide	Resource Guide available in a number of formats: ♦ Website ♦ Electronic download ♦ Printed copy	March 2009 (printed copy June 2009)	RIDE Intake & Information Officer
	Review and maintenance of the RIDE website (www.respiteeast.org.au)	Review of website Website updated monthly to ensure accurate information is available	March 2009 Ongoing	RIDE Data & Technology Support Officer
	Availability of the 1300 respite information line including timely responses to calls and queries	Register of all calls to the 1300 information line	Ongoing	RIDE Intake & Information Officer

Continued

Goal 2: To provide information and education regarding respite services in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
2.2 To collate and disseminate information regarding respite trends and initiatives	To collate information regarding service trends including service capacity, availability and target group requirements	Statistics available for key stakeholders as required	Quarterly	RIDE Project Officer RIDE Intake & Information Officer
	Participation in DHS led consultations with the community and with service providers regarding trends and initiatives	Participation as requested in regional consultations	As requested	RIDE Team Manager RIDE Project Officer
	Undertaking presentations that incorporate information about respite trends and initiatives	Presentations to service providers, carer groups and local communities as requested	As requested	RIDE Project Officer
	Use of the website to disseminate information regarding trends and initiatives	Information included on the website, weekly infocasts and broad email distributions	Ongoing	RIDE Information and Intake Officer & RIDE Data and Technology Support Officer
	Use of the EMR Respite Network to disseminate information regarding trends and initiatives	DHS to remain a standing agenda item at all EMR Respite Network Meetings	Quarterly	RIDE Project Officer

Goal 3: To take a lead role in the development of partnerships between key stakeholders that promote information sharing, best practice and innovative service models

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
3.1 To provide leadership within the sector regarding the development of key partnerships and the dissemination of information	Promoting connectedness across the sector by leading key partnership projects and information sharing opportunities	Participation in key partnership projects (eg Regional Facility Based Respite Working Group)	Ongoing	RIDE Team Manager RIDE Project Officer
	Researching and presenting national and international models of respite implementing an individualized approach	Research reports made available to respite service providers across the sector	Ongoing	RIDE Project Officer
	Researching innovative models of support within Victoria and promoting partnerships to share best practice	Documenting best practice and encouraging the sharing of information between providers	Ongoing	RIDE Project Officer

Goal 4: To evaluate the effectiveness of the RIDE program in providing information within the Eastern Metropolitan Region (EMR)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>4.1 To provide consistent opportunities for feedback regarding the RIDE program as a service and resource</p>	<p>Implement a website feedback mechanism (include investigation into website chatroom feature)</p>	<p>Review of website</p> <p>Website feedback tool implemented</p>	<p>March 2009</p>	<p>RIDE Data & Technology Support Officer</p>
	<p>Encourage carers to participate in an evaluation process regarding the annual information expo</p>	<p>Evaluation forms to be included as part of the handout of information to all expo participants</p> <p>Evaluation booths to be established towards the end of the expo to allow participants to complete a verbal evaluation</p> <p>An evaluation tree to be established in the foyer area of the expo for people to write comments and feedback</p>	<p>March 2009</p>	<p>RIDE Team</p>
	<p>Annually review the EMR Respite Network through the dissemination of evaluation forms to participants</p>	<p>Evaluation forms to be e-mailed to all individuals listed on the RIDE mailing list</p>	<p>February 2009</p> <p>Annual</p>	<p>RIDE Project Officer</p>
	<p>Implement a feedback mechanism for all phone calls received via the 1300 respite information line</p>	<p>Verbal feedback sought from callers at the end of each conversation and documented appropriately</p>	<p>Process implemented January 2009</p> <p>Ongoing</p>	<p>RIDE Intake & Information Officer</p>

Continued

Goal 4: To evaluate the effectiveness of the RIDE program in providing information within the Eastern Metropolitan Region (EMR)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
	Implement quarterly "Quality Circles" focus groups seeking feedback regarding the RIDE program and the respite sector	Calendar of feedback sessions to be distributed to carers who are invited to attend sessions at their convenience	Quarterly	RIDE Project Officer
	Encourage participants to complete an evaluation form regarding information/education sessions run by the RIDE program	Evaluation forms available for all participants of information sessions Participants added to a mailing list of carers who are invited to attend "Quality Circles" sessions throughout the year	Ongoing Mailing list developed March 2009	RIDE Project Officer RIDE Intake & Information Officer
	Implementation of a RIDE Advisory Committee to guide and advise future program directions	Meetings held three times per year to track progress against the Strategic Operations Plan	Meetings: February 2009 July 2009 December 2009	RIDE Team
	Completion of an annual evaluation report	Report distributed to DHS, members of the Advisory Committee and interested parties	December 2009	RIDE Project Officer

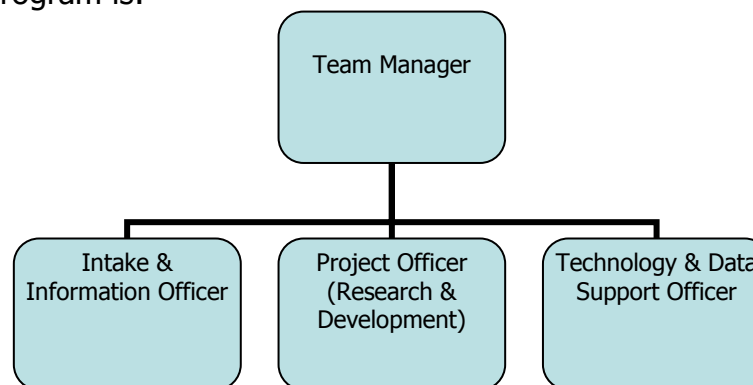
Respite Information and Development in the East (RIDE) Strategic Operations Plan – 2009

Background

The RIDE program was established in 2004 as a mechanism to develop capacity for enhanced responsiveness within the respite sector and to provide a broader systemic view to service providers, carers and the mainstream community. The objectives of the program are:

- ◆ To provide a central point of contact for carers of people with a disability and service providers to obtain information on respite and carer support in the Eastern Metropolitan Region (EMR)
- ◆ To work with the Department of Human Services (DHS) EMR to identify service gaps and trends in respite
- ◆ To develop functional and collaborative partnerships with respite providers, funding bodies, carers and local communities in the EMR to ensure information is shared effectively
- ◆ To develop mechanisms for the dissemination of respite information which takes into account individuals, communities, service providers and funding agencies needs and to ensure information is presented in a coordinated, timely and accessible manner
- ◆ To undertake research and analysis of the issues, trends and service gaps in respite in the EMR
- ◆ To work proactively to identify and address issues within the respite sector, in collaboration with other key stakeholders

The current staffing structure of the RIDE program is:



Key Achievements

Since its inception, the RIDE program has achieved a number of key objectives in providing support and information to the respite sector. These achievements include:

- ◆ A Community Mapping Report that was completed in 2005
- ◆ The development and maintenance of the RIDE website – www.respiteeast.org.au
- ◆ The establishment and implementation of an annual Carer's Forum
- ◆ Establishment and ongoing coordination of the EMR Respite Network
- ◆ The establishment and operation of the information phone line – 1300 886 798

Mission

The RIDE program exists:

- ◆ To develop and maintain expertise regarding respite within the Eastern Metropolitan Region (EMR) and provide accurate and relevant information to people with a disability, carers, service providers and the wider community about funded and community based respite options.
- ◆ To take a lead role in the development of partnerships with regional service providers, funding bodies and local communities, to enhance connectedness across the respite sector and to inform and advise the development of innovative and responsive respite models that operate within individualized planning and support principles.

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>1.1 To build relationships with respite providers in the EMR</p>	<p>Schedule of meetings with all respite providers in the EMR to introduce the new team and share information regarding services and promotional opportunities.</p>	<p>Meet with eight providers per month</p> <p>Mailing list reviewed on a monthly basis to ensure it is accurate</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>RIDE Project Officer</p> <p>RIDE Intake & Information Officer</p>
	<p>Participation in advisory and steering committees as requested by service providers to provide information and advice regarding the development of innovative service models and programs.</p>	<p>Attendance and participation in advisory/steering committees</p>	<p>As requested</p>	<p>RIDE Project Officer</p>
	<p>Attendance at all key regional network meetings, taking an active role in formulating agendas and participation at meetings and working groups</p>	<p>Attendance at all relevant regional networks</p>	<p>Ongoing</p>	<p>RIDE Project Officer & RIDE Intake & Information Officer</p>
	<p>Continued coordination of the EMR Respite Network Meeting, ensuring the network is dynamic and relevant to all key respite service providers in the region</p>	<p>Review of the Terms of Reference to reflect current participation</p>	<p>March 2009</p>	<p>RIDE Project Officer</p>
		<p>Well attended network meetings with a range of participants</p>	<p>Quarterly</p>	<p>RIDE Project Officer & RIDE Intake & Information Officer</p>

Continued

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
1.2 To provide up-to-date resources internally to the RIDE program and externally to key stakeholders	Development of a Resource Guide	Resource Guide available in a number of formats: <ul style="list-style-type: none"> ◆ Website ◆ Electronic download ◆ Printed copy (including easy to understand English) 	March 2009 (printed copy June 2009)	RIDE Intake & Information Officer
	Up-to-date resource system	Filing system created and updated on a quarterly basis with brochures available for internal use and sent out to consumers as required	System created March 2009 Quarterly	RIDE Intake & Information Officer
	Streamlined e-mail distribution of information (incoming and outgoing)	RIDE infocasts sent on a weekly basis RIDE e-mails forwarded to the sector with relevant information on a regular basis	Ongoing Ongoing	RIDE Data & Technology Support Officer RIDE Project Officer & RIDE Intake & Information Officer
	Review and maintenance of the RIDE website (www.respiteeast.org.au)	Review of website Website updated monthly to ensure accurate information is available	March 2009 Ongoing	RIDE Data & Technology Support Officer

Continued

Goal 1: To re-focus and re-establish RIDE as a key source of respite information in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>1.3 To update the existing community mapping report to reflect current and projected regional demographics, cultural and linguistic diversity, future population trends and existing and future respite services within the region so that key stakeholders can use this information when reviewing and/or developing services</p>	<p>Undertake research using appropriate resources including the Australian Bureau of Statistics, Local Government Reports & the Australian Institute of Health and Welfare and gather information regarding available respite from funded service providers and community organizations</p>	<p>Community Mapping updated on an annual basis and a report presented to DHS and service providers in the Eastern Region</p>	<p>December 2009</p>	<p>RIDE Project Officer</p>

Goal 2: To provide information and education regarding respite services in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
2.1 To provide information to the sector regarding the development and availability of respite support, both disability funded and community based.	Undertake an annual information expo	Information expo held annually	March 2009	RIDE Team
	Provide information sessions to carer groups, community groups, schools and service providers regarding respite, community based support and the RIDE program	Calendar of events of sessions to be held across the region and with different focus groups.	Ongoing	RIDE Project Officer
	Development of a Resource Guide	Resource Guide available in a number of formats: ◆ Website ◆ Electronic download ◆ Printed copy	March 2009 (printed copy June 2009)	RIDE Intake & Information Officer
	Review and maintenance of the RIDE website (www.respiteeast.org.au)	Review of website Website updated monthly to ensure accurate information is available	March 2009 Ongoing	RIDE Data & Technology Support Officer
	Availability of the 1300 respite information line including timely responses to calls and queries	Register of all calls to the 1300 information line	Ongoing	RIDE Intake & Information Officer

Continued

Goal 2: To provide information and education regarding respite services in the Eastern Metropolitan Region (EMR)				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
2.2 To collate and disseminate information regarding respite trends and initiatives	To collate information regarding service trends including service capacity, availability and target group requirements	Statistics available for key stakeholders as required	Quarterly	RIDE Project Officer RIDE Intake & Information Officer
	Participation in DHS led consultations with the community and with service providers regarding trends and initiatives	Participation as requested in regional consultations	As requested	RIDE Team Manager RIDE Project Officer
	Undertaking presentations that incorporate information about respite trends and initiatives	Presentations to service providers, carer groups and local communities as requested	As requested	RIDE Project Officer
	Use of the website to disseminate information regarding trends and initiatives	Information included on the website, weekly infocasts and broad email distributions	Ongoing	RIDE Information and Intake Officer & RIDE Data and Technology Support Officer
	Use of the EMR Respite Network to disseminate information regarding trends and initiatives	DHS to remain a standing agenda item at all EMR Respite Network Meetings	Quarterly	RIDE Project Officer

Goal 3: To take a lead role in the development of partnerships between key stakeholders that promote information sharing, best practice and innovative service models

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
3.1 To provide leadership within the sector regarding the development of key partnerships and the dissemination of information	Promoting connectedness across the sector by leading key partnership projects and information sharing opportunities	Participation in key partnership projects (eg Regional Facility Based Respite Working Group)	Ongoing	RIDE Team Manager RIDE Project Officer
	Researching and presenting national and international models of respite implementing an individualized approach	Research reports made available to respite service providers across the sector	Ongoing	RIDE Project Officer
	Researching innovative models of support within Victoria and promoting partnerships to share best practice	Documenting best practice and encouraging the sharing of information between providers	Ongoing	RIDE Project Officer

Goal 4: To evaluate the effectiveness of the RIDE program in providing information within the Eastern Metropolitan Region (EMR)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>4.1 To provide consistent opportunities for feedback regarding the RIDE program as a service and resource</p>	<p>Implement a website feedback mechanism (include investigation into website chatroom feature)</p>	<p>Review of website Website feedback tool implemented</p>	<p>March 2009</p>	<p>RIDE Data & Technology Support Officer</p>
	<p>Encourage carers to participate in an evaluation process regarding the annual information expo</p>	<p>Evaluation forms to be included as part of the handout of information to all expo participants Evaluation booths to be established towards the end of the expo to allow participants to complete a verbal evaluation An evaluation tree to be established in the foyer area of the expo for people to write comments and feedback</p>	<p>March 2009</p>	<p>RIDE Team</p>
	<p>Annually review the EMR Respite Network through the dissemination of evaluation forms to participants</p>	<p>Evaluation forms to be e-mailed to all individuals listed on the RIDE mailing list</p>	<p>February 2009 Annual</p>	<p>RIDE Project Officer</p>
	<p>Implement a feedback mechanism for all phone calls received via the 1300 respite information line</p>	<p>Verbal feedback sought from callers at the end of each conversation and documented appropriately</p>	<p>Process implemented January 2009 Ongoing</p>	<p>RIDE Intake & Information Officer</p>

Continued

Goal 4: To evaluate the effectiveness of the RIDE program in providing information within the Eastern Metropolitan Region (EMR)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
	Implement quarterly "Quality Circles" focus groups seeking feedback regarding the RIDE program and the respite sector	Calendar of feedback sessions to be distributed to carers who are invited to attend sessions at their convenience	Quarterly	RIDE Project Officer
	Encourage participants to complete an evaluation form regarding information/education sessions run by the RIDE program	Evaluation forms available for all participants of information sessions Participants added to a mailing list of carers who are invited to attend "Quality Circles" sessions throughout the year	Ongoing Mailing list developed March 2009	RIDE Project Officer RIDE Intake & Information Officer
	Implementation of a RIDE Advisory Committee to guide and advise future program directions	Meetings held three times per year to track progress against the Strategic Operations Plan	Meetings: February 2009 July 2009 December 2009	RIDE Team
	Completion of an annual evaluation report	Report distributed to DHS, members of the Advisory Committee and interested parties	December 2009	RIDE Project Officer