

Respite Information and Development in the East (RIDE) Strategic Operational Plan – 2010

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 and outcomes.
- ◆ To take a lead role in the development of partnerships with and between 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 self directed planning principles and individualized funding guidelines.

Summary of 2009

The RIDE program in 2009 worked to re-establish itself as a primary resource to the sector regarding respite options and outcomes in the Eastern Region. The program worked to re-build relationships with other disability funded respite providers as well as establish relationships with community based generic programs to build a greater variety of services on offer that may be able to offer a respite outcome to people with a disability and their family/carer.

Some of the key achievements in 2009 were:

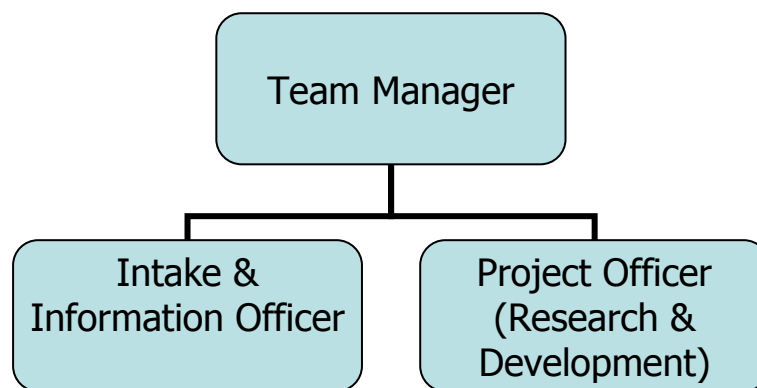
- ◆ Re-establishment of relationships with funded and generic service providers through
 - Regular opportunities to meet to discuss current service options, innovations and availability
 - Provision of information sessions regarding respite options and outcomes across the region
 - Partaking in promotional opportunities across the region (including networks, expos, steering committees and forums)
- ◆ The establishment of the RIDE Advisory Committee to ensure that the sector was committed to the role undertaken by RIDE and able to provide input and feedback into the directions being undertaken
- ◆ Re-invigoration of networking and information sharing opportunities through
 - EMR Disability Respite Network (including introducing an annual evaluation component)
 - Establishment of the Facility Based Respite Sub-committee
 - Re-invigoration of the annual carers forum
 - Attendance at all relevant regional networks
- ◆ Connecting with carers across the Eastern Region to document their feedback and suggestions
- ◆ Updating and re-launch of the EMR Respite Resource Guide in both a hard copy and downloadable version
- ◆ Review and updating of the Respite East website to make it more user-friendly and in line with the DHS Respite Online project

Core Business

RIDE has a number of tasks that it undertakes as its core business across the year. These tasks will continue but will not be included as part of the operational plan. These include:

- Operation of the RIDE Information Line (1300 886 798)
- Updating and maintenance of the Respite East website, including the updating of the Respite Finder function on a regular basis and ensuring ongoing compliance with the DHS Respite On Line project
- Regular updating of the EMR Respite Resource Guide (including an updated printed version of the guide every 2 years)
- The annual Disability Respite Information Expo (previously known as the Carers Forum)
- RIDE Advisory Committee to ensure sector involvement in the ongoing direction of the RIDE Program
- Regular presentations and education sessions to carers, community and other service providers regarding respite and capacity building to meet the needs of people with a disability.

The 2010 staffing structure of the RIDE program is:



Evaluation and feedback

RIDE will continue to endeavour to receive feedback about the service provided. This will occur using a number of methods:

- Annual review of the EMR Disability Respite Network. Surveys will be distributed to the members of the RIDE mailing list.
- A feedback form to be distributed to every person attending a RIDE information session.
- Evaluation forms to be distributed to all people attending the Disability Respite Expo – parents/carers and respite service providers. Also seek informal feedback through an evaluation tree where people can leave thoughts and comments.
- Explore options to introduce a website feedback tool that actively seeks feedback from people accessing the website.
- Completion of an annual evaluation information sheet to be distributed to EMR respite sector and parents/carers.

Goal 1: Regional Project – Investigating the respite needs of people with a disability and their families/carers transitioning from children’s to adult respite services (16 years +)

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
<p>Undertake a research project in partnership with funded disability respite providers, community based service providers and carers of people with a disability to identify issues faced by carers when supporting a person transitioning from children’s to adult respite options</p>	<p>Work in partnership with key Disability Funded Respite Service providers to investigate the challenges faced by people with disabilities and their carers when transitioning from children’s to adult respite options (including service models and referral processes)</p>	<ul style="list-style-type: none"> • Identify the difference between the availability of children’s respite services (6 to 18 years) to adult services (18 to 64 years) in the EMR. • Complete a research report for the EMR respite sector. • Clearly articulated planning processes and referral pathways for individuals reaching this transition phase 	<p>Dec 2010</p>	<p>RIDE Project Officer</p>
	<p>Engage a number of families/carers of people with disabilities aged 16 years and 19-22 years to encapsulate the issues faced moving into the transition phase and once the transition phase has occurred.</p>			
	<p>Explore literature available on the transition of people from children’s to adult respite services.</p>			

Goal 2: To research national and international models of service provision and trends in practice that promote self directed planning principles for the provision of respite services.

Strategies	Initiatives	Measures	Timelines	Person/s Responsible
Provide disability funded and community service providers with relevant and current information on innovative service models and respite options both nationally and internationally that may assist with shaping the future direction of respite options in the EMR	Undertake an analysis of national and international research re current practice, innovative service models and future directions	<ul style="list-style-type: none"> • Identify self directed planning literature reviews already available. • Adapt research to be relevant to EMR. Distribute information to service providers and upload onto the Respite East website 	Dec 2010	RIDE Project Officer
	Provide opportunities for sharing of best practice and innovative service models within EMR, statewide, nationally and internationally.	<ul style="list-style-type: none"> • Guest speakers to showcase best practice at two of the EMR Disability Network Meetings • Explore linking into Field and/or NDS to provide information sessions showcasing innovative models of self directed planning and fee for service program models. • Provide opportunity to distribute self directed planning best practice information to parents/carers. 	Dec 2010	RIDE Project Officer
	Attendance at bi-annual state respite conference or national respite conference	Sharing of information via Respite Network Meetings and Respite East Website	Dec 2010	RIDE Intake and Information Officer RIDE Project Officer

Goal 3: Support the development and collaboration of EMR respite services				
Strategies	Initiatives	Measures	Timelines	Person/s Responsible
To support EMR respite providers to collaborate to improve ease of access to services.	Engage with respite providers to develop consistent intake and medication forms to be used across the sector in the EMR.	<ul style="list-style-type: none"> • Support the process of the development of a draft intake form and draft medication form that can be used across the sector. • Development of a working party led by respite providers in the region. 	Dec 2010	RIDE Project Officer
To support the transition of provision of respite information in the Shire of Yarra Ranges from EACH back to RIDE	Liaise with EACH regarding the model of services provided over the preceding years in the Shire of Yarra Ranges and engage with the local community to promote RIDE	<ul style="list-style-type: none"> • Increase in information requests from individuals and service providers in the Shire of Yarra Ranges • Presentations and marketing undertaken in the Shire of Yarra Ranges to service providers, council, and carer groups 	September 2010	RIDE Project Officer
Increase in awareness of the RIDE program to CALD communities	Engage with ethno-specific service providers to ensure that CALD communities are aware of the RIDE program and how to access information	<ul style="list-style-type: none"> • Relationships established with ethno-specific organizations • Presentations undertaken with ethno-specific carer groups • EMR CALD statistics and demographics researched and available on the Respite East website 	December 2010	RIDE Project Officer