



Cooinda Community Care



Community Care



Warrumbungle,
New South Wales

Linkage Strategies Used:

Role Clarification



Written and Verbal Communication Pathways



Knowledge Exchange and Upskilling



Continuous Quality Improvement



Cooinda Community Care is a not-for-profit, community-owned organisation providing aged care to the population of the Warrumbungle Shire in North-West New South Wales.

The organisation provides person-centred services to residents in local towns and on rural properties with Home Care Packages and the Commonwealth Home Support Program. These customised packages support client goals and help them live independently at home.

Working in rural and remote communities presents challenges for staff accessing palliative care networks, expertise and resources. The organisation identified the need to improve linkages with other providers and partners to optimise advance care planning and palliative care decision-making. Clients and families had a limited understanding of advance care planning and end-of-life decision-making. Care outcomes may not have always aligned with client / family wishes resulting in transfer to hospital or residential care instead of receiving palliative care at home.

The ELDAC Working Together program helped Cooinda Community Care implement comprehensive end-of-life and palliative care processes for clients and staff. New collaborative relationships with organisations and individuals, and revised staff education programs also supported the organisation's revised approach.

Resources from the ELDAC Toolkits have been incorporated into the orientation process for new staff and some education modules have been added to the mandatory annual program.

"We now have an excellent education plan and program for our staff and also provide education and support for our clients, their carers and families."

"Staff report great benefits from the education and continue to complete modules of interest in end-of-life and palliative care."

A new collaborative process involving a local General Practitioner (GP), General Practice Nurse (GPN) and staff has also been implemented. This involves weekly rounds, regular documentation updates and case conferences for all clients. The Cooinda Community Care team work closely with the GP and GPN to support clients requiring in-home palliative care.

Benefits

- Stronger partnerships with organisations and individuals who can provide our team with expert advice and support.
- Clients and their families are more informed and feel more in control of their end-of-life outcomes and choices.
- The ELDAC Toolkits provide valuable resources and information to support clinical and care decision-making.
- Increased awareness of and access to online resources provide support to clients, carers and families assisting their loved one.

"Our ELDAC facilitator has been the driving force for our success and continues to be our go-to person, our wealth of knowledge and our call me anytime support."



**"given our team so much
understanding and knowledge"**

This project has given our team so much understanding and knowledge about end-of-life planning and assisting themselves, clients and families through the dying process and beyond.

I am confident the positive benefits of the project will continue with all future staff and clients of our organisation ensuring better outcomes for all involved in end-of-life care and decision-making.

The ELDAC Working Together program enabled us to enhance our working relationship with a local GP medical practice. This connection allows us to provide best practice, ongoing care to clients at home and is especially important to those clients who wish to palliate in their home environment.

Joan Robinson, Community Care Co-ordinator