

## Supporting Elders from Go to Woe – Different aspects of case management

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### Main points from 7 May 2024 Elder ECHO session

#### Formulate a care plan → Using a SEWB model

1/ Look at a problem holistically. If Aunty needs to go to Bingo/medical appointment what else needs to happen? It may not be as simple as taking Aunty. Do children need to go to school? Do we need to stop at the shops first?

2/ If multiple issues, work on the most pressing issue and fix that.

3/ If you can't directly help fix an issue **reach out to people who can**. At first you may not know who the best people are to contact but after a few months you'll know who the best contacts are in Centrelink or in Aged Care or in the different service providers. Keep having the conversation.

4/ Stick with the person and their family along the journey.

#### SEWB Case Management and your role

Sometimes it's **not always obvious what your role is** and there can sometimes be pushback from supervisors or the health service that you work for to look after multiple components of someone's wellbeing. Ultimately, if you cannot do something and you can see a need, refer on to someone who can help. Importance of shared care.

Concept of shared decision-making. Prioritise Care, Compassion and Consent

#### Take home messages

You have to use your cultural, moral and professional judgement to support Elders and their Community the best way that you can. Ultimately, on the way to work you think about what you want to achieve with a family that day and then on the drive home you reflect on whether you did your very best to support them and what else needs to be done.

It's the people who make complaints that make you the best worker. You do all you can to avoid the complaints.