

Depending on your audience's knowledge of wellness and reablement, you may wish to include the following questions and discussion points in your conversation prior to launching into the questions on the card.

What do we mean by wellness and reablement?

- Wellness and reablement are related concepts, often used together to describe an overall approach to service delivery
- They are based on the idea that, even with frailty, chronic illness or disability, most people want and are able to improve their physical, social and emotional wellbeing, to live autonomously and as independently as possible
- Wellness and reablement is an approach that builds on people's strengths and goals to promote independence and autonomy
- Evidence shows that this approach is effective in improving function, independence and quality of life for older people and younger people with disabilities
- Wellness and reablement are the cornerstone of how aged care support is provided for older Australians.

What is the difference between wellness and reablement?

- Wellness is an overall approach when working with all people who access services
- Reablement is a short term/time limited (around 12 weeks) approach aimed at assisting people to achieve their goals and maximise their independence.

Who might benefit from this approach?

- All consumers accessing services have the potential to benefit from a wellness and reablement approach
- The approach should be tailored to each individual based on their strengths, goals and interests.



Facilitator guide

Question 1

What did the consumer identify as important to them?

Discussion prompts

- What did they share?
- What were their goals?

Question 2

What was a key message you took from the story?

Discussion prompts

- What resonated with you?
- What did you stop and think about?
- What is the case study a good example of?

Points to consider

- Consumers can achieve their goals, sometimes with support
- When tasks are broken down, they become more achievable
- Socialisation is an important motivator for many people
- Often the barriers people face can be overcome with support.

Question 3

How did/could the approach impact this consumer?

Discussion prompts

- What outcomes did/could the consumer achieve?
- What did/could this approach lead to for this consumer?

Question 4

What are the benefits of a wellness and reablement approach?

Discussion prompts

- How might this approach positively impact the consumer?
- What gains are made?

Points to consider

- Increased confidence
- Social interaction
- Monitoring how the consumer is managing
- Flexibility to adapt the program as needed
- Improved sense of purpose, autonomy and self-worth
- Improved physical and emotional health and wellbeing
- Increased ability to remain living in own home
- Greater quality of life
- Retention of pride and dignity
- Reduced strain on family and carer relationships
- Improved connection with community
- Reduction in service delivery needs.

Question 5

How does your service demonstrate it understands, responds to and is sensitive to consumers preferences?

Discussion prompts

- What processes are used?
- How is feedback handled?

Points to consider

- Identify needs
- Discuss preferences
- Enable consumers to make choices about their care
- Develop care plan in partnership with the consumer
- Consumer satisfaction
- Respond to complaints and incidents in a timely manner
- Use of open disclosure
- Where possible, matches consumer needs with staff skills.

Question 6

What opportunities can you identify to potentially build the consumer's independence further?

Discussion prompts

- Is there anything else the consumer has identified they may wish to achieve?
- Are there other areas you might suggest to the consumer?

Question 7

How did/might the organisation approach the need to mitigate risk to the consumer, the workforce and others, while supporting the consumer's preferences?

Discussion prompts

- What risks can you identify?
- What steps were or could be taken to minimise the impact?

Question 8

What opportunities exist for you to reflect on and strengthen your practice and approach with clients?

Discussion prompts

- What opportunities are available in your workplace?
- What can you personally do in addition to these?

Points to consider

- Supervision
- Peer learning and discussion
- Training
- Personal development
- Reading and seeking knowledge
- Team meetings
- Policy and procedure development and reviews.

Resources

Sector Development Team Grampians Region

<https://csdgrampians.org.au/wellness-and-reablement>

A toolkit for embedding wellness and reablement into your organisation

<https://www.health.gov.au/resources/publications/toolkit-for-embedding-wellness-and-reablement-into-your-organisation>

Principles of wellness and reablement

<https://www.health.gov.au/resources/publications/principles-of-wellness-and-reablement>

A practical guide for embedding wellness and reablement into service delivery

<https://www.health.gov.au/resources/publications/practical-guide-for-embedding-wellness-and-reablement-into-service-delivery>

Living well at home: CHSP good practice guide

<https://www.health.gov.au/resources/publications/living-well-at-home-chsp-good-practice-guide>

Reablement Community of Practice

<https://www.more-good-days.com.au>

Reablement in Practice - Frequently Asked Questions

<https://csdgrampians.org.au/wp-content/uploads/2022/08/ReablementInPractice-Version-1.1-Final.pdf>

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