

Community Care (Northern Beaches) Inc. Research and Development Agenda

Scope

CCNB is interested in developing and participating in research, community development and evaluation activities relating to issues which impact on older people, people with disabilities, people with dementia and carers living in Northern Sydney.

Focus Areas

Activities that facilitate equitable community access, engagement, and participation, with a focus on marginalized groups.

Activities that promote and enable wellbeing, active ageing and individual autonomy.

Activities based on the development and implementation of quality, evidence based practice and innovation in community care service provision.

Activities that support the development of a sustainable system of care in the community.

Community Development

CCNB aims to engage in activities which maintain, develop and strengthen people's capacity to be active members in their communities. We also aim to acknowledge and support the dynamic interactions between various communities to increase access to community resources and develop inclusive social systems. Our activities focus on 4 major principles:

- That local connectedness and engagement is the central element for quality community-based development opportunities;
- That grass-roots consultation is fundamental to our capacity to meet specific community and individual needs;
- That collaborative partnerships to meet agreed community goals can be more effective than any single organizational approach; and,
- That individuals and communities hold the knowledge relating to their own needs and solutions to address these needs, and that any attempt to address issues in the absence of this knowledge will be ineffective.

Current community development activities include:

- Staff membership of a range of Boards, Advisory Committees and Working Parties which work to address issues of inequity and access;
- Implementation of group based activities for people who are socially isolated;
- The activities of the CCNB Access Working Party;
- Provision of case management training and mentoring to remote Aboriginal Services;
- Provision of Cultural Competency training to CCNB Case Management and Management Staff;
- Presentation on areas of organizational interest at various conferences and forums;
- The development and provision of training packages and workshops on case management.

Previous community development activities have included:

- The Carers' Photovoice Project.

Evaluation

CCNB is committed to ongoing evaluation to improve the quality, accessibility and effectiveness of the services we provide. Our evaluation activities are primarily organizationally focused, in addition to our involvement in broader evaluation initiatives in partnership with other organisations and institutions. Our activities focus on 5 major principles:

- That the key focus of all evaluation activities is on improving client outcomes;
- That evaluation activities assess the satisfaction of our clients, staff and other stakeholders in relation to the work that we do, and the services that we provide;
- That our models of service delivery are effective, while also ensuring that they maximize the efficiency of public funding;
- That evaluation activities are inextricably linked to practice based research activities, and that our conduct of each reflects this relationship; and,
- That evaluation outcomes should form the basis of project and organizational development activities.

Current evaluation activities include:

- Bi-annual internal Project Evaluations;
- Bi-annual Client Surveys;
- Bi-annual Client Interviews/Focus Groups;
- Annual Staff Organisational Culture Surveys.

Research

CCNB leads and participates in a range of research activities. The organization's research interests focus on practice based research projects that have direct impact on supporting the needs of the clients and communities with whom we work. Our research activities reflect our evaluation and community development vision and aim to contribute to improving what we do; as an organization and as a community care sector. Our research activities focus on five major principles:

- That practice based research is a vital component of evaluation and ongoing quality improvement;
- That wherever possible, research activities should be about 'research with' rather than 'research on' individuals and communities;
- That best practice is evidence based;
- That research collaborations building on the strengths and knowledge of various stakeholders, rather than duplicating other research activities, foster collective engagement and commitment to the research agenda;
- That research should be conducted in a way that ensures that both qualitative and quantitative, subjective and objective elements are addressed.

Current research activities include:

- Case Management Collaboration: Innovation in community and short term, transitional and long-term care. A research project conducted in collaboration with Macquarie University.

Previous research activities have included:

- CALD and ATSI Inclusive HACC Service Models for People with Younger Onset Dementia and People with Dementia and Behaviours of Concern. A research project funded by the Department of Ageing, Disability and Home Care;
- Streamlined Referral and Early Intervention Project. A project focused on dementia service provision in Northern Sydney, funded by the Department of Health and Ageing Under the Community Support Grants Scheme.