



Protocols for

Campaspe Farm Gate Program

June 2009

Version 2

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1. Purpose of the Farm Gate Program

Farm Gate is essentially an assertive outreach model that aims to engage with farmers and community members and offer support. It also aims to improve service access and navigation for drought-affected individuals and businesses.

2. Rationale for the Farm Gate Program

Planners and service delivery agencies are well aware that a lack of social cohesion, withdrawal from community and social activities, and an increasing level of community concern, are common responses to the ongoing drought. Shire documents note significant stresses for local farmers, with increases in farm families requiring emergency food and other relief, whilst acknowledging that local drought-affected people have been reluctant to access relevant supports, due to stoicism and feelings of isolation. Together, the combination of negative economic impacts, limited employment opportunities, the loss of young people, and erosion of community resilience, have impacted significantly on the drought-affected local communities – so that sustainable communities have become a key focus in Campaspe.

With a strong desire for ‘getting on and doing something’ local practitioners listened to their community and used available resources to put ideas into action. The PCP and local government demonstrated leadership by building on and adding value to existing planning and service delivery platforms.

Rural drought affected people are often seen as reluctant to seek counselling support despite experiencing major emotional stress, at times resulting in suicide. Traditional counselling approaches have struggled to engage this population. The current drought has caused unprecedented stress on rural communities because of its length, severity and the underlying context of rapid social and economic changes.

3. Context of the Farm Gate Program

The Campaspe Farm Gate project and pathway was established to improve service navigation and access to governmental support services for local drought-affected farmers and businesses. Partnering agencies commenced roll-out of this assertive outreach model from late 2006.

The service delivery model is grounded in values of effective engagement, based on agency staff legitimacy, and provision of support that was non-threatening, non-judgemental, genuine and useful. The model includes four key stages designed to result in improved service access and navigation.



4. Why we have Farm Gate Program Protocols

These protocols have been developed to:

- provide drought support workers with written guidelines to follow when implementing the Farm Gate Program
- inform Campaspe Shire Residents about the Farm Gate Program and what they can expect during a home/workplace visit.

It is important for drought support workers to know exactly what their roles and responsibilities are, what they can offer in relation to direct support, and when they must defer to other more specialised providers.

It is important that residents are aware of what they can expect from a visit. It is particularly important for them to know that information imparted by them during the course of a visit or telephone call will be regarded as being strictly confidential, that drought support workers will not take action unless given permission to do so by resident(s), and that if residents do not wish to be visited, they have the right to say so, and that their wishes will be respected.

It is also important that residents be aware that drought support workers are unable to provide specific specialist advice and may need to refer residents on to other organisations. In this instance, they will provide the resident with contact details or, if given written permission to do so, will contact the appropriate organisation/body on behalf of the resident. Working in small communities may also mean that workers know who they are visiting on a personal level – where this is the case – workers must offer the visitee the option of having another worker conduct the visit.

5. Strategies and Practice

5.1 Organising farm gate visits

Before commencing farm gate visits

The Farm Gate model is applied by visiting farms in a team of two workers, one with practical knowledge and one with psychosocial support knowledge and skills. It is therefore important to have met and be familiar with, your team worker prior to making farm visits. It is advised that workers should meet and discuss working styles, strengths and weaknesses before making any cold calls. It is also advised that new workers should 'buddy' with an experienced farm gate/drought support worker.

The experienced worker shall mentor the new worker; ensure they have read and agreed to this protocols document; discuss and agree on communication strategies; and discuss the practicalities of lunch or adequate breaks between visits.

Farm gate visits by appointment

Residents of Campaspe Shire may contact any of the Drought Support workers (refer to appendix 1) at any time during business hours to organise a home/farm gate visit. It is not necessary that residents wait until visits to a particular area are scheduled and advertised.

Scheduling farm gate visits

Campaspe Shire will be divided up into sections, each section equating to the number of homes drought support workers believe they can visit in one day.

Informing residents that farm gate visits will be conducted

Prior to home visits being conducted in a particular section or sections of the Shire, Drought support workers will advertise in relevant local newspapers to inform residents of the particular area being visited and the timeframe during which visits will be conducted.

Each advertisement will request those residents who will not be at home during the proposed visiting times but who would like drought support workers to visit to contact them to arrange another time for a visit. Any persons who do not wish to be visited will

likewise be requested to telephone the Drought support workers listed in the article to make their wishes known.

5.2 Conducting farm gate visits

Drought support workers will conduct the visits by driving down all the roads in the specified section(s) of the Shire, calling at every house along the way (except for the houses of residents who have specifically requested that they not be visited).

Visits will be conducted in pairs. This will be a composition of the above mentioned partners.

The amount of time spent at each location will vary according to the requirements of the resident(s). If, however, residents are too busy or do not wish to spend time talking with drought support workers, the drought support workers will respect that wish and will move on to the next house/farm, leaving a resource kit if requested to do so.

If residents are not at home, drought support workers will leave a resource kit which will include contact details to enable residents to reschedule a visit at a later date if they wish.

Roles and responsibilities of drought support workers during farm gate visits

The role of drought support workers is to:

- Identify requirements
- Provide information on relevant support services
- Build a rapport and provide contact details to enable further contact if required.

Drought support workers will:

- Introduce themselves
- Wear their organisation name badge
- Explain their role in relation to the Farm Gate Program/Drought Response and Recovery Plan
- Be matter of fact and practical in asking questions to determine level of awareness of support services available and needs. Example questions may include:
 - Are you on EC?
 - Have you applied for the interest rate subsidy?
 - Have you had any contact with a Rural Financial Counsellor?
 - How are you travelling (personally)?
- Determine whether needs require further action and whether residents would prefer to carry out these actions themselves or whether they would appreciate assistance (refer to Appendix 3: Record of Actions Calling Sheet).
- Offer to refer residents to relevant services
- If the resident does wish the drought support worker to refer them to another service, request that the resident(s) fill out a confidential referral form (copy attached) giving the drought support workers permission to do so
- Answer any questions residents may have and encourage them to make contact if they have questions or concerns
- If required, leave resource material for residents' information.

Needs identification

During the cold-call visit, the workers undertake needs identification through conversation and engagement (observation, empathetic questioning). Needs

identification is conducted informally, as well as formally where appropriate. Informal assessment involves observation (ie. lay of the land, evidence of neighbourhood networking), intelligence (ie. links to DPI), and direct 'check-in' (ie. 'How are you/your family travelling?') Resources used in informal assessment include the wisdom and experience of the drought workers, and the PCP Service Coordination Protocols. Determining whether identified needs require further action is conducted in a non-stigmatising manner. Where appropriate, and with the consent of the individual, formal assessment of psychological needs may also be conducted. This involves application of K-10 tool and clinical assessment, and referral where appropriate.

Supporting Resources:

Service Coordination Tool Template forms

DHS Your Information It's Private sheet/brochure

www.betterhealth.vic.gov.au

www.connectingcare.com

Confidentiality

It is the right of all residents to expect that information and support given remains **strictly confidential**. We recognise that there are legal and ethical responsibilities to ensure that the principle of confidentiality is known and strictly adhered to.

Drought support workers will maintain strict confidentiality with regard to information exchanged in providing the Farm Gate service.

All drought support workers will ensure that:

- personal details provided to them for the purpose of the task at hand are kept in a secure location
- they do not refer to residents visited by surname, or by any other identifying information. Surnames and any other identifying information will not be used in any case discussions, staff or committee meetings.
- they do not discuss or refer to cases, past or present, with any persons other than their fellow drought support staff who are also involved in making visits.

Please note: Limits to confidentiality exist when a drought support worker makes an assessment that the health or safety of a person is at risk.

Counselling while conducting farm gate visits

Drought support workers who are not also qualified counsellors will not exceed their role by offering any form of counselling.

Counselling requires considerable training to ensure effective intervention and also carries with it considerable liability. While skills in communication and active listening are essential for drought support workers, drought support workers who are not qualified counsellors will leave counselling to qualified counsellors.

If a resident exhibits considerable stress or emotional turmoil, drought support workers will listen and support that resident, then refer the resident to a qualified counsellor or ask for permission to make an appointment on behalf of the resident with a qualified counsellor.

Specific legal, financial or technical advice

Drought support workers are not qualified to provide legal, financial or technical advice; therefore they will not provide specific advice on these topics. All legal and financial matters will be referred to qualified legal and financial practitioners.

Transport during farm gate visits

Drought support staff will not provide transport to others in the course of conducting their duties.

Personal Safety of drought support workers during farm gate visits

While it is not expected that drought support workers will be hurt while conducting their duties, drought support workers must be mindful of personal safety when conducting farm gate visits.

Drought support workers are recommended to adhere to the following safety procedure at all times:

- Drought support workers are not to make farm gate visits on their own. Visits must always be made in pairs
- Drought support workers are not to enter premises with an unrestrained dog
- If at any time a drought support worker feels uncomfortable, unsafe or threatened during a visit, they are to politely leave. The drought support worker always has the right to refuse to make a visit
- Drought support workers should not give out home telephone numbers or addresses
- Drought support staff should keep their mobile telephones on during a farm gate visit. The phone should have an emergency number programmed into it
- Drought support workers should park their car in the direction needed to leave, and carry car keys for ease of entry
- When arranging one-off farm gate visits, drought support workers should:
 - inform supervisors of where they are going (always respecting client confidentiality) and when they are expecting to return.
 - Make arrangements to call a safety person or have them call if the drought support worker has not made contact by the pre-arranged time.
 - Leave the address of the location of the visit in a sealed envelope in order for the safety person to provide this information to the police if required.
- If necessary workers should ring the office to notify of any change of movements or completion of appointments for the day.
- If there is a situation of serious and imminent danger, drought support workers should leave the premises immediately and contact the Police via the 000 emergency number.

5.3 Drought support worker self care

The health and safety of drought support workers is highly valued by their employing organisations. From time to time, drought support workers may experience the need for a short break from farm gate visiting. This is acceptable and will be supported by the program.

It is the drought support worker's responsibility to themselves, their employing organisations and the people they support to ensure they have adequate time for rest, recuperation and non-visit activity.

If drought support workers experience trauma due to their involvement in the support of drought-affected families, they may require counselling or additional emotional support. This does not indicate that they are unsuitable as drought support staff.

Debriefing for drought support staff conducting farm gate visits is essential. In situations where a drought support worker is experiencing stress, the drought support worker should contact his or her supervisor/manager or a fellow worker. The supervisor/manager will arrange a debriefing as soon as possible after incidents causing stress and will ensure that adequate and appropriate emotional support is made available for the drought support worker. The matter will be treated confidentially. All Drought support workers should undertake regular debriefing as well as critical incident debriefing.

5.4 Farm Gate Program Referrals, Feedback and Follow-up

Consent to provide follow-up of service access is also requested by workers. Organisation practice and procedures for feedback and follow-up is to be applied.

Once a farm visit has been conducted, drought support workers will take an assertive role in referrals by:

1. Contact the organisations they have been authorised to contact on behalf of residents
2. Follow-up with a telephone call to the resident to let them know that the referral has been made on their behalf
3. Ask if any further assistance is required.

Provision of referrals

A key focus of the Farm Gate model is 'assertive' referral. Wherever possible, identified needs are met with an appropriate link to a practical support. During the visit information about relevant support services is discussed. Following consent, the Shire of Campaspe Referral Form is utilised to link individuals to counselling, rural financial counselling, Centrelink, Department of Primary Industries, welfare, field officers and so forth. The drought workers endeavour to break down assistance to 'manageable' steps that simplify the process of service access.

Supporting Resources:

Summary and Referral Information SCTT form
Shire of Campaspe Referral Form

5.5 Complex Cases

Drought support workers will refer cases that require skills beyond their capacity to an appropriate service. This is supported by the Farm Gate pathway and referral contact list.

5.6 Feedback and Evaluation

Drought support workers will provide an evaluation/ feedback form with a reply paid envelope (refer to Appendix 5) on their farm visits to encourage honest feedback about the approach. The form is optional and is de-identified for collation purposes.

Drought Support Worker Coordination

The Campaspe Drought Recovery and Support Network, facilitated by the Campaspe PCP, is a bi-monthly forum for workers involved in the implementation of the Farm Gate model. These meetings support communication and coordination of Farm Gate visits, referral, networking and supervision. Refer to Appendix 9 for the meeting schedule.

This group links into the Shire's Social Recovery Committee and the Campaspe Emergency Relief Network. This ensures trends from an individual client level as noted

by workers are discussed and fed through to inform the overall, integrated drought response across the Shire.

6. Data Recording and Collection

It is important to quantify the approach the Farm Gate model takes due to it being 'outside' the regular centre based work our health and community services organisations do.

To support this, data collection forms have been developed by the Drought Recovery and Support Network to ensure all workers have the tools to record their time spent in this Farm Gate approach. Refer to appendix 5.

From time to time the Drought Recovery and Support Network will request drought support workers to submit their data to support evaluation of the program.

7. Agreement to Implement the Campaspe Farm Gate Program Protocols

I _____ [drought support worker] **have read these Protocols and agree to accept and implement them in accordance with the conditions stated herein.**

day of

2009

Drought Support Worker [name]:

Signature:

Title:

Organisation:

Date:

Witness:

Date:

Key Drought Support Workers Within Campaspe, June 2009

Organisation	Title	Contact details
Murray-Plains Division of General Practice	Rural Support Coordinator	5482 2557 rturpin@mpdgp.com.au
Shire of Campaspe	Rural Development Officer	5851 3432 a.brennan@campaspe.vic.gov.au
Gannawarra Shire		5450 9333 colleen.scriven@gannawarra.vic.gov.au
Kyabram Community and Learning Centre	Drought and Family Support Worker	5857 0000 allannah.jenkins@kyabram.com
Rochester and Elmore District Health Services	Social Workers	5484 4465 chealth@redhs.com.au carmel@redhs.com.au
St Vincent de Paul	Support workers	5480 7621
Salvation Army	Support worker	5853 3432 John.Cartwright@aus.salvationarmy.org
Centacare	Support & Community Development workers	5438 1346 shiralee.bothe@centacare-sandhurst.org.au 5443 9577 echuca@centacare-sandhurst.org.au
GMH AgCare	Financial Counsellors	tim.watson@gmhagcare.org.au lindsay.brown@gmhagcare.org.au maryanne.black@gmhagcare.org.au 1300 834 775
Murray Dairy		5862 0533 johnb@murraydairy.com.au
Department of Primary Industries		5482 1922 mark.corrigan@dpi.vic.gov.au (Vet) Jason.Leeman@dpi.vic.gov.au
Mental Health	Echuca Community Mental Health	5480 7419 JHermans@bendigohealth.org.au
	Primary Mental Health Team	tbaker@bendigohealth.org.au
CRS Australia		5481 4220 rebecca.amy@crsaustralia.gov.au fiona.paige@crsaustralia.gov.au
Centrelink	Social Worker, Rural and Climate Change	5481 4010 emma.petersen@centrelink.gov.au kevin.holmes@centrelink.gov.au megan.mj.gray@centrelink.gov.au
	Rural Services Officer	5898 3820 matthew.van.zeyl@centrelink.gov.au
Kyabram District Health Services	Drought Support	5857 0245 landrew@kyhealth.org.au



Drought Support - Key Numbers for Assistance (Free & Confidential)

Centrelink Hotline Exceptional Circumstances Assistance Social Workers	Rural Services Officers Jason Rowe Carmel Lineham Matthew Van Zeyl	132 316 5833 4108 0428 270 952
	Megan Gray – Echuca Office	5481 4082
Rural Financial Counsellors – GMH Agcare Assessing the farm/business finances, drought options, referral to relevant services - North Central (Bendigo)	Lindsay Brown Maryanne Black Tim Watson	5851 3421 0428 232 918 5851 3426 0407 735 848 5851 3425 0427 546 652
	Ted Gretrix	5442 2424 0408 506 406
Department of Primary Industries (DPI) Offers assistance with feed & water budgets etc.	Jason Leeman Tracey Harper	5482 1922 - Echuca 5852 0500 - Kyabram
Personal Counselling Talking through issues Choose from the list Or visit your GP for a Referral to counsellor	Rochester Community Health Tongala Community Health - Loretta Andrew	5484 4465 5857 0245
	Kyabram Community & Learning Centre - Allannah Jenkins	5852 0000 0488 610 272
	Kyabram Community Health	5857 0243
	Echuca Community Health	5485 5800
	Rushworth Community House	5856 1295
St Vincent de Paul Able to provide practical support.	Echuca Kyabram Rushworth Rochester	5480 7621 5853 2473 5857 2280 5884 3584
Salvation Army Able to provide practical support and assistance	Kyabram John Cartwright	5853 1337 0438 553 829
Crisis contacts Mental Health Assistance (24 Hour access) Lifeline (24 hour access)		1300 363 788 131 114
Shire of Campaspe Information & assistance		5481 2200
Murray Plains Division of General Practice Rural Support Coordinator	Ruth Turpin	5482 2557

ALL OF THE ABOVE CONTACTS ARE FREE AND CONFIDENTIAL

As at June 2009

RECORD OF ACTIONS: CALLING SHEET FOR FARM GATE COLD CALLING

This form is to be completed by the drought support workers conducting team visits to farms to aid clear communication about what actions are required should they be required, who is responsible for each action any by when.

DATE	NAME	CONTACT DETAILS	TASK	TIME LINE	RESPONSIBILITY	DATE ACTIONED

Summary and Referral Information

To record and share a summary of the consumer's problems/issues and an initial action plan when making a referral.

<p>Consumer</p> <p>Name:</p> <p>Date of Birth: dd/mm/yyyy / /</p> <p>Sex:</p> <p>UR Number:</p> <p style="text-align: center;">or affix label here</p>

Presenting Issue(s) as Identified by Consumer:

Reason for Referral:

Description of issues as identified by the Initial Needs Identification (INI)

Current presentation/episode; presenting problem(s) – observed or described features; screening evidence:

Significant Histories/Recent and past history (medical, functional/daily living skills, social, emotional etc.):

Medications:

Other:

Summary and Referral Information

Alerts

Allergies:	
Risks: (see code sets)	Code: <input type="checkbox"/>
Additional comments including urgency:	

Produced by the Victorian Department of Human Services, 2006

This information collected by:		SRI Page 1 of 2
Name:	Position/Agency:	
Sign:	Date: dd/mm/yyyy / /	Contact number:



SHIRE OF CAMPASPE

REFERRAL FORM – CONFIDENTIAL

CONTACT DETAILS

(Please print)

Name:**Address:****Phone/Fax:****Email:****PROVIDERS**

(Please tick the box)

Centrelink:**Rural Financial Counsellors:****Personal Counsellors:****Agencies: St Vincent de Paul, Salvation Army****Department of Primary Industry:****Factory Field Officers:****Other:****APPROVAL**

I hereby give permission for my details to be passed on to the agency/ies I have selected for assistance.

Signed:**Print Name:****Witness:****REFERRAL DETAILS****Date of Referral:****Officer:****Agency:**

ADDITIONAL COMMENTS:

Please return to Alana Brennan, Rural Development Officer, Shire of Campaspe for processing.

Phone 5851 3432

Fax 5852 3249

Email a.brennan@campaspe.vic.gov.au

Mail PO Box 35 Echuca 3564.

Actions

FARM GATE EVALUATION

Please take the time to complete the Farm Gate Evaluation as it provides the Drought Support Workers with valuable feedback. Drought Support Workers aim to provide information and assistance to meet the needs of the community, so by completing this form you are assisting the delivery of a quality service.

OPTIONAL

Name:

Address:

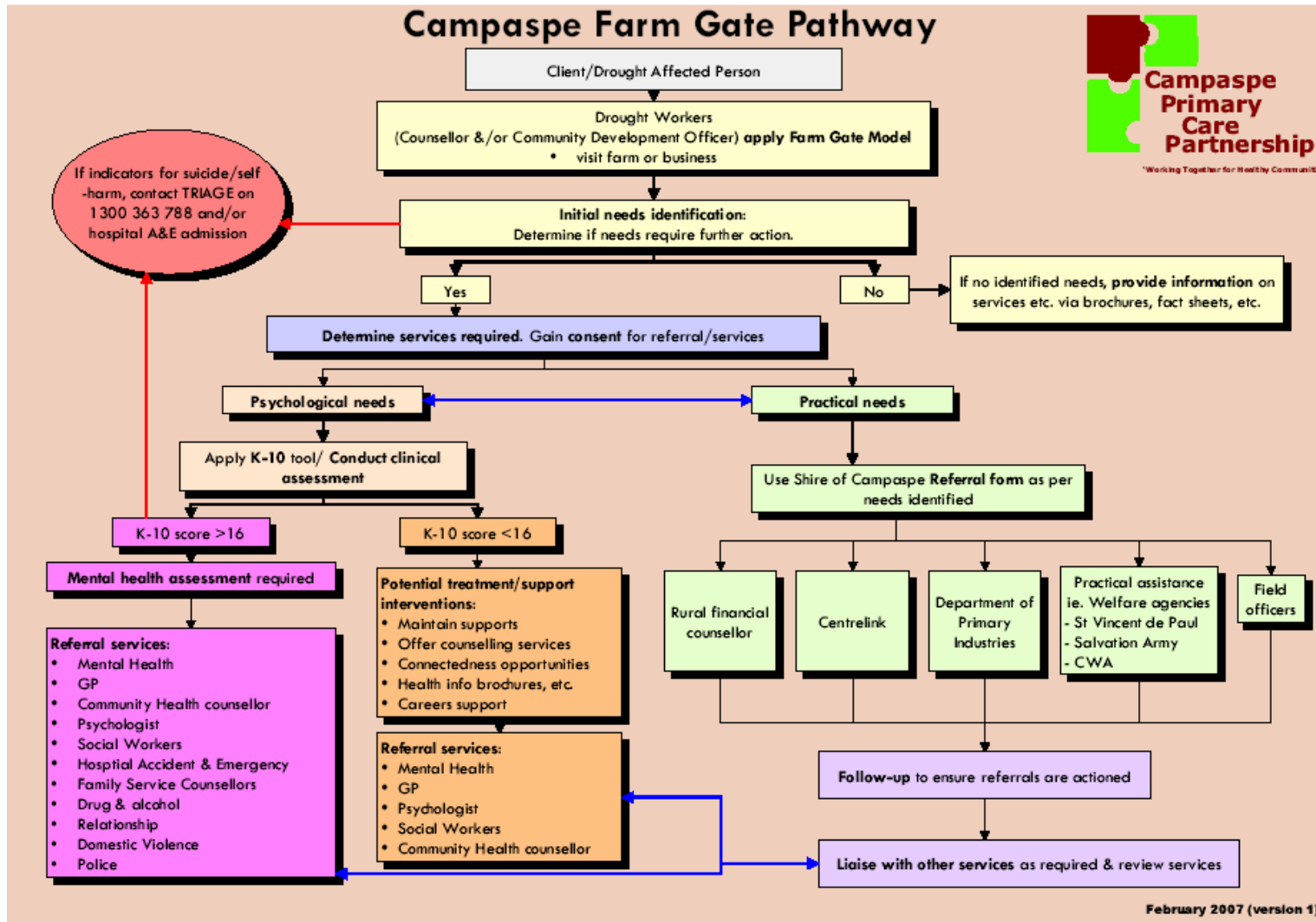
Phone Number:

Please circle your response to each statement.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Not Applicable
1. The approach was friendly and helpful.	1	2	3	4	5	0
2. The information/assistance I received was relevant.	1	2	3	4	5	0
3. I was provided with sufficient information to decide the types of services and assistance I may or may not require.	1	2	3	4	5	0
4. I benefited by finding out information/ assistance measures of which I was unaware or uncertain.	1	2	3	4	5	0
5. The Drought Support Workers seemed knowledgeable and ethical.	1	2	3	4	5	0
6. Follow up/ referrals were conducted within a reasonable time frame.	1	2	3	4	5	0
7. I support the Farm Gate approach to providing assistance.	1	2	3	4	5	0

What aspect/s of the visit did you gain the most benefit? _____

Have you suggestions about how this service could be improved? _____

Any Further comments?: _____



Drought Support Worker Checklist

Drought support workers need to ensure they meet their roles and responsibilities to implement the Farm Gate approach adequately and appropriately. This checklist is a guide to support workers in achieving their responsibilities.

1. Ensure you have read and are familiar with the Campaspe Farm Gate Protocols – sign off agreement and return to PCP office
2. Participate and attend the Campaspe Drought Recovery and Support Network
3. Liaise with other key Drought support workers to 'pair up' to conduct Farm Gate visits
4. Make sure the community is aware of your plan to visit various communities – advertise in local papers (as per protocol)
5. Take 'information packs' with you on the visit that have current information
6. Complete and track your visits on the Shire of Campaspe road map booklet
7. Advise all visit recipients about consent and privacy issues
8. Ensure that you record and agree on key tasks for the visits you make using the Record of Actions Calling Sheet
9. Complete daily data collection either in your organisation forms or by using the templates within the protocols document
10. Leave the evaluation/feedback form with a reply paid envelope for all farm gate visits



Campaspe Drought Recovery Support Network 2009 Meeting Schedule

DATE	TYPE	WHERE	TIME
Thursday 26 February	Planning Meeting	Department of Primary Industries Conference Room	9:30 am – 12:30 pm
Thursday 23 April	General Meeting	Department of Primary Industries Conference Room	2:00 pm – 3:30 pm
Thursday 25 June	General Meeting	Department of Primary Industries Conference Room	2:00 pm – 3:30 pm
Thursday 27 August	General Meeting	Department of Primary Industries Conference Room	2:00 pm – 3:30 pm
Thursday 22 October	General Meeting	Department of Primary Industries Conference Room	2:00 pm – 3:30 pm
Thursday 17 December	Christmas Lunch + General Meeting	Venue TBC	12:30 – 2:30 pm

Contact Emma Brentnall, Network convenor for further information on 5484 4489 or email emma.brentnall@campaspepcp.com.au.