Centre For Healthy Ageing

Engaging community dwelling older adults in ongoing exercise programs
UnitingCare Ageing

• CHA developed in Inner West Sydney 2002-2003

• Opened CHA Eastern Suburbs Sydney (2005)
Goal of CHA

To promote and maintain health, fitness, independence and quality of life of all people 60 years and older.

Delay the need for higher levels of care
Centre for Healthy Ageing (CHA)

• Gym based program for community clients

• Supervised by
  – Exercise Physiologists
  – Exercise Professional
  – Exercise Physiology students
Process
• GP Clearance
• Health Screen
• Functional Assessment
• Build confidence and competence
• Strength Assessment
• Reviews (3mth and 6mth, or as required)
• Waiting list
Engaging Clients

• What is it and Why?
  • Ask Google tells you that it takes 21-28 days for behaviour change to occur
  • Research reports from 66 days to over 200 days for Behaviour change to occur
  • What is important to know is that change is dependant on task (e.g. eating a piece of fruit versus 15 minute run) Lally et al. (2009)

• Number of different theory’s but questions is what suits your program/ service
Occasions of Service (growth)

- CHA West Occasions of Service Total
- CHA East Occasions of Service Total

Linear (CHA West Occasions of Service Total)
Linear (CHA East Occasions of Service Total)
# Client Demographic

<table>
<thead>
<tr>
<th><strong>Number of Clients</strong></th>
<th>&gt;700</th>
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<tbody>
<tr>
<td><strong>Average Age</strong></td>
<td>73</td>
</tr>
<tr>
<td><strong>Ave days of service</strong></td>
<td></td>
</tr>
<tr>
<td>West</td>
<td>447</td>
</tr>
<tr>
<td>East</td>
<td>673</td>
</tr>
<tr>
<td>150 of CHA have been attending for over 5 years</td>
<td></td>
</tr>
<tr>
<td><strong>Ratio male to females</strong></td>
<td>1 : 2</td>
</tr>
<tr>
<td><strong>Ave Clients per day</strong></td>
<td>82</td>
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Client Journey to assist with engagement

IA → IP

PE

Assist x 4

APR

Supervised independent

FPR

assisted
Why are they engaged?
Engaging Clients- what works for CHA?

- Client is informed
- Health screen to build rapport and develop trust
- Build confidence and competence
- Goal setting
- Environment
- Needs to be a benefit that impacts on Wellbeing
- Need to be able to sell that benefit
- Seek a commitment, take ownership
- Education- externally
How do we continue to be engaged?

- connection to organisation values and mission
- Staff engagement/ Continuity of Staff
- Structure to week
- Socially engaging
- Trust and rapport
Our Vision - All older people live the lives they choose and are honoured for their wisdom and experience as valued members of our society.
INSPIRED CARE describes UnitingCare Ageing’s person-centred approach to meeting the changing needs of our clients and residents in a holistic, compassionate way. Each person is honoured as a unique individual where services are tailored to that person’s needs.
• Taking responsibility for their own health
• Exercise message in particular strength training is more prominent
• Engaged in Organisational Vision & Values to develop culture
• Have a passion and enjoy what they do
• Patient
• Empathetic
• Willingness to listen and learn
• Continuity of staff
Confidence and Trust

- Leads to ability to have a greater voice in self management/ independence
- Walking group- bay walk
• Meeting people (client/ students/ staff) in gym, coffee
• Health promotion events
  • Ball
  • Presentations- relevant
  • Walking groups
  • Christmas Parties
• Doing something together
• Routine and structure to week
• Newsletter (monthly) – engage clients/staff
Environment

- Non threatening/ intimidating
- Specialised equipment
- Aged specific
- Music
- Web2TV — in-centre television with health messages, reminders, client photos/profiles, staff/student profiles.
Outcomes

- Provide feedback
  - Client
  - Family
  - Allied health
  - GP’s
Take home message

• Strong Organisational purpose, vision and values
• Assessment and revaluation of systems and process to ensure positive outcomes
• Continue to provide education
• Make it enjoyable in which benefits can be felt/ seen
### Contact: Nathan Hall

<table>
<thead>
<tr>
<th>Locations</th>
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<tbody>
<tr>
<td>Audrey Hawkins Community Centre</td>
</tr>
<tr>
<td>1 Glover Street</td>
</tr>
<tr>
<td>Lilyfield, NSW, 2040</td>
</tr>
<tr>
<td>Ph: 02 95569012</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>War Memorial Hospital</td>
</tr>
<tr>
<td>125 Birrell Street,</td>
</tr>
<tr>
<td>Waverley, NSW, 2024</td>
</tr>
<tr>
<td>Ph: 02 93694795</td>
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