

## PROGRAM NEWS

May 2025

### Welcome & Thank You!

Thanks to community members who have participated in DELIVER workshops. We are grateful to the health service staff and consumers from across the Barwon South West and Grampians regions who shared their views on healthcare in the home.

### Consumer Insights in Action

Sixteen workshops were held across six local health services. The insights we heard at these workshops have been included in our research. Learn more about engaging people as co-researchers [here](#).

By working with the community and health services we've been able to create a visual map of the factors affecting uptake of home-based healthcare. The map is being used to develop strategies to improve home-based healthcare. Learn more about mapping [here](#).

Together, community members and staff identified a number of actions that could help us improve uptake of health services for older adults. Now, we're looking into the research to see which of these ideas are supported by evidence. We'll keep you updated as we explore what works, and there will be more opportunities to contribute as the project progresses.

### What Have We Learned?

For more healthcare to be delivered in the home we need effective solutions to:

- Improve knowledge and awareness of available services
- Simplify the process of getting the right care at the right time
- Support & empower older adults and staff to use digital tools

[\*\*Find out more\*\*](#)

### Next Steps

- We are offering training for consumer representatives to host community conversations, providing insights for health service planning and redesign
- We will identify evidence and co-design solutions to support older people and staff to use virtual care more easily and effectively
- We will identify evidence and co-design solutions for simplifying referrals into home-based healthcare services

### Learn More & Get in Touch

To learn about the DELIVER program, [click here](#) or scan the QR code:

To contact the team, email: [\*\*DELIVER@deakin.edu.au\*\*](mailto:DELIVER@deakin.edu.au)

We would love to hear from you!



Find out more: [\*\*deliver.westernalliance.org.au\*\*](https://deliver.westernalliance.org.au)