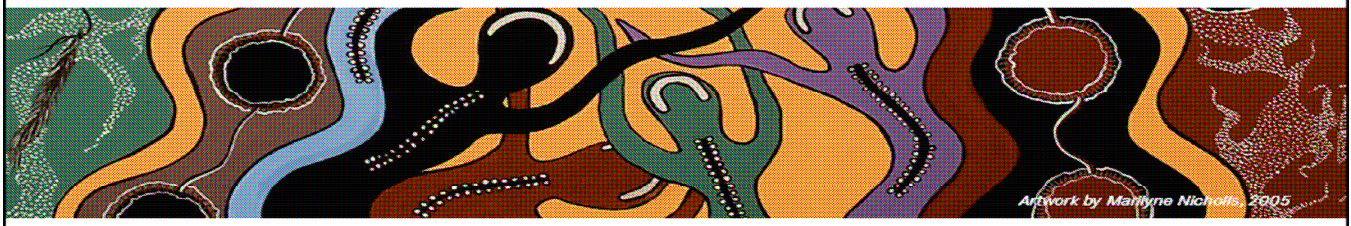


# IMPROVING CARE FOR ABORIGINAL AND TORRES STRAIT ISLANDER PATIENTS (ICAP) NEWS

## Edition 2, June 2007



Well it's time again for another quarterly update from the ICAP team. Again there's a great deal of ICAP activity being generated throughout Victoria and a number of new initiatives in the pipeline.

The Rural ICAP Best Practice Forum and VACCHO professional development days are a couple of highlights to watch out for. To be held in Warragul on 25 and 26 July 2007, the Forum will provide a chance to share best practice experiences from rural health services in delivering culturally appropriate services to Aboriginal patients and their families. The keynote address for this year's Forum is: *The 1967 Referendum – millstones and milestones in Aboriginal health 40years on.*

On the 26 July, at the same venue, VACCHO will be conducting a professional development day for Aboriginal Hospital Liaison Officers, Aboriginal Mental Health Liaison Officers and other Aboriginal hospital staff. VACCHO are planning an interesting and informative day focusing on career planning and training options.

### **NEWS FLASH!**

VACCHO is pleased to announce the recruitment of Andrew Morrison to the position of ICAP Coordinator, Aboriginal and Health Services Advocacy and Support Team.

Andrew has been working as the Aboriginal Hospital Liaison Officer for Northern Health and will be starting his position on Monday 23 July.

For more news and the latest ICAP happenings, please read on.

## **Rural Rumbings**

### Grampians

- Ballarat Health Services are developing an internal data set to determine key health and service provision priorities. A Key finding so far has indicated that non-attendance at outpatient appointments are significantly greater for Aboriginal patients than non-Aboriginal patients. Ballarat Health Services will work with the Ballarat and District Aboriginal Co-operative in attempts to address this issue.
- Ballarat Health Services will be involved in a new Data Training program pilot that the Koori Human Services Unit is currently developing.
- Wimmera Health Care Group is currently developing an Aboriginal and Torres Strait Islander identification poster.

### Loddon-Mallee

- Bendigo Hospital is currently planning to host a Community Day during NAIDOC week. This will be held in conjunction with the Bendigo Aboriginal Co-operative and will include the official launch of Bendigo Hospital's ICAP plan.
- Mildura Hospital's Aboriginal health team approach appears to be operating well with a structure that allows regular liaison with the Mildura Aboriginal Health Service Social and the Emotional Wellbeing worker.

- In conjunction with the Mildura Aboriginal Health Service, Mildura Hospital has established a Mildura Aboriginal Advisory Group (MAAG) that has invited other Aboriginal workers from areas including Dareton, Wentworth, Buronga and Robinvale. Invitation has also been extended to other non-Aboriginal health workers who have an Aboriginal client base and/or Aboriginal service delivery responsibilities. This group plans to meet once a month.

#### Hume Region

- Wodonga Hospital has established an ICAP reference group with Mungabareena Aboriginal Co-operative and is planning implementation of their Memorandum of Understanding.
- Goulburn Valley Health (GVH) has completed their 3<sup>rd</sup> Health Outcomes Agreement with Rumbalara Aboriginal Co-operative (now renamed "Partnership Agreement"). This will be officially launched during NAIDOC week.
- GVH has also established and recruited to a second Aboriginal Hospital Liaison position. The successful candidate is due to commence during NAIDOC week.

#### Barwon South-West Region

- South West Healthcare is hosting a celebration of NAIDOC in partnership with the Kirrae and Gunditjmara Health Services, Worn Gundidj and local Aboriginal communities. A range of activities is planned for this day including information sharing about services at South West Healthcare.

#### Gippsland Region

- This year's Rural ICAP Best Practice Forum and VACCHO professional development days will be conducted in Warragul on 25 and 26 July 2007.
- Bairnsdale Regional Health Service and Orbost Regional Health KHLO's have formed a small Koori Health Worker network with workers from Lake Tyers Aboriginal Trust, Moogji Aboriginal Council, Gippsland and East Gippsland Aboriginal Co-operative and Orbost Regional Health. This is a good example of cross program liaison between acute and the community focused AHPACC initiative.
- Latrobe Regional Health has completed their service redesign for an expanded Koori Liaison Officer service. The model brings a Koori Mental Health Liaison Officer and the ICAP KHLO position into a single program - and at the same time, increases the team by an additional 0.5 EFT. All team members will work across both acute and mental health services.
- The Gippsland KHLO network has recently been awarded a Regional Reconciliation Recognition Award. The award recognises: "individuals or organizations in the public sector who have made a significant contribution to the advancement of health, employment, cultural heritage or general opportunity for Aboriginal people". Congratulations to all involved.

## **Metro Mumbings**

#### Melbourne Health

- Melbourne Health is progressing well. Dennis McDermott (a Koori Psychologist) provided an interesting and informative forum on 13<sup>th</sup> June 2007.
- NAIDOC activities including grand round with Ian Anderson prior to NAIDOC Week is planned.
- Also planned is an information stall in Café Kaz with information for staff made available and mainstream staff manning the stall.
- The internal working group is still operating and the final decision regarding the establishment of an Aboriginal position is expected soon.

#### Eastern Health – Maroondah Hospital pilot

- Maroondah working party operating well and the Eastern Health Aboriginal Advisory Committee, including membership from the Aboriginal community (Healesville and Mulum Mulum), its inaugural meeting will be held later this month.
- Also planned: a visit for senior staff to other health services including St.Vincent's and the Austin to see developments first hand.

### Bayside Health – Alfred

- Bayside has combined their HACC and ICAP roles to create one full time role. Two days per week are ICAP based at the Alfred with remainder spent at Caulfield Community Health Service doing HACC role.
- A working party is also being established to support the role.

### St.Vincent's

- St.Vincent's has plans to expand their advisory committee to include Peter MacCallum along with the Royal Eye and Ear Hospital to streamline the involvement of the Aboriginal organisations in providing advice and guidance to health services.

### Royal Children's Hospital

- RCH has developed a new model of care to enhance their clinical service delivery to Aboriginal children and their families. A draft plan has been created and is still being finalised.

### Austin

- The Austin has updated its terms of reference for its Advisory committee that includes several consortium partners.

## **VACCHO Vibes**

- Jill Gallagher has made a welcomed return to VACCHO after 6months in the role of A/CEO at VAHS.
- Helen Kennedy is new to VACCHO in the role of Health Programs Manager.
- VACCHO are currently recruiting to the vacant ICAP and Mental Health positions.
- The development of a Mental Health Plan for Victoria, assisted by a committee made up of DHS and OATSIH representatives and community members, is being planned. The VACKH committee has been advised.
- Dennis McDermott (Koori Psychologist) was secured to speak to a small group. This is was in addition to the already advertised session at St Vincent's. Feedback will be provided to the Rural ICAP Forum.

## **Additional Activity**

### Resource Material

A draft Expression of Interest specification has been completed. The purpose of this project is to develop a set of resources to assist health services in implementing the ICAP program successfully. These resources will be relevant to the current health service environment and will be embedded within the principles of cultural safety. The development of specific ICAP resources will assist in the effective establishment and ongoing operation of Aboriginal programs and improve the service provision to Aboriginal patients and their families.

### ICAP Evaluation

The Department will conduct formal evaluation of the ICAP program to determine:

- o The extent to which the policy has been implemented across Victorian health services
- o The effectiveness of strategies implemented under the program in addressing the health care needs of Aboriginal and Torres Strait Islander people living in Victoria

It is anticipated that a selection of appropriate consultants will be invited to tender for the evaluation. Given the specialised skills required for this evaluation, it is anticipated that two separate groups of contractors will be sought, focusing upon: consumer and engagement and qualitative data collection, and quantitative analysis and other stakeholder engagement

Integration of these important sources of information can then take place by the Department.

### Child Protection Workshop

Planning is now underway with the DHS Child protection, Indigenous Unit taking the lead. A workshop is being planned for August 2007.

### ICAP Identity Brochure

Draft brochure being completed and will be sent out to Aboriginal staff for comment. Please see attached draft.

### Data Collection Training Program

The Koori Human Services Unit is currently developing a Data Collection Training Program for Victorian hospitals. This is a generic training program focusing on the importance of data collection across a wide range of fields including, religion, Aboriginal and Torres Strait Islander status, veteran affairs status etc. This will be an interactive training program with real life examples of dealing with difficult situations and role-play scenarios. Pilot sessions are planned to be conducted in June at Melbourne Health and Ballarat Health Services.

### ICAP Calendar 2008

Preparations are underway for the development of next year's ICAP calendar. The theme for this calendar will be "what's working well" and will provide opportunity to focus on successful ICAP initiatives throughout Victoria.

### Aboriginal identity posters

Two more identity posters created this quarter including Northern Health & St.Vincent's.

As usual, there's a great deal more ICAP activity happening around Victoria. If you require further information on any of the items contained in this newsletter or wish to find out how you can be involved in ICAP in your region, please contact any of the ICAP team members listed below.

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