

Health Promotion Strategies

This edition of *Health Promotion Strategies* focuses on the strong network of statewide non-government organisations that play such an important role in all aspects of the Victorian health promotion effort. In particular, we highlight some of the work they are undertaking in partnership with the Department and local agencies.

The number of organisations with a prevention and health promotion focus has increased in recent years. The Department of Human Services *Statewide Health Promotion Organisations* resource lists 29 organisations, with a further seven to be added in the next update. These organisations range in size, are stand alone or national body affiliates, and are variously organised around conditions, risk factors or population groups. They rely on a range of funding sources, particularly philanthropic sources, private donations and State and Commonwealth Governments.

Department of Human Services has been involved with many of these organisations through contractual, advisory and project based arrangements over many years. As the conceptualisation of partnerships within Government and the health sector has altered, so too has the nature of the services provided by the statewide and non-government sector. Organisations have increasingly moved to prevention and promotion from their more traditional base of client services, disability support and research.

The organisations have a wide range of functions and provide services, that contribute to health promotion effort, such as professional and community information, research and development, advocacy, professional development and training, policy advice, strategy development, data collection, monitoring and surveillance and development of best practice models and frameworks. Many still provide the client support services for which they were established, such as telephone information or counselling services, advocacy, procurement of medical aids, and respite care and support. There

has been considerable development in these areas, for example dissemination of health information through interactive websites.

Many of the organisations in Victoria have contributed significantly to policy debate, participating in National and State initiatives such as *Promoting the Health of Australians*, the NH&MRC review of infrastructure support for national health advancement (1996) and *Strengthening Systems for Health Promotion*, the Department of Human Services strategic agenda for health promotion development in Victoria (2000).

Within both these key papers, the statewide non-government sector is seen as an important partner in the development of local and statewide linkages that can provide significant opportunities for health improvements in the population.

One current priority partnership is that between the Primary Care Partnerships (PCPs) and the statewide non-government sector. In these important local developments, the statewide non-government sector is seen as a critical partner that will allow the PCPs to achieve their health promotion objectives.

To facilitate the development of partnerships with the statewide non-government sector, Department of Human Services is committed to conducting a series of forums. The first, held in 1999, was to workshop the potential for them to work with the community and primary care service sector on health promotion. The second, in October 2000, was to share research findings relating to local initiatives and discuss their views and needs in relation to several key areas. One outcome, the *Partnership Resource for Local Agencies*, has been with local service agencies for 12 months. The need for protocols to facilitate a partnership relationship between with the statewide non-government organisations and Primary Care Partnerships was also identified as a priority, and is now being progressed.

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Anti Cancer Council Victoria Seminar Series

The Anti-Cancer Council of Victoria (ACCV) is an independent, volunteer-based charity whose mission is to lead, coordinate, implement and evaluate action to minimise the human cost of cancer for all Victorians.

Since 1997, the ACCV programs of SunSmart, PapScreen Victoria and Quit have jointly run health promotion seminars each year in a number of different locations around the state. These seminars are just one of many ways ACCV communicates with community health professionals and provides workforce development opportunities to regions.

Initially the seminars provided cancer-related information, data and resources. This has developed to focus on facilitating partnerships with state-based health promotion organisations and to provide further health promotion skills to community professionals. Over the last three years we have invited the National Heart Foundation, Arthritis Victoria and the Department of Human Services to partner us on these annual trips to improve access for community professionals to state-based health promotion organisations, in particular for professionals from rural regions. Regular participants are community health service professionals, local government representatives, Divisions of General Practice staff and nurses.

Until 1999, evaluation of seminars consisted of verbal follow-up with participants at the end of each seminar. Based on feedback from participants and comments from Regional Health Promotion Officers, future seminars were developed.

In 1999, the Council's internal research team conducted a three-month follow-

up study of participants and their managers to measure the impact of the seminars on work practices. Participants were asked what they gained from the seminars and how they had applied it to their practice. Managers were asked what they perceived their staff had learnt and how they felt their staff applied that knowledge.

Results were as follows:

- 88% of participants increased their knowledge of how to access advice and resources from the ACCV.
- 82% said their knowledge of other workers in the region had increased.
- 81% said their knowledge of cancer issues was increased.
- 76% improved their skills to plan, implement and evaluate.
- 75% reported increased motivation to work in a particular area.
- 74% were more confident to work with other health workers.

Importantly, the study also showed seminar participants have been able to integrate what they have learned in their day-to-day work.

When surveyed on the benefits of their staff attending the seminars, 55% of managers believed their staff had come away from the seminar with more confidence in their skills; 41% believed they had shown more enthusiasm and 41% said they had developed new community partnerships.

Overall, the seminar series enables the ACCV to better understand local issues as well as building trust and relationships between the Council and the community health workforce. Of even greater benefit, the seminars allow community health professionals to participate in health promotion upskilling and networks within their region, and engages and motivates the community health workforce.

Please contact the ACCV on (03) 9635 5148 for further information.

Brain Foundation Victoria

The Brain Foundation Victoria (BFV) recently launched their Health Promotion initiative to build on the organisation's capacity to develop health promotion and primary prevention as an integral part of the provision of all stroke services.

BFV is keen to send the message that stroke is preventable through adopting healthy lifestyle behaviours, building and maintaining good social relationships, healthy eating, recreation, physical exercise and smoking cessation support. It is recognised that to achieve these changes in lifestyle, some people need individual support.

While promoting healthy lifestyle change, attention will be given to preventing a secondary event in who have suffered a stroke and those living in geographic areas where the burden of stroke is the greatest.

The Foundation will focus on the needs of Koori people and will continue to support people from culturally and linguistically diverse backgrounds. The needs of carers and family members continue to be a priority and considerable resources are being invested in expanding the Carer Education and Support Program.

To achieve these objectives, BFV is seeking to develop partnerships and alliances with other organisations working towards healthy public policies and programs.

For further information please contact Margaret Smyth, CEO or Kerry Phelan, Health Promotion Manager. Telephone: 9882 2203, Fax: 9882 2208 Email: ceo@brainfoundation.org.au

Reducing the Impact of Asthma...Asthma Victoria

Asthma Victoria is the peak consumer-focused organisation in Victoria for people with asthma and their family and community carers. Asthma Victoria is committed to reducing the impact of asthma on the Victorian community. The priorities of Asthma Victoria are education and training, advice and counselling, research and support.

Asthma affects more than 2.4 million people in Australia. More than 700 deaths occur annually, of which at least 60% are thought to be preventable. Asthma is Australia's sixth National Health Priority.

With recent research showing that two in five primary age children now have asthma, work in schools has been a priority.

The Department of Education Employment and Training (DEET) and Asthma Victoria have developed a formal policy for managing asthma in schools, which has also been adopted by the Catholic and Independent systems. Over the past three years, Asthma Victoria has conducted awareness and training programs for teachers throughout Victoria. In 2001, Asthma Victoria will launch the 'Asthma Friendly Schools' project funded initially by the Commonwealth Department of Health and Aged Care. To become accredited as 'Asthma Friendly' schools will be required to satisfy criteria addressing education of students and parents, training of staff and availability of emergency asthma medication.

During 2001, Asthma Victoria will also launch a general awareness and education program for children's services staff throughout Victoria, including the relevant regulatory requirements of managing of asthma in the child care setting.

Asthma Victoria has invested considerably in the development and introduction of a series of nationally accredited short courses aimed at carers

of people with asthma. The course in Emergency Asthma Management (EAM) has accredited modules for workplace, children in care, sport and recreation, school and remote settings. Successful completion of an EAM course enables individuals to legally purchase, hold and administer emergency asthma medication. The EAM Children in Care module was awarded the 'Innovative Training Product Award for 2000 by DEET.

The Regional Asthma Planning Project (RAPP) is a three-year project funded by the Department of Human Services, based at Asthma Victoria. The project aim of the project of creating a sustainable asthma plan for local communities based on data gathered from local service providers and people with asthma has been achieved. The overall process of the RAPP has been documented in a tool kit that will enable local government or Primary Care Partnership alliances to repeat the process.

For further information on Asthma Victoria and it's programs phone: 9326 7088/1800 645 130 or email: girving@asthma.org.au

Accessible Communities Award... Arthritis Victoria

Arthritis Victoria is an example of a non-government organisation that has used a health promoting framework to structure their expertise in working with local communities to create a supportive environment for individuals who live with chronic long-term illness (specifically musculo-skeletal conditions). In 1998 Arthritis Victoria's Rural Access Project worked with people from all over Victoria to investigate how to better support rural Victorian communities in relation to people living with chronic illness. Focus groups held as a part of this project highlighted the many difficulties rural Victorians have in accessing the services, buildings and activities required to support and maintain a healthy life.

It became clear that if Arthritis Victoria was to improve local issues, it would have to devise a clear strategy in conjunction with others interested in the broad issues around 'access for all'.

This foundation work now led to two years of planning between Arthritis Victoria and the Municipal Association of Victoria to explore ways of ensuring that the access needs of all people with disabilities are heard and met by the community.

In October 1999, an annual award was established to acknowledge good council practices which produced positive outcomes for people with disabilities and their communities.

At the Municipal Association of Victoria Conference October 2000, the inaugural awards were presented by the Minister for Community Services and Arthritis Victoria to a broad range of initiatives including:

- Disability Policy and Implementation Plan (Cardinia Shire Council).
- Diversity Action Plan (Greater Dandenong City Council).

- Disability Police and Action Plan, Access Development Control Plan and Policy on Access to the Built Environment (Delatite Shire Council).
- Advocacy and leadership roles in areas of accessible information and community education (Knox City Council).
- Healthy Community Social Wellbeing Planning Project (Wodonga Rural City Council).

The good practices of the winning entries will be part of a continuous improvement section on the MAV website. This is a big step in creating further awareness and improved process in a very challenging area.

Contact Arthritis Victoria on: (03) 8531 8000 for more information.

Partnerships To Improve Oral Health

The Department of Human Services recently awarded 16 grants as a major project within the Oral Health Promotion Strategy.

The goal of this strategy is to prevent and control oral disease and promote oral health amongst the Victorian population. The strategy implementation and grants will be overseen by the Oral Health Promotion Strategy Partnership Group comprised of Government, consumer, professional and statewide stakeholders.

The grant program provides seeding funding for initiatives developed in line with the strategy the desired outcomes include capacity building elements such as workforce development and sustainability and development of more supportive environments. The assessment criteria includes the need for the development of partnerships with other agencies and community groups as well as a demonstrated involvement with the designated target or interest group.

The grants have been awarded to individual statewide organisations or partnerships including statewide organisations, service providers and non-government organisations (Dental Health Services Victoria, Severe Communication Impairment Outreach Projects, Spastic Society of Victoria), a statewide health promotion organisation (QUIT), academic institute (Victorian College of Pharmacy) and professional bodies (Australian Dental Association Victorian Branch, Pharmaceutical Society of Australia). Sections of the community and the partner target groups in these projects are equally diverse, encompassing aged populations and their carers; people with multiple disabilities; food manufacturers and regulatory bodies; dentists and pharmacists. The projects will be undertaken at statewide level, within geographic boundaries and specified settings (aged care facilities, dental surgeries).

Individual project aims include:

- To develop a Guidelines Working Pack and Services Information Guide to assist aged care facilities and community support services in implementing an effective oral health strategy and accessing timely dental care for their clients (Dental Health Services Victoria).
- A pilot project to improve oral hygiene of people with multiple disabilities (Severe Communication Impairment Outreach Projects and Spastic Society of Victoria).
- Documenting and investigating the viability and sustainability of the process required to apply for and appropriately use nutrient messages and possibly the 'Toothfriendly' logo on sugar free confectionery in Australia (Dental Health Services Victoria).
- Supporting general practice dentists to build their knowledge, skills and confidence to provide effective smoking cessation advice to their dental patients (QUIT Victoria and Australian Dental Association Victorian Branch).
- To improve the oral health of older people by enhancing the knowledge and skills of pharmacists and other health care providers in relation to oral health, through the development of oral health education packages (Victorian College of Pharmacy in collaboration with Pharmaceutical Society of Australia and Dental Health Services Victoria).

The diversity of the partnerships is an exciting step forward in oral health promotion, and the development of innovative and sustainable approaches is an eagerly awaited outcome.

For further information about the Oral Health Promotion Grants Program, please contact Anne Plunkett on phone: 03 9637 4016 or email: anne.plunkett@dhs.vic.gov.au



'Societies need to recognise and promote volunteerism as a valuable activity. They must facilitate the work of volunteers, and encourage volunteer action at home and abroad.' **United Nations Secretary-General, Kofi Annan**

In November 1997, the United Nations General Assembly declared 2001 as the International Year of Volunteers (IYV).

IYV Objectives

The IYV should leave a lasting impression on the Australian community, acting as a springboard for strong voluntary activity in years to come. Through participation in IYV in Australia we aim to achieve the following objectives:

- To recognise and celebrate the outstanding contribution volunteers make to a strong, cohesive Australian society.
- To have community, business, the media and government work together to build an Australian society that encourages and nurtures a culture of volunteering.
- To support Australian communities in their engagement in valuable and productive voluntary activities.

The Victorian State Government has allocated \$1 million for the IYV to celebrate, encourage and strengthen volunteering in Victoria.

Community Services Minister Christine Campbell, herself a volunteer of two decades experience, has been appointed lead minister for IYV.

An IYV Secretariat has been set up within the Department of Human Services and is working closely with Volunteering Victoria.

The third edition of *Health Promotion Strategies Bulletin* (August 2001) will focus on the role of volunteers in supporting health promotion development in Victoria.

Primary Care Partnerships and Links with Statewide Health Promotion Organisations

The Primary Care Partnerships Strategy is now well underway, and community health plans are being developed by the 32 Primary Care Partnerships (PCPs) across the State.

Community health plans identify of the health and wellbeing needs of their communities and describe how providers in the Partnership will work with each other and other key stakeholders to respond to these needs.

Community health plan strategies of particular interest for non-government/statewide organisations are those for service planning, health promotion and integrated disease management. Specifically, the *Health Promotion Strategy* will identify:

- An overall vision and mission statement and set of shared values that reflect the principles and goals which underpin the strategy.
- Priority issues and action areas for health promotion activity.
- Integrated health promotion program plans for each priority issue and action area.

The service coordination initiatives of community health plans, in particular *Better Access to Services* (initial needs identification), support the service planning initiatives by facilitating service delivery that focuses on health promotion and disease management (including early intervention).

Service coordination initiatives also provide the infrastructure for the collection of data for further service planning.

Victoria has a well established group of non-governmental (charitable or not-for-profit) organisations (NGOs) operating on a Statewide basis, with a strong health promotion focus. These

organisations define their business variously in terms of specific health conditions, risk factors and/or population groups and collect and collate specific data relating to these.

Effective working relationships between the PCPs, individual primary health agencies and statewide health promotion organisations are crucial to efficient and quality health promotion delivery in Victoria. These organisations have various roles and responsibilities, such as providing resources and advice, education and training, information, research and development, telephone counselling, social marketing and advocacy. Data to assist PCP planning processes may also be available from some of these organisations.

There has been much support from PCPs and statewide organisations to formalise the links between them and to improve access. This will help to ensure that appropriate, timely, coordinated and targeted data, resources and advice are provided to assist PCPs to plan, implement and evaluate their health promotion and integrated disease management strategies.

Liaison with PCPs provides NGOa and statewide organisations with access to a large number of primary care providers. Similarly, PCPs are able to provide a collective voice from their agencies to define what they require from these organisations.

NGOs and statewide organisations can also use PCP information and community health plans to assist with their planning and service provision. This may assist in the jointly managed and supported local activity linked to relevant statewide and national health promotion programs and campaigns.

The Department of Human Services is

currently developing interagency protocols to facilitate working relationships between PCPs and statewide health promotion organisations and specialist health agencies. Broadly, these protocols will cover:

- Specific communication strategies for two-way information flow: PCPs providing details of their identified priority areas and support needs; and organisations providing data and identifying capacity and resources to support PCP health promotion planning implementation and evaluation processes.
- The role of the Department of Humans Services to facilitate this information flow.

The Health Development Section of the Public Health Division and the Community Health Unit, Aged Community and Mental Health Division are jointly drafting a short questionnaire which will be forwarded to PCPs and these organisations to complete and provide comment. A forum with PCPs and the NGO and statewide sector will be held to finalise the protocols.

For further information about the development of these interagency protocols please contact:

Bronwyn Diffey

Project Manager

Health Promotion & Disease Management

Tel: 9616 6142

Email: bronwyn.diffey@dhs.vic.gov.au

Municipal Public Health Planning...Promoting Community Health and Wellbeing

Victorian local governments are well positioned to promote health and wellbeing across their municipalities. They also provide a leadership role in community strengthening and have the ability to build capacity by implementing strategies to enhance community health status and health equity outcomes.

Ten years of development of Municipal Public Health Plans (MPHPs) has clearly signalled an emphasis on a locally-derived strategic planning approach that is informed by local public health needs and priorities and directed at achieving local public health outcomes.

A survey conducted by Department of Human Services in August 2000 found that over 52% of councils were implementing a Plan, 18% were developing a new Plan, and 15% were reviewing plans. Councils participating in the survey identified a number of positive features in MPHPs, including:

- Providing a strategic planning focus.
- Promoting useful partnerships

and networks throughout the municipality.

- Highlighting local health issues and providing a vehicle by which to address them.
- Involving all divisions of council.
- Promoting community involvement and ownership.

- Enabling councils to integrate a social model of health into public health planning.
- Linking regional, state and national priorities.

A wide range of positive processes was reported in the areas of strategic planning, partnership development, community involvement, management and working relationships to implement plans, and a whole-of-council commitment to public health.

MPHPs are an example of local governments applying a contemporary approach to public health. The 'new public health' paradigm has adopted the community development approach promoted by the World Health Organisation in the Ottawa Charter and the subsequent Health for All policy development, Local Agenda 21, and Healthy Cities programs.

Through its Local Government Partnerships Team, the Public Health Division of the Department of Human Services is coordinating a process with the Municipal Association of Victoria, Victorian Local Governance Association and other stakeholders to develop a MPHP Framework to encourage municipal public health planning of a high standard and provide consistency in the scope and approach across the State.

Further details of the 2000 survey and other MPHP materials are available at the DHS Local Government Health Planning website:

<http://www.dhs.vic.gov.au/phd/topics4.htm#localgovernmenthealthplanning>

Evidence-Based Health Promotion Program

The Health Development Section, in collaboration with statewide health promotion organisations, is working to provide quality advice on health promotion practice. This involves preparing and providing access to systematic reviews which provide a method of identifying the most effective interventions, in addition to information to help ensure efficient use of resources. These reviews aim to support health promotion program planning in a wide range of agencies, organisations and networks. New tools as a part of this series include:

- A database of 178 studies reviewed as part of *Evidence-Based Health Promotion: Resources for Planning. No. 2 Adolescent Health* is now available on the Internet as a separate resource at the following address:
www.prometheus.com.au/teen/teen.html
- *Evidence-Based Health Promotion: Resources for Planning. No. 3 Falls Prevention* is now available. This resource forms part of a review of community-based falls prevention programs commissioned by the Public Health Division, Department of Human Services, and undertaken by the National Ageing Research Institute. The full report of this work and a database of 131 community-based falls prevention programs complement this resource and will soon be available on the Internet.
- The next round of reviews and tools will be based on childhood nutrition and body image.

If you would like further information about the Evidence-Based Health Promotion Program, please contact Anne Plunkett on tel: 9637 4016 or by email: anne.plunkett@dhs.vic.gov.au

Health Promoting Emergency Departments

When people first hear about health promoting emergency departments (EDs) there is usually only one reaction—'What have EDs got to do with health promotion?'

It's a fair question. The role of EDs is to provide treatment and care for ill and injured people, promptly and at any time¹. Their work is largely founded on a medical model of health, focusing on the internal workings of the body rather than on the social, economic and environmental factors that influence health.² In this respect, EDs are no different to other health agencies that promote health. We know that the challenge here, as defined by the Ottawa Charter, is to reorient health systems to contribute to the pursuit of health, rather than only concentrating on clinical and curative services.

EDs already do this in range of ways. They traditionally provide patients with health information and education in relation to local health services, lifestyles, and disease or injury management. This may form part of discharge planning or be provided by telephone advice. EDs engage in screening and risk assessment such as medical tests (blood pressure and cholesterol measurement) and individual's behaviours (cigarette and alcohol consumption). Some EDs have been involved in advocating for seat-belt use and pool fencing legislation.³

While these activities have evolved in EDs they could be more coordinated and collaborative. For example, ED's approaches to injury prevention could involve additional health development and primary prevention strategies (figure 1).

For medical and nursing professionals to undertake these tasks, an organisational shift is required to work in a health promotion paradigm. This is difficult for people who have been trained to think about illness care⁴ but it can be achieved if people are supported to do so. The type of assistance needed includes: dedicated time to be involved; training; materials; systems development; leadership and interest by relevant others; and programs that staff are interested in.^{5,6}

These supports are being provided to seven of Melbourne's outer suburban hospitals with EDs including:

- Angliss Hospital
- Box Hill Hospital
- Dandenong Hospital
- Frankston Hospital
- Maroondah Hospital
- Northern Hospital
- Western Hospital.

Together these EDs form the Health Promoting Emergency Departments Program. The Program is funded by the Acute Health Division, Department of Human Services. The goal is to advance the health of individuals and communities by achieving organisational approaches to health promotion.

As a first step, you can look forward to Health Promotion Advocates being employed at each of these EDs shortly.

For further information contact: Monica Bensberg, Manager, Health Promoting Emergency Departments, C/O Angliss

Hospital Emergency Department,
Albert Street, Ferntree Gully, 3156,
ph: 9764 6174

Email: hped@sympac.com.au

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7. Figure 1 is an excerpt from Bensberg, M. and Kennedy, M. (2001) A framework for health promoting emergency departments, submitted to *Health Promotion International*.

			In the ED	
Health Status	Optimal Health	Wellness	Illness and Injury	Recovery
Strategies	Health development and maintenance	Primary prevention: prevention of disease and injuries	Secondary prevention: early diagnosis and treatment	Tertiary prevention: Rehabilitation
Examples of injury prevention interventions	EDs collate and disseminate data on the type, severity and causes of injuries (VISS)	ED has a safety centre (with safe kitchen and household safety items) for community members to visit	Health education is provided to parents of an injured child as part of discharge planning	

Health Works: An Online Health Promotion Education and Training Calendar

<http://www.dhs.vic.gov.au/vhp/index.htm>

Interested in learning more about health promotion? Health Works is an on-line calendar where you can get up-to-date information about Victorian seminars, short courses and university degrees related to health promotion. Presently, the calendar has more than 50 education and training events. These focus on topics ranging from specific health issues such as diabetes and drug education, to topics around generic health promotion theory and practice, such as community development and social policy.

Users can regularly search and browse listed events, or choose to subscribe to the website and receive a monthly email update about upcoming and newly listed education and training events. Thanks to Internet technology, organisers of events can submit information about their education and training programs via an online form.

This online resource is an initiative from the Health Promotion Workforce Development Program, within Public Health Division. If you'd like more information about Health Works please contact Cheryl Hutchins via email: cheryl.hutchins@dhs.vic.gov.au.

Burden of Disease Study

For the first time in Victoria and the world, comprehensive information on the health problems of communities and the underlying risk factors contributing to the burden of disease is now available at a local government level.

These estimates build on the results from the Victorian Burden of Disease Study at <http://www.dhs.vic.gov.au/phd/9909065/index.htm>.

This information will support the planning of better targeted health promotion activities to deal with these priority risk factors, within a social model of health.

Health Promotion Strategies is a quarterly production of the Health Development Section within Public Health Division, Department of Human Services. This document can also be accessed via the Internet at:

<http://www.dhs.vic.gov.au/phd/0007089>

The topic of the next *Health Promotion Strategies* bulletin is **Rural Health**. Contributions for this edition will be accepted up to **4 May**. For a copy of the Guidelines for Authors, other editorial matters and requests for copies of *Health Promotion Strategies*, please contact:

Sue Heward

Health Development Section

Telephone (03) 9637 4034

e-mail: susan.heward@dhs.vic.gov.au

(0400101)



The National Action Plan for Promotion, Prevention and Early Intervention for Mental Health 2000 is now

available. Copies can be obtained by

Mail :

Mental Health and Special Programs
Branch MPD 37

Commonwealth Department of Health
and Aged Care

GPO Box 9848

CANBERRA ACT 2601

Fax: 1800 634 400

Phone: 1800 066 247

Website: www.mentalhealth.gov.au

Mental Health: Stop

Exclusion- Dare To Care

This is the slogan of the World Health Day 2001, April 7th, which is a global advocacy activity dedicated to mental health issues. The slogan incorporates two universal messages:

- All societies need to focus on a reduction in the treatment and prevention gap of mental health disorders.

- The pervasive effects of social exclusion resulting from stigma and discrimination and the outdated nature of many mental institutions prevents people in need from seeking treatment. Less exclusion, less discrimination will help those afflicted and their families to lead better and more productive lives and encourage those in need to seek treatment. More information can be found at:

<http://www.who.int>

[mental_health/index.html](http://www.who.int/mental_health/index.html)

Check out the new *Victorian Poisons Information Centre* website at:

<http://www.rch.unimelb.edu.au/poisons/index.html>