

**Senate Finance and Public Administration Committee**

**ANSWERS TO ESTIMATES QUESTIONS ON NOTICE**

**HEALTH PORTFOLIO**

**Budget Estimates 2016 - 2017, 26 May 2017**

**Ref No:** SQ17-000514

**OUTCOME:** 2 - Health Access and Support Services

**Topic:** PHNs

**Type of Question:** Hansard Page 59, 26 May 2017

**Senator:** Kakoschke-Moore, Skye

**Question:**

Senator KAKOSCHKE-MOORE: Perhaps just to save time, on notice could you provide me with some more of those details, because that sounds quite fascinating. In particular—and you might be able to answer it for me now—could you tell me about the work that has gone into professional development of the health workforce. Has that professional development included cultural safety training?

Ms Bobbi Campbell: We will take that on notice and we will provide you with a bit more detail about that, because it is definitely something that we have been focusing on this last year, and the PHNs have been doing quite a lot of good, significant work in this space to assist.

**Answer:**

Primary Health Networks (PHNs) have two key objectives; to improve the efficiency and effectiveness of health and medical services for patients, particularly those at risk of poor health outcomes, and to improve the coordination of care to ensure patients receive the right care, in the right place at the right time. PHNs achieve these objectives through a range of functions, including analysis and planning for the health care needs of their regions, providing practice support services to GPs, supporting general practices in attaining the highest standards in safety and quality, including the collection and reporting of data to support continuous improvement and commissioning services.

The importance of health workforce development, including cultural competency, is reflected in the priorities of the PHN program. There are six key priority areas for targeted work by PHNs under the core funding schedule. These are mental health, Aboriginal and Torres Strait Islander health, population health, health workforce, digital health and aged care. PHNs address these key priority areas with regard to the needs of their region's communities, as determined through their analysis and planning.

PHNs are developing and implementing local approaches to how they support the health workforce. They have varying levels of maturity in considering cultural safety, and Aboriginal and Torres Strait Islander health outcomes, stemming from the unique operating environment in each region and the institutional background of each PHN. The Department of Health is working closely with PHNs to provide policy advice and guidance on how to continue to develop in this area.

General activities conducted by PHNs include the delivery of training and professional development, support for workforce planning initiatives, promotion of integration opportunities amongst providers and health sectors, and embedding quality improvement approaches into primary care practices through showcasing and disseminating research and evidence of best practice. The range of General Practice support activities being undertaken nationally include initiatives to support quality improvement, accreditation, education and training, cultural awareness and competency, as well as practice delivery models.

Under the key priority of Aboriginal and Torres Strait Islander health, enhancing Aboriginal and Torres Strait Islander cultural competency is a significant focus of the professional development opportunities offered by PHNs. The importance of culturally appropriate services is recognised in the *Primary Health Networks (PHNs) and Aboriginal Community Controlled Health Organisations (ACCHOs) – Guiding Principles* (Guiding Principles). The Guiding Principles note the commitment of PHNs and ACCHOs to work together to improve access to health services and improve health outcomes for Aboriginal and Torres Strait Islander people. The Guiding Principles are available at <http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Accho>

PHNs are also working to improve the cultural competency of mainstream primary care services through the delivery of the Integrated Team Care (ITC) program. The ITC is an activity under the Improving Access to Primary Health Care for Aboriginal and Torres Strait Islander People theme of the Indigenous Australians' Health Programme. An objective of this theme is to deliver culturally safe services to Aboriginal and Torres Strait Islander people.

The PHN Programme Guidelines (the Guidelines) require that PHNs have GP-led Clinical Councils and representative Community Advisory Committees to report to the Board on locally relevant clinical and consumer issues. The Guidelines specifically mention Aboriginal Medical Services as one of the types of organisations with which PHNs must have broad engagement across their region. The Guidelines are available at [http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Program\\_Guidelines](http://www.health.gov.au/internet/main/publishing.nsf/Content/PHN-Program_Guidelines)

Progress has been made in this regard and across the 31 PHNs there are at least 138 Aboriginal or Torres Strait Islander members of Clinical Councils and Community Advisory Committees, including 70 representatives of Aboriginal Community Controlled Health Organisations.

The following table describes the progress made by each PHN in cultural competence and cultural safety. The first column includes the PHN's response to a general question on cultural competence in the six month report which was due to the Department on 31 March 2017. The second column includes their response to a question on cultural safety specifically related to the ITC Program from the same Report. PHNs were also asked to provide updates to these responses to cover the period since 31 March 2017.

## ACT - ACT PHN

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• ACT PHN offers cultural competence training three times per year delivered by an Aboriginal Elder. This training is open to all primary care clinicians and service providers.</li> <li>• All newly employed ACT PHN staff are provided with cultural competence in-service training as part of their induction/orientation.</li> <li>• Procurement: Where relevant, ACT PHN includes assessment criteria and questions relating to demonstrated experience in the provision of culturally appropriate service. This forms part of the formal assessment process to identify appropriate service provider organisations.</li> <li>• Service agreements and related service documents:             <ul style="list-style-type: none"> <li>- All mainstream service provider organisations are required to ensure that staff providing client services have, as a minimum, completed cultural awareness training and where possible cultural safety training in relation to the delivery of interventions. Service providers are asked to report on any activities undertaken relating to improving cultural awareness and competency within their services.</li> <li>- Mainstream service provider organisations have been provided with the Aboriginal and Torres Strait Islander Mental Health and Wellbeing Principles and Practice guidelines to incorporate into their service delivery activities.</li> <li>- Service Agreements to Suppliers of services for Aboriginal specific services include a clause that the Supplier will adhere to relevant professional standards and guidelines including the Service Delivery Principles established by the National Indigenous Reform Council. This clause has now been included in contracts for all mainstream service providers.</li> </ul> </li> <li>• ACTPHN employs a GP Advisor and an Indigenous Health Project Officer in their Indigenous Australians' Health Program who work with mainstream general practice staff to increase their understanding and proficiency in delivering culturally safe care.</li> </ul>	<p>The PHNs main activity towards improving culturally safe workplaces and services is the formal cultural awareness training.</p> <p>Since July 2016 ACT PHN has provided five cultural awareness training sessions for primary health care practitioners. These sessions were attended by approximately 180 health care professionals from a wide array of fields - not only general practitioners and nurses, but also allied health professionals such as optometrists, physiotherapists and dieticians.</p> <p>The evaluations show these sessions are well received and achieve the learning outcome of improving cultural awareness among attendees.</p> <p>The success of the program is its broad reach across primary health care, ensuring that there is improved cultural awareness across multiple areas of the ACT health system.</p> <p>In addition, ACTPHN have provided an annual cultural awareness training session delivered by an Aboriginal Elder to all staff to improve the cultural safety of their workplace.</p>

## NSW - Central and Eastern Sydney (CESPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• RACGP accredited cultural awareness training is provided to GPs, practice staff, nurses and allied health professionals at a minimum 3 times per year at different locations geographically in the PHN to encourage maximum attendance. Access to the RACGP accredited cultural awareness training online learning module is promoted to health services for practices who may not wish to wait until the face to face sessions to commence training.</li> <li>• CESPHN is redeveloping a GP cultural audit tool for self-assessment and reflection post cultural competency training.</li> <li>• CESPHN represents NSW PHNs in a consultative process with the RACGP Education Unit and NSW Ministry of Health to develop a resource aimed at promoting appropriate strategies to aid identification of Aboriginal and/or Torres Strait Islander patients in general practice and provision of appropriate and targeted services.</li> <li>• All clinicians involved in the delivery of services through the PHN's Psychological Support Services program are required to undertake a relevant cultural competency educational workshop. In 2017 CESPHN has also extended this initiative and provided the opportunity to any provisional referrers of Aboriginal and/ or Torres Strait Islander clients to attend cultural awareness training.</li> <li>• CESPHN has contracted the Australian Indigenous Psychologists Association to deliver a two-day cultural competence workshop to support non -Indigenous mental health providers to develop the cultural competence required to deliver mental health services within Indigenous</li> </ul>	<p>Mandatory internal cultural awareness staff training with theoretical and practical elements, including discussion and interaction with local Aboriginal Elders.</p> <p>CESPHN is developing a Reconciliation Action Plan (RAP) with key strategies focusing on Indigenous engagement, Indigenous workforce development and capacity building, cultural competency training (for staff and service providers) and health equity. Staff across the CESPHN are involved in the development of the RAP and its measures for it to be an inclusive and 'whole of organisation' living document. The RAP is a standard agenda item on all management and staff meetings.</p> <p>CESPHN has formed an external Aboriginal Advisory group with representative members from across the region to steer the development of the RAP and the required supporting workplace strategies.</p> <p>CESPHN will be establishing an Aboriginal Advisory group to support planning, consultation, design and evaluation of Aboriginal programs.</p> <p>An Aboriginal consultant has been contracted to assist with development of the RAP, facilitation of the Aboriginal Advisory group and delivery of training to staff to ensure cultural sensitivity and safety.</p> <p>Aboriginal art work and flags are on display across the CESPHN office space, reception areas and meetings rooms. The Koori Mail is available for all staff, who are encouraged to read it and keep up to date with Aboriginal current affairs.</p> <p>CESPHN protocol determined and agreed upon in consultation with Aboriginal</p>

frameworks of social and emotional wellbeing.

- The PHN has built into its tender process for commissioned services for Aboriginal clients to demonstrate cultural competency in their tender responses and provide details of cultural supervision which may be available to any staff working in funded identified positions.

community representatives is to perform an Acknowledgement of Country at all Continuous Professional Development (CPD) events and meetings; at any significant events or formal meetings Welcome to Country is provided by traditional custodians.

Co-design process with Aboriginal community members and service providers for the Integrated Team Care (ITC) model of service delivery.

CESPHN Community and Clinical Councils include Aboriginal representation (Please note the Clinical Council representative has recently resigned and CESPHN are seeking a replacement).

## NSW - Hunter New England Central Coast (HNECC PHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>HNECC PHN has a clear intent and responsibility to have strong Aboriginal Cultural standards within the organisation and through the commissioning of Aboriginal Health services and community engagement. HNECC PHN Executive and the Aboriginal Health Access team have identified that an organisational cultural competencies audit would provide a solid base line, a future plan and evaluation to ensure the HNECC PHN meets quality cultural competency standards.</p> <p>HNECC PHNs Aboriginal Health needs assessment has been circulated widely for comment and include a considerable consultation process across the region. Results from the Needs Assessment were used to develop an Aboriginal Health profile and other resources containing specific, easy to use data about the health needs of the region’s Aboriginal and Torres Strait Islander population. These resources are often used as a starting point when working with primary care providers to help them understand the importance of being culturally aware, competent and respectful.</p> <p>HNECC PHN will procure an organisation to provide a comprehensive Cultural Audit for the organisation and service providers designed to specifically address the below:</p> <p>Stage 1: (PHN)</p> <ul style="list-style-type: none"> <li>• An initial baseline assessment</li> <li>• A plan (way forward) to address findings in the initial audit</li> <li>• An evaluation model</li> <li>• Staff training (including Identifying staff champions)</li> </ul> <p>Stage 2: (Service Providers)</p> <ul style="list-style-type: none"> <li>• The requirement for an initial baseline assessment including all “external” Aboriginal Services.</li> <li>• A review of current commissioned Aboriginal Health Service Providers.</li> </ul>	<p>Aboriginal Health Access Team (IHPOs) has led a process to improve and promote cultural competency with stakeholders.</p> <p>Examples include:</p> <ul style="list-style-type: none"> <li>• Visits to General Practices, Allied Health services and Pharmacies providing a tailored presentation and information pack.</li> <li>• Facilitating Cultural Awareness sessions for GPs, allied health providers and other service providers providing services to the Aboriginal community.</li> <li>• TV advertising to encourage Aboriginal and Torres Strait Islander individuals to "identify" when talking to GPs and other health providers.</li> <li>• Updated Aboriginal Service Directory to include pathways and general information about services.</li> <li>• Regular scheduled meetings with various community groups and stakeholders to promote the CTG measures.</li> <li>• Closing the Gap is included in regular updates to Primary Care Providers.</li> <li>• Continued promotion to primary care providers to support "identification" by patients, improved uptake of health checks and measures to ensure recall reminders are provided for chronic disease management, health assessments, immunisations and antenatal care, including the uptake of MBS Item numbers associated with GP Management Plans.</li> </ul> <p>The following pilots will be implemented to encourage Aboriginal students to complete recognised training, and support students through to clinical placements:</p> <ul style="list-style-type: none"> <li>• Pilot 1: Increase the integration of Aboriginal Health Practitioners (AHPs) into mainstream General Practice to increase primary health care services to Aboriginal communities, and support an increase in the number of Aboriginal people in the health workforce. Many of the Aboriginal and</li> </ul>

<ul style="list-style-type: none"><li>• Recommendations for inclusion / changes for future commissioning processes.</li></ul> <p>HNECC PHN has developed Guidelines for Commissioning Indigenous Health Services in consultation with the Indigenous Health sector.</p> <p>An ITC Provider Forum was held during June 2017.</p>	<p>Torres Strait Islander workers employed by HNECC PHN commissioned providers are participating or have indicated interest. Ten scholarships have supported students to complete the Certificate III in Primary Health Care.</p> <ul style="list-style-type: none"><li>• Pilot 2: Increase the number of Drug and Alcohol / Mental Health Qualified Aboriginal Health Workers by supporting students to complete a Certificate IV course in Drug and Alcohol, with the option of also obtaining a Certificate IV in Mental Health.</li></ul>
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**NSW – Murrumbidgee (MPHN)**

<b>Cultural Competence</b>	<b>Building culturally safe workplaces</b>
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• PHN requires evidence of cultural competency in respect to Request For Proposals (tenders) and service provider contracts.</li> <li>• Indigenous Health Project Officer roles were commissioned from 1 October 2016. These positions work closely with the MPHN and the broader health and social care community through the Murrumbidgee Aboriginal Health Consortium. This group is working towards the development of the regional Aboriginal Health Plan, of which cultural competency is a central element.</li> </ul>	<p>Activities and approaches to improve culturally safe workplaces and services across service providers include:</p> <p>All ITC staff have completed cultural awareness training with a focus on effective and respectful communication with clients who identify as Aboriginal and/or Torres Strait Islander.</p> <p>The ITC Outreach workers are in the process of working across both provider organisations, supporting care coordinators to engage with clients who may require additional cultural support.</p> <p>Murrumbidgee ITC service providers are working with MPHN and the Murrumbidgee Aboriginal Health Consortium to develop a comprehensive plan across four areas; chronic disease, mental health, maternal and child health and cancer screening. The plan outlines strategies to improve access to services, support the delivery of culturally appropriate services and promote community awareness of services, both Aboriginal specific and mainstream.</p> <p>MPHN has had ongoing discussions within the Murrumbidgee Aboriginal Health Consortium regarding identification of appropriate cultural awareness and/or cultural competency training. Consultation with local Aboriginal Elders and relevant Aboriginal organisations and groups has assisted in identifying appropriate training and local involvement in delivery if an outside of area provider is engaged.</p> <p>This training will be rolled out across the Murrumbidgee region to reduce access issues and to ensure service providers including GPs, specialists and allied health providers can attend. There will also be targeted audiences for this training to ensure that feedback from Aboriginal people receiving services is included.</p>



## NSW - Nepean Blue Mountains (NBMPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• General practice cultural competence is supported through the commissioned ITC Indigenous Health Project Officer practice support activities. These activities encourage accredited general practices to participate in the Indigenous Health Practice Incentives Program (PIP) (which has an inbuilt compliance with cultural competence). Practices are monitored quarterly, with an average of 41 practices per quarter receiving at least one Indigenous PIP registration payment in 2016.</li> <li>• NBMPHN employs an Aboriginal Liaison Officer to enable a critical focus on cultural awareness and cultural safety with service providers across the region. Activities include consultation with general practices around improving cultural safety for Aboriginal patients. This support applies to both Indigenous PIP participating general practices and those practices working towards cultural competence.</li> <li>• All Aboriginal Health Committees are chaired by an Aboriginal person. This practice ensures there is cultural competence reflected across the committee and where required members are provided with the opportunity to undertake cultural capacity building.</li> <li>• Cultural awareness with other stakeholders including specialists and allied health is also addressed more opportunistically in response to identified need.</li> <li>• Where Aboriginal specific service provision has been commissioned to a non-Aboriginal provider, Nepean Blue Mountains PHN has engaged an Aboriginal consultant to work with the provider to ensure cultural awareness and competence within their program delivery and workplaces.</li> <li>• An Aboriginal consultant is involved in commissioning processes for all Aboriginal specific programs to ensure cultural competence and compliance in the commissioning process.</li> <li>• Acknowledgement of Country or a Welcome to Country is always</li> </ul>	<ul style="list-style-type: none"> <li>• Commenced development of a Reconciliation Action Plan (RAP) to be launched in National Reconciliation Week 2018. The PHN's RAP Working Group has representation across all streams of the organisation, and participated in a full day Cultural Immersion workshop and will continue their journey in relation to cultural awareness at all RAP Working Group meetings.</li> <li>• Facilitating staff educational opportunities that build knowledge and celebrate culture in the design and development of Aboriginal services. Examples include attending the Aboriginal Chronic Disease Forum with ACI; National Sorry Day events; National Reconciliation Week events; and NAIDOC Events across the LGA; and mandatory cultural competence training for new employees.</li> <li>• Providing local Acknowledgement of Country, by request of local service provider stakeholders.</li> <li>• The development of culturally appropriate and responsive consultation processes to gain feedback from community members to assist in program development and commissioning processes.</li> <li>• Providing ongoing, incidental cultural support and education opportunities within the PHN to build capacity across program portfolios. Eight employees have completed the Australian Centre for Cultural Competence course; a further ten employees and six Board members are currently enrolled. The PHN Board is participating in an Aboriginal cultural immersion day led by an Aboriginal Consultant on 19 October 2017.</li> <li>• Engaging Aboriginal consultants to develop and lead community consultation and commissioning in partnership with Aboriginal staff and community members.</li> <li>• Sharing resources relating to cultural education opportunities. Examples include promoting locally provided Aboriginal Mental Health First Aid</li> </ul>

<p>performed for all formal engagements and forums with service providers to ensure recognition and due respect for local Aboriginal people and culture is a priority.</p> <ul style="list-style-type: none"><li>• All NBMPHN staff complete cultural safety training to support appropriate competence with external service providers.</li></ul> <p>A challenge is the regional disparity of cultural competence amongst service providers. Not all regions have mature or established mechanisms to ensure cultural competency is consistently applied.</p>	<p>training, local cultural celebration events, and funding to assist people to attend Sorry Business.</p> <p>A challenge is the lack of culturally specific service providers and resources in the region limits choice and availability of approaches that are culturally targeted.</p>
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## NSW - North Coast (NCPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>North Coast Primary Health Network (NCPHN) has in place a number of strategies to develop the cultural awareness and competence of service providers and workforce. Activities include:</p> <ul style="list-style-type: none"> <li>• The provision of 12 locally relevant face to face cultural awareness training sessions for General Practice and Allied Health professionals.</li> <li>• Direct ongoing support by Indigenous Health Program Officers (IHPOs) and Aboriginal Outreach Workers (AOWs) to General Practices. Also the Lismore IHPO and Aboriginal Outreach Worker provide support to Southern Cross University Clinic on all matters related to cultural awareness and competence including identification and registration of patients, health information and resources, a culturally friendly clinic space, information on PIP (Indigenous Health) and one to one cultural advice and mentorship to practitioners and staff.</li> <li>• 100% of NCPHN staff are required to complete online cultural awareness training, which is then followed up with face to face cultural awareness training.</li> <li>• All NCPHN commissioned and contracted programs providing services to Aboriginal and Torres Strait Islander communities are required to undertake cultural awareness training. In some circumstances, services are asked to have an Aboriginal Community Controlled Health Organisation as a mentor in preparing submissions. Evaluation of organisational cultural competency is part of the evaluation criteria for tenders.</li> <li>• Governance of Healthy Minds (psychological services program) requires providers to have completed cultural competency training to be eligible to deliver services to Aboriginal people.</li> <li>• NCPHN has established an Aboriginal Health Unit to ensure, among other things, all commissioning activities are culturally appropriate in their approach and service design.</li> </ul>	<p><i>Cultural awareness training for mainstream health services:</i> Eleven cultural awareness training events were delivered across the NCPHN footprint. Training sessions were held at Tweed Heads, Ballina, Lismore, Coffs Harbour, Macksville, Port Macquarie and Kempsey. Approximately 160 participants attended the training sessions. Participants were predominately from mainstream general practice staff and allied health professionals.</p> <p><i>Providing cultural advice:</i> The Aboriginal Health Team provided guidance and advice to other teams within and outside NCPHN including the Mental Health and Drug &amp; Alcohol, Person Centered Medical Home, Community Engagement, Digital Health, Workforce Learning &amp; Development and the Communications teams. One specific example of where the Aboriginal Health Team has provided extensive cultural advice is the development of a NCPHN Community Engagement Toolkit, including the development of culturally appropriate community engagement resources providing key insights in working directly with Aboriginal and Torres Strait Islander Communities.</p> <p><i>Improving cultural safety within NCPHN:</i> It is mandatory for NCPHN staff to complete cultural awareness training - 'Respecting the Difference'. This is part of the staff induction program. Once the online training has been completed staff are required to complete face to face locally relevant cultural awareness training. As at 30 June 2017, 99% of NCPHN staff had completed the online cultural awareness training.</p> <p><i>Reconciliation Action Plan:</i> The development and implementation of the plan is a key priority for NCPHN. The plan is expected to be finalised and launched in 2018.</p>

- Working with MNCLHD and University of Newcastle to develop an Aboriginal Cultural Safety & Security Framework to be used across all sectors and services.

*Raising awareness of culturally significant dates within the NCPHN:*

The Aboriginal Health Team continued to raise awareness within NCPHN of key dates and culturally significant events. NCPHN staff are encouraged to participate in days of cultural significance. NCPHN staff are active participants in events such as NAIDOC week, Close the Gap, Reconciliation week and National Sorry Day.

## NSW - Northern Sydney (NSPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>NSPHN commitment to cultural competence is demonstrated to service providers and wider stakeholders through the inclusion of:</p> <ul style="list-style-type: none"> <li>• Acknowledgement of Country protocols in all communications, collateral/resources email signatures, website acknowledgement and at all events - including meetings, CPD events, AGM etc.</li> <li>• Local Elders and community members are invited to provide Welcome to or Acknowledgment of Country at stakeholder events.</li> </ul> <p>As part of the PHN tender process for both Indigenous specific and mainstream services, Commissioned service providers must demonstrate their ability to provide culturally appropriate and culturally safe services. Indigenous specific services are required to involve consumers in the planning, delivery, and monitoring of services to ensure consumer needs and feedback inform service delivery.</p> <p>NSPHN aims to capture the cultural appropriateness experienced by individuals accessing commissioned services. This is a key metric built into evaluation plans to ensure measurement of the impact of services including patient experience via Patient Reported Experience Measures (PREMS).</p> <p>NSPHN is a member of the ACT/NSW Aboriginal PHN Network. This provides the opportunity to share knowledge and experience between other PHNs, ensuring service providers embed cultural awareness, whilst striving for competence.</p> <p>NSPHN employees have completed Cultural Awareness Training from the Sydney Institute of TAFE. This ensures all staff managing service contracts, stakeholder education and primary care advancement, are able to implement culturally safe practices with a coordinated approach.</p>	<p>NSPHN Successes include:</p> <ol style="list-style-type: none"> <li>1. The first Cultural Awareness TAFE session was completely booked out demonstrating strong interest in increasing cultural awareness.</li> <li>2. Ongoing support provided to individual General Practitioners and Allied Health Providers, to increase their capability, awareness of local cultural issues and available Aboriginal services.</li> </ol> <p>NSPHN Challenges include:</p> <ol style="list-style-type: none"> <li>3. Informed by consultation and co-design with Community and other local stakeholders, cultural competence has not always been achieved via past cultural awareness training events. NSPHN has undertaken a review of the available Cultural Awareness Training to ensure that provision of training that most effectively builds cultural safety, and highlights the vulnerability of the local Communities in accessing mainstream primary health care services.</li> </ol> <p>NSPHN Outcomes include:</p> <ol style="list-style-type: none"> <li>4. Partnership with Gawura Brookvale TAFE has resulted in the development of an education program specifically designed to enhance cultural safety in primary care providers, including management of physical, spiritual, and mental wellbeing.</li> </ol>

## NSW - South Eastern NSW PHN (SENSWPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>SENSWPHN continue to seek advice and guidance from their Aboriginal Health CEOs Advisory Group and Clinical Councils to improve capacity to develop greater cultural awareness and competence across the broad range of service providers.</p> <p>SENSWPHN is developing a Reconciliation Action Plan (RAP) which will include a comprehensive cultural awareness component. Developing the RAP will assist to better support local mainstream providers to deliver culturally respectful and culturally sensitive services to their Aboriginal and Torres Strait consumers.</p> <p>All SENSWPHN staff attended an introductory cultural awareness session in preparation for the development of the SENSWPHN RAP.</p> <p>Community consultation sessions are held to receive advice from both the Aboriginal and broader community.</p> <p>The Integrated Team Care (ITC) co-design process resulted in a role for commissioned providers to deliver activities designed to build cultural awareness and competency across the broader provider network.</p> <p>SENSWPHN employs an Aboriginal Health Service Development and Performance Manager and an ITC Coordinator, with both roles filled by Aboriginal staff members. As well, both roles have explicit objectives within their position descriptions to work with SENSWPHN providers to improve their cultural awareness and competence.</p> <p>SENSWPHN are working towards a first Regional Aboriginal Health Strategy that will guide development of activities designed to improved health outcomes for the Aboriginal community. A key component of this Strategy will be supporting activity that improves cultural awareness and competence across the provider network.</p>	<p>All SENSWPHN staff attended an introductory cultural awareness session in preparation for the development of the SENSWPHN RAP.</p> <p>The SENSWPHN has co-designed the ITC activities with local providers to include a range of activities that build cultural awareness across the broader provider network.</p> <p>The network of ITC commissioned service providers have implemented the following activities designed to improve culturally safe workplaces and services:</p> <ul style="list-style-type: none"> <li>• cultural awareness training sessions, targeting mainstream primary care services;</li> <li>• internal Cultural Mentors and Cultural Immersion training providing one on one support to individual primary care team members.</li> </ul>

## NSW - South Western Sydney (SWSPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• A well-established Aboriginal Health committee provides an advisory function to improve cultural awareness and sensitivity. The committee comprises community elders, community members and Aboriginal service providers and reports to the SWSPHN clinical council.</li> <li>• All commissioned services providing direct clinical support to Indigenous clients are contractually required to be culturally competent and undertake staff cultural awareness training.</li> <li>• Cultural awareness training has been delivered to 64 primary care providers with the highlight being the local AMS hosting training on site.</li> <li>• Tharawal AMS will be commissioned to deliver cultural awareness and competence training to mainstream providers to enhance the cultural appropriateness of mainstream health services through cultural induction, cultural awareness to cultural safety, and cultural immersion.</li> <li>• Ongoing commitment to the cultural audit 'Ways of Thinking, Ways of Doing' project, undertaken by UNSW in consultation with local elders, continues with an evaluation due October 2017.</li> <li>• Working with several NSW PHNs to consider a proposal from NADA for Culturally Acceptable Practice Guidelines project. Discussions continue to finalise the project scope and evaluation framework.</li> <li>• Developing Aboriginal and Torres Strait Islander HealthPathways that allow mainstream providers access to culturally appropriate resources and clinical referral pathways</li> <li>• Providing a list of local Aboriginal artists to mainstream service providers resulting in local artists being contacted to provide paintings for their practices. Engaging the work of local Aboriginal artists and displaying their work proudly demonstrates cultural respect.</li> </ul>	<ul style="list-style-type: none"> <li>• Cultural awareness is part of induction for new employees.</li> <li>• SWSPHN Aboriginal Health Committee members include community representatives, allied health, specialists, LHD, AMS, mainstream GPs, and Community Elders.             <ul style="list-style-type: none"> <li>- Celebration of Aboriginal days of celebration and significance attended by 90% of SWSPHN staff.</li> </ul> </li> <li>• Cultural immersion activities undertaken at quarterly all-staff meetings.</li> <li>• Supporting local Aboriginal business.</li> <li>• A local Aboriginal artist created a design for polo shirts for the CTG team uniform, and for all staff of SWSPHN to wear weekly and at Aboriginal specific events.</li> <li>• An acknowledgement to country is delivered at internal and external meetings.</li> <li>• Aboriginal staff are encouraged and supported to attend Indigenous days of significance.</li> <li>• Training and education opportunities are provided and supported so Aboriginal staff can upskill in areas of interest.</li> <li>• A working group is developing the SWSPHN Reflect Reconciliation Action Plan (RAP).</li> <li>• Local artist commissioned to create a customised painting for PHN board room that reflects the SWSPHN local story and commitment to reconciliation.</li> <li>• NAIDOC celebrations included staff input into renaming all internal meeting rooms with a local Aboriginal name which will be painted by local artist and be displayed on doors of meeting rooms.</li> <li>• Aboriginal flag badges provided to staff as part of NAIDOC day celebrations and to be worn at their own discretion.</li> </ul>

- Follow-up visits by dedicated PHN Aboriginal Health staff to raise awareness and provide support in ways to improve the cultural safety of mainstream primary care services, identifying areas for improvement such as the provision of flags, stickers, posters, and brochures.

#### Challenges

- Identifying the gaps in Aboriginal knowledge, history & culture & gauging the level of understanding of staff.



## NSW - Western NSW (WNSW PHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>A key role of the WNSW PHN is supporting Aboriginal health and wellbeing in Western NSW, guided by the National Aboriginal and Torres Strait Islander Health Plan, 2013-2023.</p> <p>The first goal in the WNSW PHN Strategic plan (2016-2021) is to work in partnership to improve Aboriginal and Torres Strait Islander health outcomes. WNSW PHN expects that this priority will be achieved by:</p> <ol style="list-style-type: none"> <li>1. Working in collaboration with Aboriginal health partners, guided by the WNSW PHN Aboriginal Health Council.</li> <li>2. Supporting Aboriginal Community Controlled Health Services to spread the delivery of innovative, high performing Aboriginal health services across all communities in the region.</li> <li>3. Supporting Aboriginal communities and service providers to those communities to increase Aboriginal engagement and participation in health service planning and delivery, empowerment and self-navigation for improved health outcomes.</li> </ol> <p>WNSW PHN's commitment to cultural competency include:</p> <ul style="list-style-type: none"> <li>• Establishment of a WNSW PHN Aboriginal Health Council to advise the Board on Indigenous health.</li> <li>• Developing and maintaining significant Indigenous collaboration, community and stakeholder partnerships and alliances across the WNSW PHN geographical area (and beyond).</li> <li>• Active commissioning of Aboriginal Community Controlled Health Organisations and other service providers with a demonstrated track record of partnership with Aboriginal communities and delivery of culturally appropriate health services.</li> <li>• Led by the Aboriginal Health Council, the development of a Cultural Safety Framework to be embedded into commissioning and service activities.</li> </ul>	<p>Activities and approaches to improve culturally safe workplaces and services across service providers include:</p> <ul style="list-style-type: none"> <li>• Active commissioning of Aboriginal Community Controlled Health Organisations and other service providers with a demonstrated track record of partnership with Aboriginal communities and delivery of culturally appropriate health services.</li> <li>• Following completion of the Cultural Safety Framework, progressive application of the framework to service commissioning and performance KPIs and evaluation.</li> <li>• Employing a skilled, qualified and culturally competent workforce in the WNSW PHN.</li> <li>• Development of Reconciliation Action Plans by mainstream service providers.</li> <li>• Access to cultural awareness training, including as part of orientation processes.</li> <li>• WNSW PHN Enterprise Agreement provides flexible working conditions and leave for culturally significant events and special days.</li> </ul> <p>As nearly 1:8 of the residents of Western NSW are Aboriginal, provision of culturally appropriate services and a commitment to improve the health and well being of Aboriginal people is a core priority of the WNSWPHN, the two State funded Local Health Districts and key primary health care service providers in the Western NSW region.</p> <p>There is a growing number of successful programs delivering improved health outcomes. Challenges regarding access, travel times, recruitment and retention of staff and provision of a network of culturally appropriate services across Aboriginal Community Controlled Health Services and mainstream primary health services remain.</p>

	Foundations and strong partnerships with the Aboriginal Health Council and the rollout of the Cultural Safety Framework will underpin and accelerate progress.
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## NSW - Western Sydney (WSPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>WSPHN has continued to ensure cultural competence in areas of work. This includes</p> <ul style="list-style-type: none"> <li>• Commissioned organisations to demonstrate the willingness to acquire / improve cultural competence.</li> <li>• Provides specific training in cultural competence in relation to Aboriginal and Torres Strait Islander people for providers in the Primary health sector on a regular basis at no cost.</li> <li>• Commissioning education services on Aboriginal Mental Health First Aid.</li> <li>• Commissioning ITC program to Wellington Aboriginal Corporation Health Service. This important service designed for Aboriginal people is now run by an Aboriginal service.</li> </ul>	<ul style="list-style-type: none"> <li>• The WSPHN continued to provide face to face cultural awareness training and ongoing support through meetings and presentations.</li> <li>• In the first half of 2016/17 three cultural awareness training sessions were facilitated with 36 health professionals in attendance.</li> <li>• The WSPHN encourage a greater number of attendees by facilitating training on weekdays after hours as well as at services with more than 10 staff requiring training.</li> <li>• WSPHN continues to provide cultural awareness training to staff.</li> <li>• WSPHN is currently in discussion with Wellington Aboriginal Corporation Health Service, (new operator of the Western Sydney Aboriginal Health Service) to implement a comprehensive health education curriculum mapped to National standards in relation to the delivery of culturally sensitive health care.</li> <li>• The WSPHN has appointed an Aboriginal Board member to provide advice on the cultural safety of their proposed strategic directions, and identified a position within the PHN whereby an Aboriginal staff member is consulted on all new models in development in relation to cultural sensitivity and safety.</li> <li>• WSPHN is developing a Reconciliation Action Plan to work on cultural appropriate activities and approaches to ensure that the PHN is proving a culturally safe environment.</li> <li>• WSPHN continue to attend and coordinate culturally specific groups and meetings in the local community, allowing staff to engage, promote and encourage leadership and mentoring for young people in the community.</li> <li>• WSPHN is commissioning Aboriginal Mental Health First Aid 2 day program providing participants with the knowledge and skills to assist individuals experiencing a mental health crisis.</li> </ul>

## NT - Northern Territory (NT PHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>This is an area of continued focus for NT PHN. The review and implementation of commissioning resources includes a focus on capacity building for providers, including cultural awareness and competence.</p> <ul style="list-style-type: none"> <li>• Training opportunities are circulated to providers through NT PHN's newsletters.</li> <li>• Orientations delivered to health practitioners placed through NT PHN's function as the Northern Territory Rural Workforce Agency.</li> <li>• As part of a focus on internal cultural competency, the organisation is currently developing a Reconciliation Action Plan.</li> <li>• Work on NT PHN's Reconciliation Action Plan (RAP) is ongoing, with the latest draft currently with Reconciliation Australia for review (expected to be finalised by October 2017). The draft RAP includes a range of actions to: <ul style="list-style-type: none"> <li>- promote Aboriginal people's governance of NT health organisations;</li> <li>- promote and encourage NT PHN commissioned service providers to employ Aboriginal staff to deliver health programs across the NT; and</li> <li>- to identify opportunities to develop and support collaborative approaches to better service provision and policy for Aboriginal and Torres Strait Islander health services.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• NT PHN is guided by the Principles within Primary Health Networks (PHNs) and Aboriginal Community Controlled Health Organisations (ACCHS) – Guiding Principles which have been incorporated into the organisation's Commissioning Policy and Commissioning Procedure (adopted May 2017).</li> <li>• As the majority of Aboriginal and Torres Strait Islander residents of the NT who have a choice of health care provider, choose an ACCHS, NT PHN has commissioned ACCHS (9 ACCHS and 1 Aboriginal Council) to deliver care coordination services under the Integrated Team Care activity.</li> </ul> <p><b>Successes, challenges, outcomes:</b></p> <ul style="list-style-type: none"> <li>• Continued funding from NT PHN to existing ACCHS service provider organisations has ensured continuity of culturally appropriate service delivery to care coordinated clients under the Integrated Team Care activity.</li> <li>• Priority focus for the reporting period was given to finalising funding and delivery arrangements with providers of care coordination and supplementary services. Activities previously included within the Improving Indigenous Access to Mainstream Primary Care (IIAMPC) program, including workforce development activities such as cultural awareness training, will be considered in the next reporting period.</li> <li>• Endorsement of NT PHN's Commissioning Policy and Procedure in May 2017 (<a href="https://www.ntphn.org.au/our-commissioning-approach">https://www.ntphn.org.au/our-commissioning-approach</a>) which supports contracting to Aboriginal community controlled health services for Aboriginal health-specific program funding.</li> <li>• 50.2% of NT PHN's contracted funding is provided to ACCHS or other Aboriginal community controlled organisations.</li> <li>• Aboriginal representation on all NT PHN's Clinical and Community Advisory Council (at least one Aboriginal member on each Council), with three Aboriginal Directors on NT PHN's Board, as required in NT PHN's Constitution.</li> </ul>

## QLD – Brisbane North (BNPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>The Institute of Urban Indigenous Health (IUIH) facilitates group cultural awareness training using a two-fold approach in the Brisbane North PHN region.</p> <ul style="list-style-type: none"> <li>IUIH facilitates a group Cultural Awareness training where they advertise training to all general practices with a set date, time and location. These training sessions are usually for larger groups with many different practices participating and take place out of hours.</li> <li>A delivery method that allows general practices that show a particular interest in Aboriginal and Torres Strait Islander health and provides in-house training, usually over a two-day period, where IUIH staff come out to the specific practice and train all available staff. This training option is more tailored and has less people in attendance. It is a very effective way to make significant change in a particular practice.</li> </ul> <p>In addition to this general practice, training the Partners in Recovery program has worked with IUIH to ensure that cultural competence training has been provided to all of the PIR coordinators in Brisbane North region.</p> <p>BNPHN has also worked with IUIH and Queensland Aboriginal and Islander Health Council (QAIHC) to develop a unit of competency in the assessment of Aboriginal and Torres Strait Islander clients.</p>	<p>The Integrated Team Care (ITC) Team facilitated six cultural awareness-training sessions in the past year, with most sessions conducted in suburbs a significant distance from Aboriginal Medical Services (AMSs). Three training sessions were completed for an individual practice after hours and the other three were group sessions. A total of 50 practice staff attended the training.</p> <p><u>Successes</u></p> <ul style="list-style-type: none"> <li>Practice staff enjoy cultural awareness training and come away from it with a better understanding of working with Aboriginal and Torres Strait Islanders and the ITC programme in general.</li> <li>Working with pharmacies to understand their knowledge and participation in Closing the Gap initiatives.</li> <li>Using cultural awareness training as an engagement tool to enable better understanding of ITC and general Aboriginal and Torres Strait Islander health.</li> <li>Assisting practices to make their waiting rooms more culturally friendly.</li> </ul> <p><u>Challenges</u></p> <ul style="list-style-type: none"> <li>Some practices use the small number of Aboriginal and Torres Strait Islander clients as an excuse to not need cultural awareness training or registering for the PIP IHI.</li> <li>Sometimes, practice staff attending cultural awareness training are low-level staff who have little influence, so they struggle to create change in their organisation.</li> <li>People register for cultural awareness training but do not attend on the day.</li> </ul> <p><u>Outcomes</u></p> <ul style="list-style-type: none"> <li>The training has resulted in medical practices signing up to the PIP IHI initiative.</li> </ul>

	<ul style="list-style-type: none"><li>• Throughout the training, primary health care staff have become more aware of additional UIH program scope and eligibility requirements.</li><li>• The collaboration of efforts between ITC and UIH Connect has provided clients with support in additional areas of medical aids and equipment, through case management and integration of the two programs.</li><li>• Practices have made positive changes, which has resulted in many more 715-health checks being done as well as other Aboriginal and Torres Strait Islander MBS items. This in turn improves the health outcomes of these individuals.</li></ul>
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## QLD – Brisbane South (BSPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>Brisbane South PHN's region is one of the most diverse in Queensland. This region is home to approximately 13% of Queensland's Aboriginal and Torres Strait Islander population, and 37% of the state's culturally and linguistically diverse (CALD) population, including approximately 68% of the state's total refugee population.</p> <p>BSPHN has an endorsed Innovate Reconciliation Action Plan (RAP) and are now working with staff and stakeholders to develop a Stretch RAP which will consider Closing the Gap health targets. All PHN staff are engaged in developing the new RAP, recently providing input into the key RAP areas of respect, relationships, opportunities and evaluation. One early outcome of renewing the RAP is that Aboriginal and Torres Strait Islander peoples' needs will be included in all PHN health-based training, not only cultural awareness training. BSPHN is working closely with creative agency, Gilimbaa, to prepare a unique artwork which will symbolise within the PHN's new RAP an inclusive approach to health and wellbeing in the region.</p> <p>This year BSPHN recognised National Reconciliation Week by inviting a speaker from Gallang Place to talk about what reconciliation means to her as an Aboriginal woman, whose mother was a member of the stolen generation. This was a powerful reminder to all staff of the importance of respect and compassion in working with people in their communities.</p> <p>BSPHN has commissioned the Institute of Urban Indigenous Health to provide Aboriginal and Torres Strait Islander cultural awareness training for the region's primary healthcare providers, commissioned services providers and staff. BSPHN also offers multicultural competency support through the Refugee Connect program as well as joint programs with Metro South Health.</p>	<p>Brisbane South PHN has a strong culture of respect for the rich diversity of staff, service providers and of the community. BSPHN values and fosters strong and positive relationships with its most vulnerable communities to ensure they have access to timely and appropriate support.</p> <p>BSPHN's new commissioned programs have articulated requirements around cultural competencies and a demonstrated ability to service diverse communities. Where a need for a more targeted program is identified, specific services, such as Social and Emotional Wellbeing holistic mental health services for Aboriginal and Torres Strait Islander people or Low Intensity Mental Health Services for culturally and linguistically diverse (CALD) populations have been commissioned.</p> <p>Most recently, through the Needs Assessment engagement, BSPHN has been working directly with local Indigenous Elder groups, Indigenous service providers and refugee representative groups to understand the specific challenges they face within the health system. From these discussions the PHN has identified a number of opportunities to further explore, including more effectively utilising Elders in cultural awareness training and contracting local community groups to train staff in respectful and effective engagement with Aboriginal and Torres Strait Islander peoples.</p> <p>The rich diversity of Indigenous communities in the region provides many different perspectives and presents unique requirements that need to be addressed. Single solutions are not appropriate and Indigenous leaders in the community have directly expressed that they would like choice in the services they are able to access.</p>

	<p>BSPHN is working with service providers to grow the Aboriginal and Torres Strait Islander health workforce and adopting a co-design approach to commissioning processes. This will enable the PHN to continue to address the issues of Indigenous, CALD and refugee communities as identified and prioritised through the Needs Assessment.</p>
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## QLD – Central Queensland, Wide Bay and Sunshine Coast (CQWBSCPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>CQWBSCPHN is working to embed cultural competence in the following:</p> <p><u>Systems</u></p> <ul style="list-style-type: none"> <li>Indigenous Outreach Workers (IOW) and Practice Support Officers (PSO) collaborate to improve practice understanding of processes and programs; and</li> <li>Employment of Aboriginal and Torres Strait Islander people in the PHN.</li> </ul> <p><u>Protocols</u></p> <ul style="list-style-type: none"> <li>The PHN acknowledges Traditional Owners at all meetings/events;</li> <li>The PHN ensures relevant representation of Aboriginal and Torres Strait Islander people on working groups or steering committees as well as genuine participation and consultation;</li> <li>Artwork by local Indigenous artists is showcased in PHN offices;</li> <li>The PHN is working with QAIHC and other Qld PHNs to develop culturally sensitive tools, protocols and processes for commissioning Indigenous services; and</li> <li>The PHN has a tripartite agreement with North Coast Corporation for Aboriginal Community Health and the Sunshine Coast HHS. This will be replicated across the other two sub-regions.</li> </ul> <p><u>Activities</u></p> <ul style="list-style-type: none"> <li>Days of significance are supported, acknowledged and celebrated.</li> <li>The Indigenous Health Project Officer collaborated with Generalist Medical Training through James Cook University Medical School to develop cultural awareness and safety training modules for registrars and medical students;</li> <li>Raising awareness in new doctors and medical students to the issues particular to Aboriginal and Torres Strait Islander peoples in terms of susceptibility to chronic disease, lifestyle risk factors and cultural “business”;</li> </ul>	<p><u>Successes</u></p> <ul style="list-style-type: none"> <li>An active workforce to support and connect Indigenous organisations, general practice, service providers and collaborative groups;</li> <li>The PHN runs Cultural Awareness training sessions aimed at practice staff and primary care providers.</li> <li>The development of strong partnerships with Generalist Medical Training (GMT), including the provision of presentations to GMT registrars in the Sunshine Coast and Gympie region;</li> <li>PHN staff participating in GMT Cultural Awareness training for GPs and registrars in the Fraser Coast and Bundaberg and over 50 staff participating in Closing the Gap training delivered by the ITC provider.</li> <li>Closing the Gap in General Practice Workshops held in the Central Queensland and Sunshine Coast regions provided by ITC providers.</li> <li>The PHN is undertaking workforce development of its Aboriginal and Torres Strait Islander staff and promote mainstream employment opportunities.</li> </ul> <p><u>Challenges</u></p> <ul style="list-style-type: none"> <li>Accessing providers to deliver RACGP accredited training. This is being addressed with Traditional Custodians from ITC programs being involved in new training development.</li> </ul>

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| <ul style="list-style-type: none"><li>• The PHN Board is recruiting for an Aboriginal and Torres Strait Islander Director, and the Community Advisory and Clinical Councils already have an Aboriginal and Torres Strait Islander Director;</li><li>• The PHN is developing a Reconciliation Action Plan in partnership with Reconciliation Australia;</li><li>• Aboriginal and Torres Strait Islander people are an identified priority population in the PHN's Health Needs Assessment.</li><li>• The PHN has a commitment to continuous improvement in the area of Indigenous health.</li></ul> |  |
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**QLD – Darling Downs and West Moreton (DDWMPHN)**

<b>Cultural Competence</b>	<b>Building culturally safe workplaces</b>
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>DDWMPHN engaged Carbal Medical Services to deliver six sessions of its Deadly Mental Health Skills Training package across the region from April 2017, with two remaining sessions to be delivered by the end of 2017.</p> <p>The learning outcomes of the Package include:</p> <ul style="list-style-type: none"> <li>• increased skill in detecting and assessing common mental illnesses;</li> <li>• increased skill in preparing evidence-based GP mental health treatment plans for common mental health disorders;</li> <li>• increased skill in undertaking progress reviews and developing relapse prevention strategies for common mental illnesses;</li> <li>• a greater understanding of practice systems and other issues that safeguard patient safety in providing mental healthcare;</li> <li>• a greater understanding of the experience of mental illness from the perspective of Aboriginal and Torres Strait Islander consumers and their families, friends and/or carers;</li> <li>• a working knowledge of the MBS items relating to provision of mental healthcare by a GP;</li> <li>• a working knowledge of the local services and resources available to assist GPs in providing mental healthcare; and</li> <li>• a greater understanding of cultural awareness, culturally-safe practice and their barriers.</li> </ul> <p>Attendees included doctors, practice nurses, allied health professionals and administration support staff working in health practices.</p> <p>Participant feedback shows that the sessions have been well received and programme evaluation will be enhanced to prepare analytics on the outcome/success of the training.</p>	<p>DDWMPHN employees have participated in Cultural Competence Training in collaboration with the Darling Downs Hospital and Health Service. There has been a need identified to broaden this employee training, particularly for Practice Support Staff, to ensure it reviews cultural competence at all layers of the business and within the Primary Care space, with ongoing training being embedded in the education calendar. A Practice Support Checklist has been developed and aids the Practice Support Officers in their role.</p> <p>DDWMPHN is currently in the process of creating a Reconciliation Action Plan (RAP) with Board and Executive support and a working party being established. This training will be a critical step before commencing the RAP process.</p> <p>DDWMPHN has held preliminary discussions with appropriate Elders’ groups in the region, however, delays with the PHN Activity Work Plans have impacted progressing to co-design or collaboration phase to positively impact health outcomes. Initial meetings have been attended in the region with further consultation occurring through involvement in the Health Needs Assessment consultation activity. Review indicates a large number of Elders’ groups already being held and the DDWMPHN has been invited to attend existing groups to be involved in discussions.</p> <p>An Aboriginal and Torres Strait Islander Health Priority Action Group will be explored for co-commissioning opportunities, comprised of representatives from the PHN, Aboriginal Medical Services and local Elders and leaders.</p>

DDWMPHN is seeking to ensure training options are delivered by multiple providers to allow increased choice and enhance attendance. Re-registration of the training package is underway so it can be conducted quarterly in different locations and as identified on an as needs basis.

DDWMPHN also proposes to collaborate with UQ Rural Medical School to implement training, program evaluation and continual improvement reviews to ensure professionals in the primary health sector understand the complexities of Aboriginal and Torres Strait Islander health.

*Indigenous Medicare PIP Registration*

It remains difficult to reach 100% accredited practices or 100% PIP IHI registration due to low engagement of practices or low Indigenous patient numbers. A targeted benefits program is being considered to continue to progress.

Re-registering of the DDWMPHN specific training will enable it to be offered to practices quarterly, combined with targeted practice support activities which will ensure focus on this important factor.

## QLD - Gold Coast (GCPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>GCPHN is embedding and improving cultural competency amongst service providers by:</p> <ul style="list-style-type: none"> <li>• running a cultural competency program for general practice as part of the Integrated Team Care Program;</li> <li>• utilising the PHN’s Reconciliation Action Plan to inform: <ul style="list-style-type: none"> <li>○ training for all PHN staff;</li> <li>○ processes and policies used to support cultural awareness and competence amongst our contracted service providers.</li> </ul> </li> <li>• making cultural competency a core component of most of the PHN’s quality improvement programs and accreditation;</li> <li>• making it mandatory for providers to demonstrate their level of cultural competency when they apply for commissioning processes; and</li> <li>• supporting organisations with training and upskilling whenever gaps in cultural competency are identified.</li> </ul>	<p>Several activities have been implemented by GCPHN to improve culturally safe work places and services. For instance:</p> <ul style="list-style-type: none"> <li>• GCPHN ran a series of cultural awareness training sessions in 2016-17. These training sessions will continue in 2017-18, with an expressions of interest register established for the next round of training. To date, there have been 34 participants including 8 general practices.</li> <li>• Four cultural awareness information sessions were provided to first year students at Griffith University. 72 students participated in these sessions.</li> <li>• GPs have been alerted to the online ‘cultural awareness and cultural safety training’ module made available by the Royal Australian College of General Practitioners.</li> <li>• GCPHN’s Indigenous Health Project Officer had been working with Reconciliation Australia to manage the implementation of the PHN’s Reconciliation Action Plan (RAP). Locally designed Aboriginal and Torres Strait Islander Artwork is now prominently displayed throughout the new premises of GCPHN. This has drawn a very positive response from a wide range of staff members.</li> <li>• A recent good news story involves the Indigenous Outreach Worker in the Southport area. Having identified that a general practice required training and upskilling to provide culturally appropriate services, the Indigenous Outreach Worker took the initiative to make contact with the practice manager to organise in-house training and upskilling in a timely manner. This allowed the practice to provide appropriate care, such as Indigenous Health Assessments and Close the Gap annotated scripts, to patients referred from the Integrated Team Care Program.</li> </ul>

## QLD – Northern Queensland (NQPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>Cultural competence is a core component of the NQPHN contract schedules for commissioned services and requires providers to ensure that staff and services are culturally appropriate.</p> <p>NQPHN reviews service performance, which includes cultural competencies, consumer engagement and feedback and appropriate workforce as part of the performance review of commissioned services.</p> <p>RACGP training in cultural awareness has been provided for general practices across the NQPHN region.</p> <p>Cultural competence training for providers (including general practices) in the NQPHN region is part of the deliverables for service providers commissioned by NQPHN to deliver the Integrated Team Care programme.</p> <p>NQPHN staff and the NQPHN Board members have completed cultural competence training and NQPHN is currently drafting a reconciliation action plan.</p>	<p>Activities to improve culturally safe workplaces include:</p> <ul style="list-style-type: none"> <li>• Cultural awareness training for primary health care providers, including general practices, as part of the Integrated Team Care (ITC) programme.</li> <li>• RACGP accredited cultural awareness training to ensure general practices meet accreditation requirements for the Practice Incentive Payment - Indigenous Health Initiative.</li> <li>• Providing funding to Aboriginal and Torres Strait Islander people to complete a Certificate IV in Primary Health Care (Clinical) or Certificate III in Primary Health Care to increase the number of Indigenous Health Workers.</li> </ul> <p><u>Successes</u></p> <ul style="list-style-type: none"> <li>• ITC providers have identified that patients are afforded better access and attend other programs and services once they are signed up for the ITC programme (which provides Aboriginal and Torres Strait Islander people with a care coordinator to support them to access services to better manage their chronic disease).</li> </ul> <p><u>Challenges</u></p> <ul style="list-style-type: none"> <li>• Low numbers of Aboriginal and Torres Strait Islander people in the health workforce and the challenges of burnout that these staff face in delivering services to their communities.</li> </ul>

## QLD – Western Queensland (WQPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>WQPHN and the Aboriginal and Torres Strait Islander Community Controlled Health Services (AICCHS) established the Nukal Murra Alliance (Alliance) in 2017.</p> <ul style="list-style-type: none"> <li>- The Alliance identifies the collective leadership and collaboration required to achieve joint aspirations to create greater service alignment, integration and consumer engagement to improve Aboriginal and Torres Strait Islander health outcomes in Western Queensland.</li> <li>- The Alliance supports and empowers AICCHS in the co-design and management of specific projects that supports the WQPHN Strategic Plan 2016 -2020 (Strategic Plan), the National Aboriginal and Torres Strait Islander Health Plan 2013-2023 and the Gayaa Dhuwi Declaration 2015 (Plans).</li> <li>- The Alliance is currently collaborating on the following Initiatives:</li> <li>- Social and Emotional Well-Being (SEWB) initiative to integrate the mainstream clinical and Aboriginal and Torres Strait Islander cultural approaches to the prevention and management of mental health issues (including drug and alcohol use) and to produce an enduring, region wide, integrated culturally appropriate system of care.</li> <li>- Integrated Team Care (ITC) program to improve the way chronic diseases are managed for Aboriginal and Torres Strait Islander people in Western Queensland comprising Care Linkage and Supplementary Services program strands.</li> <li>- Workforce Strategy – with stakeholders the PHN has identified the urgent need for an Indigenous Health Workforce strategy, which recognises the need for the development of a career pipeline that provides rural and remote communities with a culturally informed and skilled workforce to meet the needs of the Aboriginal and Torres Strait Islander Western Queenslanders.</li> </ul>	<p><u>Successes</u></p> <p>WQPHN has undertaken to finalise a Reconciliation Action Plan (RAP) for the organisation in 2017-18. The RAP provides a framework for the organisation that is built on relationships, respect and opportunities. The PHN’s RAP focusses on the following three paradigms:</p> <ol style="list-style-type: none"> <li>1. Internal <ul style="list-style-type: none"> <li>• Aboriginal and/or Torres Strait Islander Representation on all levels of governance across the WQPHN (Board of Directors 25%; Clinical &amp; Consumer Councils 33%).</li> <li>• Aboriginal and/or Torres Strait Islander representation at Executive Management level and other levels throughout the organisation (target is 25%, currently have 12% Aboriginal and Torres Strait Islander staff).</li> </ul> </li> <li>2. Commissioning <ul style="list-style-type: none"> <li>• North West tripartite agreement between Gidgee Healing, (AICCHS) North West Hospital and Health Service and WQPHN.</li> <li>• Nukal Murra Alliance (see notes previous column).</li> <li>• Preliminary development of a cultural integrity framework to guide assessment and support commissioned clinical providers.</li> </ul> </li> <li>3. Health Outcomes linked to Models of Care <ul style="list-style-type: none"> <li>• Child and Maternal health model of care incorporates the Aboriginal and Torres Strait Islander concepts of health and wellbeing and reflects the cultural and social determinants.</li> </ul> </li> </ol> <p>The WQPHN is working with AICCHSs (Nukal Murra Alliance co-commissioning agreement) and General Practice and Hospital and Health Services (HHS) networks to improve rates of access to mainstream primary health among the Aboriginal and Torres Strait Islander population through the:</p> <ul style="list-style-type: none"> <li>• Pilot of an Aboriginal Health Worker placement in General Practice (St</li> </ul>

<ul style="list-style-type: none"> <li>• WQPHN is in the process of developing the WQPHN Cultural Competency Framework (WQPHNCCF). <ul style="list-style-type: none"> <li>- The WQPHNCCF will reflect the key criteria that will be embedded across the organisation to provide an objective, concise and clear process to identify, and measure key capabilities and to determine potential engagement with Aboriginal and Torres Strait Islander people in the decision-making, planning, implementation and accountability processes regarding Indigenous community healthcare needs and service delivery. Importantly it is also intended to complement the Commissioning for Better Health a Bushman’s guide to commissioning in Western Queensland that has been developed to guide the WQPHN broader planning, design and commissioning.</li> </ul> </li> </ul>	<p>George Medical Centre) to provide an enhanced CTG program and whole of population outcomes;</p> <ul style="list-style-type: none"> <li>• RPL program for AHWs cohort to Health Practitioner status and AHPRA registration (Cunnamulla AICCHS, CWHHS);</li> <li>• Provision of a 100% Aboriginal and Torres Strait Islander workforce under the ITC program (Nukal Murra Alliance) with strong linkages to private general practice networks;</li> <li>• Commencement of a clinically integrated SEWB program as part of the Nukal Murra Alliance to better support Aboriginal and Torres Strait Islander clients with mental health and drug and alcohol illness, linked to mainstream programs; and</li> <li>• Development of a Cultural Competency resource for organisations and clinical providers to enable better access to local cultural safety training and identify gaps in resources.</li> </ul>
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## SA – Adelaide (APHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p><b>The APHN Aboriginal Internal Working Group (AIWG)</b> Established to lead organisational activity in Aboriginal Health. The AWIG have developed internal policies and protocols to support cultural awareness and competency.</p> <p><b>Aboriginal Health Priority Group (HPG)</b> Brings together a range of Aboriginal specific stakeholders that includes health professionals, service providers and community members to raise and discuss relevant primary healthcare issues.</p> <p><b>Community Consultations</b> A recommendation from the Aboriginal HPG and as part of the APHN ongoing engagement strategy, the APHN has undertaken community engagement workshops across Adelaide to discover community irritants and issues involved in accessing culturally appropriate and safe health services, and to determine what community members value in accessing and using culturally appropriate and safe health services.</p> <p>This is informing APHN on what standards, actions, performance indicators and measures need to be included in APHN agreements and workplans with service providers. The APHN ensures this works aligns with the Cultural Respect Framework 2016-2026 and the National Safety and Quality Service Standards.</p> <p><b>Commissioned Service Providers Contractual and Reporting Obligations</b> As of July 1 2017, all contracts with commissioned service providers are required to report through regular scheduled performance reporting on the standardised Key Performance Indicators (KPI).</p>	<p><b>Cultural Competency Training</b> APHN has commissioned cultural training workshops specifically for mainstream Primary Mental Health service providers including partner Aboriginal organisations. This training aims to improve access to mental health services by Aboriginal and Torres Strait Islander Lesbian, Gay, Bisexual, Transgender and Intersex people (LGBTQI). Inclusive Practices in Mental Health and Suicide Prevention LGBTQI.</p> <p>APHN are commissioning a cultural competency training program. Face to face sessions will be delivered to all APHN commissioned services providers, and more broadly to primary health care providers in the regions. Training sessions will be delivered across the Adelaide region targeting Primary Health Care providers.</p> <p>APHN promotes and shares information on available cultural awareness and competency training activities through the APHN website and various communication publications</p> <p><b>Integrated Team Care</b> APHN have led a qualitative evaluation of the Integrated Team Care Program to identify the program’s needs, challenges and achievements. The APHN works with the provider in a capacity building role, implementing activities to support workforce, such as participating in regular workforce network meetings and providing an IT platform and discussion forum to share and discuss relevant program, training, professional development events and information.</p> <p>Local and national cultural events are promoted and supported with sponsorship provided to commissioned providers and partnering Aboriginal</p>

All APHN Contractor Agreements require commissioned service providers to satisfy 'Probity Checks' through accreditation against the organisational quality standards, ISO 9001, Australian Service Excellence Standards (ASES), Quality Improvement Council (QIC) Health and Community Services Standards, and the Royal Australian College of General Practitioners (RACGP) Standards for general practices, or an equivalent.

organisations. There is opportunity for all Integrated Team Care workforce to participate in NAIDOC Week, Reconciliation Week and Close the Gap days.

APHN have provided funding to the commissioned service to provide monthly sessions for the workforce to access a counsellor for continued support for teams who work with complex clients.

The commissioned provider reports they are in the process of establishing an Aboriginal and Torres Strait Islander Advisory Committee.

## SA - Country SA (CSAPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>CSAPHN has an established Aboriginal Health team that works to ensure commissioned programs are culturally safe, respectful and sensitive to local needs, protocols and practices.</p> <p>CSAPHN is also working towards ensuring all mainstream and Indigenous services have been delivered in recognition of the six domains and focus areas of the Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2016-26.</p> <p>Contracted providers of services to the Aboriginal Community have within their contracts with the CSAPHN a requirement to undertake and cultural awareness education and provide culturally safe environments. This contract provision is being extended to all contracts with service providers.</p>	<p>Aboriginal Outreach Workers promote Cultural Awareness and Cultural Sensitivity Training at the local level to General Practices and allied health services.</p> <p>Delivery staff have access to professional development and have attended Mental Health First Aid Training, Dementia awareness training and Child Safe Training. Managerial oversight and support is provided by:</p> <ul style="list-style-type: none"> <li>• Fortnightly team meeting to discuss challenging clients and provide peer input into health management plans; and</li> <li>• Staff have accessed the Murray Mallee General Practice Network (MMGPN) Employee assistance program.</li> </ul> <p><b>Northern Health Network</b> is the single provider for the CTG ITC program across the Adelaide metropolitan region. An Aboriginal and Torres Strait Islander Advisory Committee comprising elders from metropolitan Adelaide, Gawler/Barossa, Mid-North and Yorke Peninsula is being established. CTG ITC program intent is to deliver/improve culturally safe workplaces and services.</p> <p>Pangula Mannamurna Health Service has received program specific training to deliver GP Management Plans, foot check and eye checks to facilitate proactive/preventative health care. Clients are offered attendance and eligibility support if required.</p> <p>The program team has engaged strongly in community consultation and attending outreach events to identify service needs in the South East of South Australia. Mapping is under way to determine client need in Keith. Often the ITC team is accompanied by the General practitioner to provide care.</p>

**Riverland Division of General Practice (RDGP)**

The Closing the Gap Riverland team provide support to all programs including adult mental health and headspace Berri services.

RDGP have policies and employment practices in place to grow and develop all staff, including mandatory training.

- RDGP have a designated Closing the Gap room to provide culturally appropriate and confidential services on site at the Berri office.
- CTGR support Aboriginal Health Clinics held in General Practice including transport and follow up support as requested by the GP/Practice Nurse.
- Selection of rendering providers has been complex to ensure sensitive and appropriate delivery.

## VIC – Eastern Melbourne (EMPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p><b>EMPHN provided two cultural safety training sessions in April and May 2017 for GPs and practice staff with 25 attendees.</b>            Participants in these full day training sessions gained knowledge about Aboriginal culture and the history and impact of colonization. They come away with ideas on how to provide better access to services and how to more improve practice environments to encourage Aboriginal people to attend their practices. The feedback from these sessions was very positive.</p> <p><b>Aboriginal Outreach worker</b>  <b>EMPHN’s Aboriginal Outreach worker visited 77 pharmacies last financial year across the EMPHN region to provide staff education regarding Close the Gap scripts and co-payment measures.</b>            The Aboriginal Outreach worker identified pharmacies not filling CTG scripts and informed them of their obligations. Brochures and posters were provided for information and reminder. Education was provided about eligibility and Aboriginal identification issues regarding questioning people about their Aboriginality which has been identified as a concern in Aboriginal Communities.</p> <p><b>Care Coordinators and the Outreach workers</b>  <b>EMPHN contracts 8 Care Coordinators and Outreach workers who have attended medical appointments with clients and used this opportunity to identify systems or approaches that are not providing good access for Aboriginal patients.</b>            Education of GPs and practice staff about identification, eligibility for support and other general issues around engagement with Aboriginal patients is ongoing. Through these visits they also consolidate the knowledge that practice staff have gained from cultural training and support GPs and practice staff who haven’t had training. This has enabled better health outcomes for Aboriginal patients</p>	<p>EMPHN provided two cultural safety training sessions in April and May 2017 for GPs and practice staff with 25 attendees.</p> <p><b>Successes &amp; outcomes</b>            Participants in these full day training sessions gained knowledge about Aboriginal culture and the history and impact of colonization. They come away with ideas on how to provide better access to services and how to more improve practice environments to encourage Aboriginal people to attend their practices. The feedback from these sessions was very positive.</p> <p><b>Challenges</b>  <b>Knowledge transfer</b>            Feedback from Care Coordinators and Outreach workers indicates that when staff move on from PIP-IHI practices knowledge and understanding of how to provide better access to Aboriginal Communities and what entitlements they are eligible for is not passed on effectively. Care Coordinators have noted that sometimes staff are unaware that their practice is PIP-IHI registered and not sure of the reasons why they should be asking patients if they identify as Aboriginal and not aware of the supports, assessments and subsidised services available to them.</p> <p><b>Timely Access to Services</b>            Care coordinators are now developing wait lists for people referred to them as the demand increases for their support. With high demand comes limited time to follow up with practices who need extra support around cultural safety. Outreach workers while having some time to do this work also have increasing demands on their time providing transport and engaging with the community to provide better support and access to clinical and other community services that are essential for their medical plans to be successful.</p>

## VIC – Gippsland (GPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>Gippsland PHN employs a full time Indigenous Health Program Officer who is focused on building capacity within mainstream primary health organisations, by providing culturally responsive services, facilitating practical solutions and assisting access to health programs.</p> <p>Self-Identification has also been a core part of Gippsland PHNs work to date. Resources focused on asking about cultural identity have been developed in partnership with the Indigenous community. This has included a local artist’s print being provided to all medical clinics in Gippsland including an acknowledgement of country. These resources have been developed to encourage self-identification and have been distributed in all general practices and Gippsland PHN commissioned services. The postcard included in the resources has proved popular with providers as a quick access tool that provides information to both the clinic and the patient as to why a question is asked about culturally identity and provides information to the mainstream service on how to ask respectfully.</p> <p>Gippsland PHN has also recently focused on the development and delivery of a ‘715 Health Check Campaign’. The campaign is aimed to increase awareness of the Medicare Benefit Scheme (MBS) item 715. This Health Check campaign is working with a wide range of mainstream stakeholders to promote the 715 Health Check to the Indigenous community. Gippsland PHN has developed information, through a poster and a brochure, for consumers to have a better understanding of a 715 Health Check. The campaign also addresses the need for the GP and mainstream health staff to understand what a 715 Health Check is and how to access the MBS item. A GP Fact Sheet has been distributed to the GP Clinics throughout Gippsland. The MBS data will be analysed to identify if there has been an increase of MBS 715 claims.</p>	<p>The Gippsland HealthPathways website is an easily accessible platform that has been available since early 2017. There are currently eight specific Aboriginal and Torres Strait Islander pathways available that have been localised for Gippsland. The pathways are to assist GPs and other mainstream health providers with providing appropriate care and knowing what services are available in the region. These pathways all focus on providing culturally competent and trauma informed care for the community.</p> <p>An annual revision and reprint of The Gippsland Black Pages, a directory of Indigenous services and support in Gippsland, has occurred. The resource has been driven by the Indigenous community and is well utilised in community organisation and mainstream health care groups for those seeking not only local services and information, but also information on cultural safety and other resources. The Black Pages is a service directory for professionals and community members featuring Aboriginal and Torres Strait Islander health pathways and service information. A particular focus on the Aboriginal Community Controlled Health Organisations locally has led to an increased number of local mainstream service providers engaging with these culturally specific services.</p> <p>In addition to the above the Gippsland PHN communications coordinator ensures regular articles regarding cultural safety and other messages relevant to the indigenous community and stakeholders are publicised in the GPHN e-newsletter ‘LINK’, circulated to a readership of over 1500 health and community stakeholders.</p>

**VIC –Murray (MPHN)**

<b>Cultural Competence</b>	<b>Building culturally safe workplaces</b>
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>Majority of PHN staff have completed cultural awareness training (staff survey currently being undertaken to ensure all staff complete) and there is regular engagement with mainstream health services (General Practice) to assess cultural safety and support improvement. Work on a social and emotional health and wellbeing model was initiated in partnership with ACCHOs. ITC contracts explicitly identify cultural competence as a core deliverable for the ITC teams across the catchment including working with mainstream organisations. Currently developing a RAP which addresses cultural competence as a key component.</p>	<p>Improving cultural safety is a key priority in improving access to health services for Aboriginal and Torres Strait Islander communities. Activities over the period have included:</p> <ul style="list-style-type: none"> <li>• Cultural awareness training sessions facilitated for mainstream GP practices and other practitioners.</li> <li>• Regular contact with mainstream services and informal training delivered as requested.</li> <li>• Regular contact and engagement with existing networks to promote cultural safety and awareness.</li> <li>• Resources delivered to mainstream practices to assist in cultural awareness.</li> <li>• Culturally appropriate cancer screening days have been held for Aboriginal women.</li> <li>• Training on asking clients to identify delivered.</li> </ul> <p>Successes: Cultural safety training has been facilitated and feedback from this was positive.</p> <p>Challenges: Transition from PHN based workers to fully commissioned service and the resultant redundancies.</p> <p>Outcomes: Cultural awareness training has been delivered and will continue to be delivered, services encouraged to further assess and implement cultural awareness strategies.</p>

## VIC –North Western (NWPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>North Western Melbourne PHN (NWMPHN) is committed to increasing the cultural competency of all providers within the region to support their provision of care to Aboriginal and/ or Torres Strait Islander populations. This also means providing internal mechanisms for NWMPHN staff to ensure that engagement with service providers is considerate and culturally appropriate.</p> <p>This activity includes: the availability of Cultural Awareness/ Safety Training to all providers within the region; the development and promotion of resources that inform ways in which providers can create a welcoming environment for their Aboriginal and/ or Torres Strait Islander populations; proportion of the benefits of the Closing the Gap program to general practices and pharmacies; and, support to providers in 'Asking the Question' in order to encourage Aboriginal and/ Torres Strait Islanders to self-identify.</p> <p>Internally NWMPHN has historically committed to a Reconciliation Action Plan (RAP) process and is currently receiving endorsement of an Innovate RAP for the 2017-2019 period.</p> <p>Cultural Awareness/ Safety Training has been made available to all staff across the organisation who have not participated in the previous two years. This training has been well attended, with a number of key staff attending.</p> <p>NWMPHN has reviewed and updated the recruitment and employment policy to ensure that Aboriginal and Torres Strait Islander communities are aware that NWMPHN encourages and supports employment of people from Aboriginal and Torres Strait Islander communities.</p>	<p>Activities/Approaches:</p> <ul style="list-style-type: none"> <li>• The IHPOs have been active participants in the development of NWMPHN's Reconciliation Action Plan (RAP).</li> <li>• Planning and coordination of both internal and external activities that target National Awareness Days, including NAIDOC Week.</li> <li>• Cultural Awareness Training provided to staff at NWMPHN who had not previously undertaken this within the previous two years.</li> <li>• NWMPHN undertakes and support various activities identified in their AWP that support access to mainstream services including a strong message regarding primary care providers creating culturally safe and welcoming environments for Aboriginal and Torres Strait Islander people.</li> <li>• NWMPHN have also supported VACCHO's Gay Pride Float, thereby supporting the staff of VACCHO and our ACCHO to have a presence at this event and promote mental health and wellbeing and cultural inclusivity.</li> </ul> <p>Successes:</p> <ul style="list-style-type: none"> <li>• The progression of the RAP has evolved in to NWMPHN developing an Innovate RAP that is set to be in place for a 2 year period.</li> <li>• The NAIDOC week information session was well received by staff and feedback received included statements of how interesting the history of the Aboriginal culture.</li> <li>• The NWMPHN staff provided feedback regarding the Cultural Awareness Training and how informative and interesting it was.</li> <li>• Engagement with mainstream primary care has been maintained, enabling the ongoing identification of general practices that are providing care to the Aboriginal and Torres Strait Islander population.</li> </ul>



	<ul style="list-style-type: none"><li>• Supporting VACCHOs Gay Pride Float, the first ever Aboriginal float in the Melbourne parade, leading to greater awareness and.</li></ul> <p>Challenges:</p> <ul style="list-style-type: none"><li>• Participation from across the organisation is due to conflicting priorities of the NWMPHN team.</li></ul> <p>Outcomes:</p> <ul style="list-style-type: none"><li>• The successful progression of the RAP. More engagement across the organisation broadly.</li><li>• IHPOs have identified 184 general practices that are registered for, or deciding to register for the Closing the Gap Incentive (an increase from 162 in 2016).</li></ul>
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**VIC – South Eastern Melbourne (SEMPHN)**

<b>Cultural Competence</b>	<b>Building culturally safe workplaces</b>
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>SEMPHN only contracts well regarded and high quality agencies who are culturally aware and competent.</p> <p>SEMPHN have contracted Dandenong and District Aborigines Co-operative Limited (DACCL), and Inner South Community Health Service as lead agencies for the Integrated Team Care (ITC) as part of the Indigenous Australians' Health Program, and, Ngwala Willumbong Ltd to deliver Alcohol and Other Drug (AOD) services.</p> <p>These agencies have a culturally sensitive approach and are outcome focussed in delivering best practice services and are guided by the most effective problem solving, innovative and entrepreneurial practices.</p>	<p>SEMPHN offer staff internal cultural awareness training programs, and along with agencies, support continuous improvement in all aspects of service delivery by maintaining and improving the knowledge of our workforce.</p> <p>SEMPHN partner with its agencies to build healthier lives in the community and make use of it's resources to improve the quality of services to the Aboriginal and Torres Strait Islander community.</p>

## VIC - Western Victoria (WVPHN)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<ul style="list-style-type: none"> <li>• Annual cultural awareness training targeted at mainstream primary care services delivered in Horsham/Warrnambool/Geelong/Ballarat.</li> <li>• Cultural Awareness training targeted at Medical Registrars provided to Murray City Country Coast RTO.</li> <li>• Appointment of Indigenous Health representatives on both Clinical &amp; Community Advisory Councils together with community consultation to inform the development of systems, protocols, activities aimed at increasing service provider cultural awareness and competence.</li> <li>• Continued direct employment of three Indigenous Health Consultants to leverage existing relationships, knowledge and engagement with the primary care sector.</li> <li>• Recruitment of additional Indigenous Health Consultant FTE (Ballarat) to provide regional guidance and strategic direction to increase the cultural competence of service providers.</li> <li>• Implementation of a Reconciliation Action Plan (RAP) Advisory Group to assist to establish the PHN RAP and establish a cultural awareness training package to ensure all PHN staff are competent in Cultural Awareness principles when engaging with service providers.</li> <li>• Revised service agreement with ACCHO's to ensure compliance with Integrated Team Care Activity.</li> <li>• Use of CPD events, networking forums and reference groups to promote ITC activity and heighten cultural awareness.</li> <li>• Facilitating working relationships and communication exchange between ACCHO &amp; mainstream primary care services. Key forum attendance includes South West Aboriginal HealthPartnership, Regional Aboriginal Health Committee etc.</li> <li>• Routine support of the Indigenous Health service providers, particularly Care Coordinators &amp; Aboriginal Health Workers.</li> </ul>	<p>Western Victoria PHN has implemented a Reconciliation Action Plan Working Party to establish an organisational RAP, which is currently under development, to ensure the workplace at all four sites is culturally safe for employees &amp; visiting stakeholders alike.</p> <p>Strategies:</p> <ul style="list-style-type: none"> <li>• All WVPHN events/meetings begin with a formal acknowledgment to country.</li> <li>• Each site uses indigenous art work/murals to make the building environment more comfortable for indigenous persons on entry.</li> <li>• Promotion of significant indigenous dates to all WVPHN staff and stakeholders to heighten staff/stakeholder awareness.</li> <li>• Establishment of Indigenous Health Working Party to guide the direction of the Indigenous Health organisational Activity Plan and RAP.</li> </ul> <p>Successes:</p> <ul style="list-style-type: none"> <li>• Direct employment of four Indigenous Health Consultants (IHC) who identify as Indigenous persons that can assist to guide the development of the RAP and ensure its effectiveness and appropriateness.</li> <li>• Recruitment of Indigenous representatives to each of the regions Clinical &amp; Community Councils to be used as Indigenous health advisory members.</li> </ul> <p>Outcomes:</p> <ul style="list-style-type: none"> <li>• Cultural Awareness Training has been provided for all Western Victoria PHN staff.</li> </ul>

<ul style="list-style-type: none"> <li>• Routine support/training of mainstream practice service providers such as emphasising the importance of self-identification, issues around barriers to care, increasing the awareness of Indigenous Health specific MBS billing item numbers and availability of an Indigenous health specific funded programs aimed at improving access to services and improving health outcomes.</li> <li>• Use of platforms such as weekly newsletter, organisation website and conference presentations to promote Indigenous Health events and significant dates.</li> <li>• Partnering with primary care sector to acknowledge &amp; educate community/service providers in Aboriginal and Torres Strait Islander significant events.</li> </ul>	<p>Activity:</p> <p>Indigenous Health Consultants are directly employed by WVPHN to assist to improve cultural awareness in workplaces &amp; services. Achieved through -</p> <ul style="list-style-type: none"> <li>• Provision of formal and informal cultural awareness and other indigenous specific events/ training.</li> <li>• Routine mainstream practice site visits.</li> <li>• Standing Indigenous Health items on Practice Nurse and Practice Manager Network Meetings.</li> <li>• Promotion of Indigenous Health significant dates.</li> <li>• Collaborating with local health networks to promote indigenous Health events e.g. NAIDOC, Reconciliation Week etc.</li> <li>• Development and/or sourcing and distribution of indigenous specific resources.</li> <li>• Identify and respond to the needs of General Practice and Aboriginal and Torres Strait Islander people.</li> <li>• Participation in Indigenous Health Regional Meetings and Reference Groups.</li> <li>• Review of Health pathways ensuring culturally sensitive.</li> <li>• Promoting the importance of self- identification to both indigenous community and mainstream practice service providers.</li> </ul>
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## TAS – Tasmania (Primary Health Tasmania, PHT)

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p>PHT is working to embed cultural competence in areas of work. This includes:</p> <ul style="list-style-type: none"> <li>• Continued provision of cultural awareness training for primary health providers (through the Integrated Team Care Program).</li> <li>• Delivery of training to Primary Health Tasmania staff in 2016/17.</li> <li>• Review and updating of Primary Health Tasmania Reconciliation Action Plan.</li> <li>• Work to establish a specific Aboriginal health advisory mechanism for Primary Health Tasmania, with a specific focus on better understanding the needs of Aboriginal and Torres Strait Islander people, to assist in work work to embed cultural competence and appropriate engagement with commissioned providers.</li> </ul>	<ul style="list-style-type: none"> <li>• Review of its existing Reconciliation Action Plan.</li> <li>• Formal organisational cultural awareness training.</li> <li>• Primary Health Tasmania is planning the establishment of a specific advisory mechanism for Aboriginal health, which will include advice on PHT workplace cultural awareness and progress towards being a culturally safe organisation.</li> <li>• PHT has built cultural awareness into commissioning activities with providers.</li> <li>• PHT will continue to deliver cultural awareness training for its own staff and for mainstream primary health care providers.</li> <li>• As part of the commissioning process for ITC, a Statewide forum was held in September 2016, this included some early exploration of how to improve cultural safety, awareness and appropriateness.</li> <li>• Additionally, as part of this workshop, the need for holistic approaches to care was identified as a strong need from Aboriginal organisations. PHT is working to understand how the can best be achieved across funding allocations for ITC, alcohol and other drugs and mental health.</li> <li>• PHT has recently become aware of the new Cultural Respect Framework 2016-2016. The organisation will commence planning during the next reporting period to identify how it can contribute to the implementation of this framework.</li> </ul>

## WA – Perth North PHN, Perth South PHN and Country WA PHN

Responses are applicable to all WA PHNs (Perth North PHN, Perth South PHN and WA Country PHN) except those highlighted as Country WA Only or those specifically referring to activity.

Cultural Competence	Building culturally safe workplaces
<p><b>Please advise on any systems, protocols and/or activities that are aimed at developing and improving the cultural awareness and competence of your service providers.</b></p>	<p><b>What activities and approaches have been implemented to improve culturally safe workplaces and services, for example, cultural awareness training? What have been the successes, challenges, and outcomes?</b></p>
<p><b>Systems</b></p> <ol style="list-style-type: none"> <li>1. Developing a Reconciliation Action Plan and Aboriginal Health Strategy to embed Aboriginal stakeholder engagement and co-design in health services.</li> <li>2. Ensuring Aboriginal representation on the Board, Community Engagement Committees and Clinical Commissioning Committees.</li> <li>3. Establishing an Aboriginal Health and Wellbeing Strategic Advisory Committee and an Aboriginal Mental Health and Alcohol and other Drugs Advisory Group.</li> </ol> <p><b>Processes</b></p> <ol style="list-style-type: none"> <li>4. Developing commissioning principles that will lead to contracting culturally competent services.</li> <li>5. Cultural competency diagnostic tool to determine the level of competency of provider organisations and providing guidelines for them to progress.</li> </ol> <p>WAPHA has developed the following to support and develop the cultural competence of service providers:</p> <ol style="list-style-type: none"> <li>1. Formation of an Aboriginal Health Team to develop guidelines for meeting Aboriginal Health service delivery and planning standards. Provision of cultural and program support to service providers delivering the Integrated Team Care Program.</li> <li>2. Development of local strategies to support general practice to deliver culturally competent and safe primary health services.</li> <li>3. Development and implementation of a plan to support and train to the ITC workforce.</li> </ol>	<p><b>Whole of community level</b></p> <ul style="list-style-type: none"> <li>• Working with Aboriginal community organisations to support local communities to build and sustain cultural, social and emotional wellbeing in response to locally-identified needs.</li> <li>• Taking an evidence based approach.</li> <li>• Commissioning ATSISEEP to develop a training program.</li> <li>• Providing AMHFA Instructor Course to community members and service providers from across WA. Participants can then go on to deliver the AMHFA course (six modules, standard delivery two days) to community members and health professionals.</li> <li>• Commissioning training on working with Aboriginal LGBTI people.</li> <li>• Working communities and Local Government Authorities to improve integration of health services at a local level and facilitate collaboration with other services.</li> </ul> <p><b>Primary health sector level</b></p> <p>Delivery of support services to build the capacity of primary care and general practice to improve equity and health outcomes for communities including:</p> <ul style="list-style-type: none"> <li>• Funding the AMA for a Grow Local Strategy giving local Aboriginal people opportunities to reach formal qualifications in Mental Health (Cert 4) and Individual Care (Cert 3).</li> <li>• Developing the Comprehensive Primary Care approach to build practices' capability and capacity to improve models of care. One of the four main measurements of success for this program is improved patient experience of care.</li> </ul>

4. Development of a strategy to provide guidance to commissioned service providers through negotiation and developments of service contracts.
5. New service providers are required to demonstrate cultural competency as part of the commissioning process and to demonstrate cultural competency as part of ongoing reporting.

**Country WA Only**

6. All new mental health services provided additional funding to provide cultural awareness training to staff.
7. Funds provided to commissioned mental health service providers in each Country region to develop relevant culturally safe service delivery for new services.
8. Co-commissioning with WA Country Health Service to include a strategy to ensure telehealth services have cultural relevance.

- Commissioning services to provide cultural awareness training to primary health service providers.
- Providing AMSs with opportunities to train local Aboriginal people, in diabetes management.

**Service provider level**

- Service Provider activities have been implemented to improve culturally safe workplaces and services include:
  - Embedding culturally appropriate recruitment and retention strategies and job descriptions.
  - Creating culturally inviting environments through the display of Aboriginal artwork throughout organisations.
  - Developing a Reconciliation Action Plan

**Successes** - Positive feedback from cultural awareness training showing meets are being met.

**Challenge** - Supporting ITC providers in engaging with practices with significant numbers of Aboriginal patients that do not participate in the PIP-IHI incentive.

