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ADELAIDE

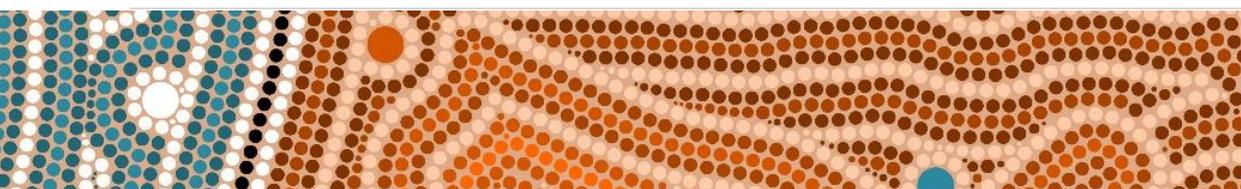
An Australian Government Initiative

**CULTURALLY APPROPRIATE
HEALTH SERVICES FOR
ABORIGINAL & TORRES STRAIT
ISLANDER PEOPLE IN ADELAIDE**

Summary of Consultation Findings
June 2017

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INTRODUCTION

What is the Adelaide Primary Health Network (PHN) role in providing culturally appropriate services for Aboriginal and Torres Strait Islander people?

This report describes how we have worked with Aboriginal and Torres Strait Islander community members in order to:

- understand the communities' experiences of utilising health services and
- identify how Adelaide PHN can work with health providers to deliver culturally safe and appropriate services to improve experiences and health outcomes.

We are very grateful to the community members who participated in the consultation meetings, in February 2016 and June 2017, which are described here. We are also grateful to Wayne Oldfield, Aboriginal Elected Board member, and the Aboriginal Health Priority Group members who provided us with advice, guidance and support to undertake this work.

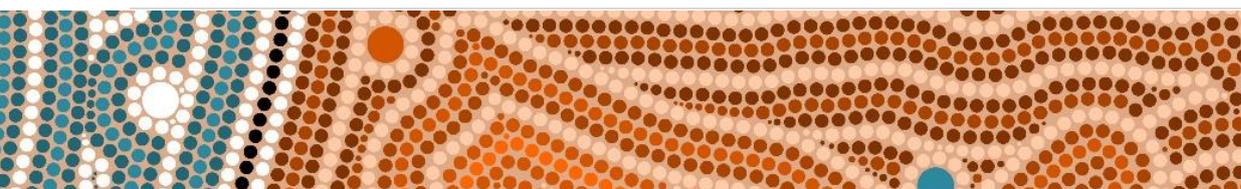
The Adelaide PHN is committed to improving the efficiency, effectiveness and coordination of primary health services across the Adelaide metropolitan region. Adelaide PHN is not a service provider but is responsible for commissioning services to best address local needs.

Commissioning requires us to understand the experiences of the community in order to provide appropriate services. Guided by community, clinical and stakeholder input, Adelaide PHN has a clear goal of improving health outcomes for the community.

BACKGROUND

2.1 ABORIGINAL ENGAGEMENT WORKSHOP 2016

Early in 2016 we held a workshop with the Aboriginal and Torres Strait Islander communities, to explore issues and opportunities related to the provision of primary care services for mental health and alcohol and other drugs.



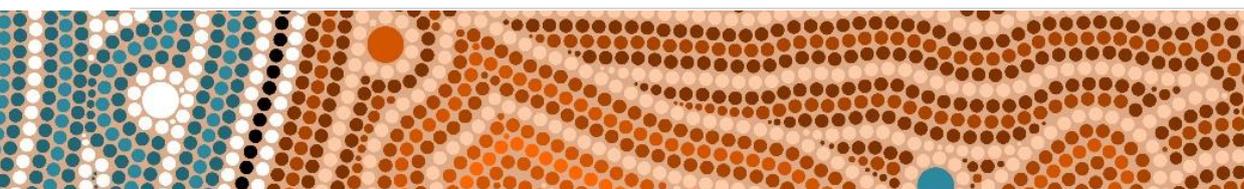
The following four key issues and opportunities were identified by people attending the workshop. There was a clear message about wanting services that were more culturally appropriate.

ISSUES	OPPORTUNITIES
I am treated with a lack of compassion and understanding	Increased number of Aboriginal workers
Not enough Aboriginal people employed in services	Early intervention and adolescent programs
Can't access the right service	Ongoing funding and support for Closing the Gap
Lack of communication between service providers	Culturally appropriate rehabilitation services and centre

2.2 ADELAIDE PHN'S CULTURALLY APPROPRIATE ACTIVITIES

The Adelaide PHN Aboriginal and Torres Strait Islander Internal Working Group (AIWG) is leading our work in Aboriginal Health. The AWIG has developed policies to support cultural awareness and competency and is leading the development of the 2017 - 2019 Adelaide PHN Reconciliation Action Plan.

The Adelaide PHN Aboriginal Health Priority Group (HPG) is part of our community-based membership model. A role of the membership groups is to ensure decision is informed by what the community needs. The Aboriginal HPG brings people together including health professionals, service providers and community members to raise and discuss relevant primary healthcare issues for the Aboriginal and Torres Strait Islander communities.



2.3 DEVELOPING OUR APPROACH TO CULTURAL APPROPRIATENESS IN COMMISSIONED SERVICES

The Aboriginal Health HPG recommended that the Adelaide PHN should ensure its commissioned services are culturally safe and competent.

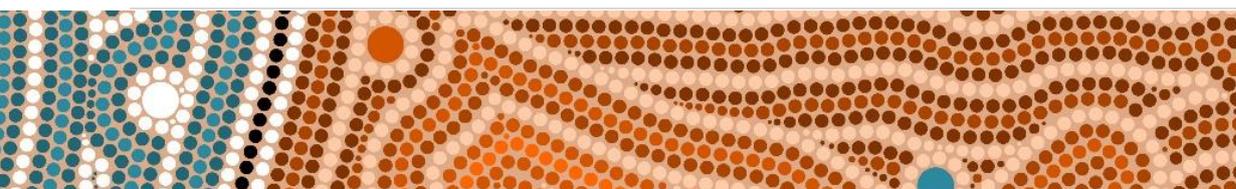
The Adelaide PHN then approached our commissioned service providers (specifically mental health) to report on what they are doing to ensure they provide culturally appropriate services. This includes Aboriginal and Torres Strait Islander specific and mainstream services.

They told us they are supporting workers by:

- Providing training – for clinical staff and others such as reception
- Professional support for clinical staff
- Access to Aboriginal advisors in designated roles who can provide support
- Designing culturally appropriate and evidenced based models of care
- Employing culturally competent workers

They told us they are improving services by:

- Ensuring appropriate referral pathways between services
- Working closely with other Aboriginal and Torres Strait Islander organisations
- Providing resources in Aboriginal languages
- Making it easier for people to get services (no wrong door)
- Yarning and meeting with the Aboriginal and Torres Strait Islander communities



CONSULTATION ACTIVITIES

On the advice of the Aboriginal Health HPG, we decided to ask people what we should do to ensure we are commissioning culturally safe and responsive services.

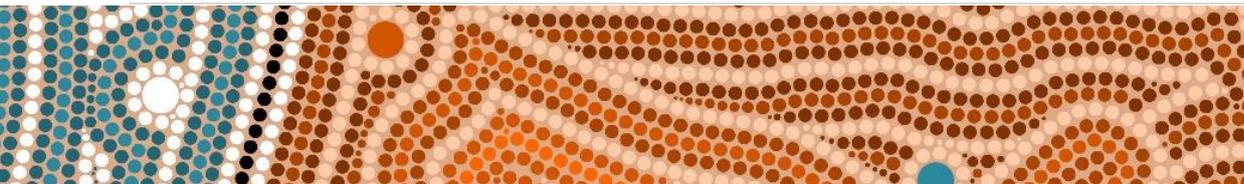
We held three consultation workshops in June 2017 with 60 Aboriginal and Torres Strait Islander people. They were asked about their experiences of primary health care services.

DATE	WORKSHOP	# OF PARTICIPANTS
22 June 2017	Northern Region – Pooraka Farm Community Centre, Pooraka	18
27 June 2017	Western Region – Tauondi College, Port Adelaide	20
29 June 2017	Southern Region – Woodcroft Morphett Vale Neighbourhood Centre, Morphett Vale	22
Total Participants		60

The objectives of the workshops were to:

- Discover the difficulties (‘irritants’) people had in accessing and using culturally appropriate and safe health services and support in Adelaide
- Determine the opportunities and what people value (‘value factors’) in accessing and using culturally appropriate and safe health services and support in Adelaide
- Measure the quality of culturally appropriate and safe health services and support in Adelaide

The workshops were run by the Enzyme Group. Two members of the Aboriginal HPG and the Aboriginal Elected Board with Adelaide PHN staff helped with the workshops. (Refer to Appendix A – Consultation Method).



SUMMARY OF FINDINGS

4.1 NORTHERN WORKSHOP

The top 3 Irritants and Value Factors identified by the Northern group

IRRITANTS	VALUE FACTORS
They treat me as second rate because I'm Aboriginal	Easy access to services when I need them
Lack of appropriate available services (including Aboriginal services)	Being treated with dignity and respect and without prejudice
Lack of support and coordination of mainstream services	Well-coordinated holistic approach to services

4.2 CENTRAL WORKSHOP

The top 3 Irritants and Value Factors identified by the Central group

IRRITANTS	VALUE FACTORS
Lack of respect and sensitivity from service providers	Providing early intervention and education for healthy living
Waiting times and poor follow through	Being treated with dignity and respect and without prejudice
Lack of support for carers / families	Well-coordinated holistic approach to services

4.3 SOUTHERN WORKSHOP

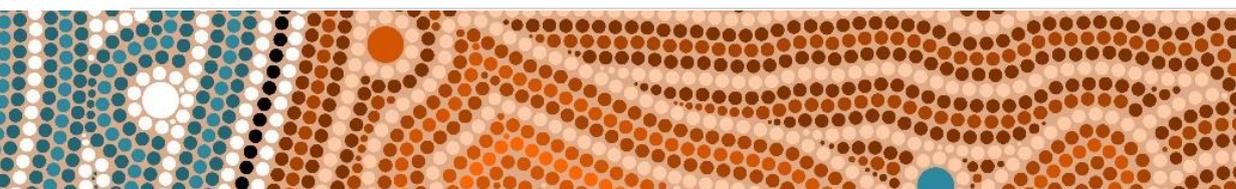
The top 3 Irritants and Value Factors identified by the Southern group

IRRITANTS	VALUE FACTORS
Lack of understanding of my culture by staff	More Aboriginal workers in the workforce
Lack of respect and dignity; being judgemental and confront	Being treated with dignity and respect and without prejudice
Difficult to access specific services I need	Easy access to services when I need them; and Well-coordinated holistic approach to services

4.4 CONSOLIDATED FINDINGS

The top 3 Irritants and Value Factors identified across all three groups

IRRITANTS	VALUE FACTORS
Lack of respect and sensitivity from service providers	Being treated with dignity and respect and without prejudice
Poor support, communication and coordination between services	Easy access to services when I need them
Long wait times and follow through	Well-coordinated holistic approach to services



The workshops provided rich information from community members who use primary health care services. People said very clearly that culturally safe and competent primary health care services treat community members with respect and dignity.

After the community workshops, Adelaide PHN staff considered all the findings and identified how we could support more culturally safe and competent services. We clearly saw the chance to make large improvements in health outcomes for Aboriginal people and we set challenging targets.

ADELAIDE PHN - NEXT STEPS

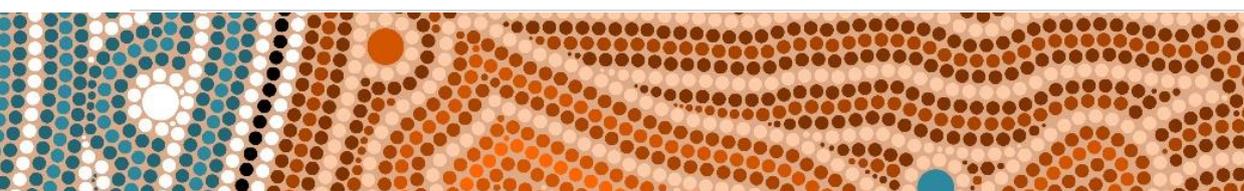
Next steps for Adelaide PHN action include:

- Adelaide PHN to continue will talk with community members in late 2017 to develop an Aboriginal and Torres Strait Islander community engagement plan.
- Adelaide PHN will work with its current commissioned service providers to monitor activities and ensure the provision of culturally safe services.
- Adelaide PHN will commission cultural competency training. Face to face sessions will be delivered to Adelaide PHN commissioned services providers, and more broadly to primary health care providers in the Adelaide PHN region.
- Adelaide PHN will work with all service providers to support the connection of services to improve people's experience.
- Workshop participants will be invited to future discussions to continue to provide feedback and progress with the outcomes identified in the workshops. This will take place early to mid-2018.

APPENDIX A

CONSULTATION METHOD:

CONSULTATION METHOD	DESCRIPTION OF METHODOLOGY
Value Discovery	<p>There were five (5) steps in the overall process:</p> <ul style="list-style-type: none">○ Positioning – Participants introduced to the context, background and topic under review.○ Discovery – Relevant open-ended questions asked and participant's thoughts recorded in workbooks in silence.○ Integration/Synthesis – Participants record six (6) most important Irritants/Value Factors onto Stikki sheets. Selection of most important individual ideas to develop common themes using an 'affinity diagram' technique.○ Prioritisation/Ranking - Headings for each theme sets are entered into the computer for electronic voting by participants on most important Value and Opportunity Factors - participants prioritised a list developed by themselves. Staff from the Adelaide PHN were involved in the workshops as Observers and with the analysis of the results.○ Interpretation/Impact – Results analysed and results presented in graphs and Pareto charts, reflecting the participants overall experience with primary health care and support services. Results presented the most severe Irritants (Issues) as identified by participants and how often Irritants occur, as well as the most important Value Factors (Opportunities) and the current performance of the system in meeting participant's needs.



Definitions

Irritants

An irritant or issue occurs when a person's basic expectations are not met and delivery of a product or service does not make the person happy. We also want to know the impact of the things that the person is not happy with – do they frustrate and annoy or do they really make you angry.

Value Factors

Value Factors are the things that the person would like to have in the product or service delivery to make it better. What can be done to make the product or service outstanding? How important is it, to you, that these improvements are delivered? What do you truly value? What are the things that are most important to you?

