



**2008 VICTORIAN PUBLIC HEALTHCARE AWARD
PREMIER'S EXCELLENCE AWARD ENTRY**

Organisation	Gippsland Lakes Community Health
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CEO endorsed (Y/N)	Y

Premier's excellence award	(Tick one box)
<input checked="" type="checkbox"/>	Tackling chronic disease and improving public health
	Improving cancer care in Victoria
Title of entry	It's All in A Day

Abstract

Friday is a big day for the local Indigenous community and the Allied Health staff at Gippsland Lakes Community Health.

"It's All in a Day" is a program designed to help tackle chronic disease by providing group sessions targeting the risk factors of physical inactivity and poor nutrition.

The poor health status of the Indigenous community coupled with knowledge that they were not accessing allied health services was the impetus behind this program.

The clients are picked up by an aboriginal team member in the centre bus. Clients are greeted by Suzie, who began as an indigenous trainee in 2002 and is now completing her Aboriginal Health Worker qualification.

The kids go to kinder gym; the teenagers to SEEK gym; the mums and aunts work with a dietician to prepare nutritional and affordable meals. The Elders get together for chat about health issues and exercise in male and female gym sessions.

Self management is a key theme.

A physiotherapist, occupational therapist and speech pathologist take the opportunity to assess the kids and provide one to one therapy if required. All services set time aside on a Friday for opportunistic appointments. Aboriginal health checks are performed by qualified staff.

We have found this day a great way of working with the Indigenous community. Its success is a result of a multitude of strategies but none more important than working with the community from the development stage to the employment and training of Koori staff to assist with the delivery of programs.

Background

The Data:

East Gippsland has an Indigenous population five times higher than the state average.

Burden of Disease data for the Indigenous population shows a higher than average incidence of diseases associated with physical inactivity and poor nutrition.

There is solid evidence for promoting and enhancing physical activity and nutritional education, with the health gains well documented.

GLCH has health promotion commitment to improve the physical activity levels and have identified the Indigenous community as one of high priority.

Successful programs require a high level of acceptance by the community and the use of indigenous staff.

The Facts:

The Indigenous community were not accessing Allied Health services. Indigenous client contacts have increased from 20 contacts in 05 -06 to over 3,000 in 07 -08.

1:1 service delivery wasn't smart, or sustainable. Groups needed to be established. The community needed to be involved from the planning stage.

Demand for service created an inability to provide timely appointments.

A paradigm shift was required for the Allied Health Team to deal with the impact of chronic disease within the Indigenous community. It was perceived that the team managed chronic disease well, yet were doing little at the "hard end" of prevention and early identification. Even less was being done to make the service accessible to this group— people just weren't coming through the doors.

Objectives

1. **To develop a population wide approach to tackling chronic disease in the Indigenous population by slowing the rate of disease progression whilst maintaining their health and wellbeing.**
 - We wanted a program that delivered services across the age continuum from the koori kinder gym to work we are doing with the Elders.
The risk factors for chronic diseases are the same so we identified physical activity as an area we wanted to work on and designed the programs to support this.
 - Social opportunities are a feature of the day and the health benefits are well documented.
2. **GLCH Allied health service increase their capacity to deliver integrated multidisciplinary accessible health programs across all age groups in the indigenous community.**
 - GLCH Allied Health Service made a shift in their work force design and feel they have made a significant improvement in their services ability to meet demand with the

employment of seven Allied Health Assistants, two of which are indigenous and all seven are training.

3. Participants increase their levels of physical activity and social connectedness and form regular patterns of participation.

- Included in Fridays programs are four gym sessions.
This is the third session for the Koori Kinder kids as they attend the Koori Bubs swim program on a Monday and have a second gym session on a Wednesday.
- The Elders have a second gym session on a Thursday when our physio travels to LTAT making physical activity opportunities accessible and regular.

4. Participants increase their skill in the preparation of affordable nutritious food.

- A nutritional meal is part of the day. “One pot wonders” is a cooking class for the young Mums. The Elders have a home cooked meal and discussions around nutrition happen with assessment and advice offered to all attendants by the Dietitian. This occurs in both group forums and 1:1 consultations.

Methods

2003

- Research project that established Koori population profile and health status in Lakes Entrance

2004

- Identification of initial strategies supporting capacity building objectives including improving physical activity opportunities in community settings, and targeting families rather than individuals.
- Koori Bubs Swim Program commenced.

2005

- Koori Kinder Gym established.
- Employment of Indigenous trainee receptionist.

2006

- Development and regional expansion of Koori Kinder Gym.
- Koori Elders Planned Activity Group established.
- Well for Life and Healthy for Life funding received.
- Whole of organisation Cultural Awareness Training.

2007

- Employment of Indigenous Allied Health Assistant.
- Koori Women’s and Koori Men’s Gym commenced.
- Introduction of Koori baby Massage.

2008

- One Pot Wonders established.
- Funding received for Allied Health Assistant training

Service improvement and innovation

- Employment and training of indigenous staff.
- Working with the community from the planning stage.
- The opportunity to provide multi disciplinary assessment and treatment in a group setting.
- Whole of population program.
- Development of partnerships between patients and health care providers.

- Group service provision much more efficient than 1:1.
- Provision of transport when required.

Outcomes

- Workforce shake-up .Employment of five indigenous workers and the provision of service in a group setting has made the service respected, accessible and friendly.
- Participant's physical activity skills improved.
- Reported increased levels of physical activity and nutritional knowledge.
- Reported better health status of the kids.
- Provision of Koori Adult Health Checks (12 in 6 months).
- Increased access and provision of a quality allied health services.
- Participation rates in group sessions improved from 33% in 2004 to 100% in 2006
- Participants and families are exercising outside the program times and attending local YMCA.
- Wider community awareness, nurtured through positive local media profile, increased range of training and employment opportunities.
- Local health services have improved access to families during the program times in an informal way enabling appropriate referrals to Intake.

Recognition

- Successful submission and presentation "Its All in a Day" at the Victorian Rural Health Conference.
- Invitation and presentation at the National Health Conference.
- Ministers Award for Koori Bubs Swimming Program.
- Partnership Award "Family Safety" with local YMCA.
- Partnership Award for traineeship programs for allied health and home care staff with East Gippsland TAFE.
- Vichealth Award Physically Active Koori Kids (PAKK).
- Region of Choice Mentee of the Year Award.
- "Its All in a Day" in the DHS Reconciliation News.
- Successful submission funding two indigenous workers to obtain Cert4 Allied Health Assistance qualifications.
- Rural Health Staff Award 2005 for commitment to delivering innovative rural models of care across East Gippsland.

Status and sustainability

The day is now part of our routine week. We are excited to have found a program that is proving accessible to this community and are committed to continue to evaluate all components of the day and ensure new evidence is incorporated into program design.

Sustainability is written into all aspects of the day from training opportunities ensuring indigenous staff have the skills for ongoing program delivery.

Funding submissions locally, regionally and at both State and Commonwealth levels have proven successful ensuring the capacity to continue to provide and further develop current programs.

Program planning using QIPPS ensures evaluation and quality.

EGPCP and GLCH have identified the Koori population as one of high need on their three year integrated health promotion plan. "All in a Day" supports this direction.

Partnerships with Bung Yarnda and Boorai Child Care Centre's have strengthened, with responsibility for program tasks being transferred from GLCH ensuring sustainability of PAKK

Service expansion to remote areas using these program plans ensures accessibility to those of highest need.

Accessing medicare and aboriginal health funding such as healthy for life ensuring income for service expansion.

Budget

This program is funded through a combination of sources including Vic health, Community Health, HACC, Healthy for Life and medicare. All funding is ongoing ensuring staff wages, service development and an ongoing sustainability of service delivery.

Referees

Phyllis Andy
Secretary, Lakes Entrance Koori Elders Committee
03 5155 8314

CR Meredith Urie
Mayor East Gippsland Shire Council
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Word count

1448

Conditions of entry

Your submission must meet the Awards entry requirements, otherwise it may be declared ineligible. Entry requirements are available from the website at: www.health.vic.gov.au/healthcareawards/

Supporting material

You can supply one support document up to three single-sided A4 pages, which may include graphs, charts tables or other illustrative material.

Entry layout

Delete the shaded descriptions before you submit your entry. Use Arial font size 11.