



POPULATION AND COMMUNITY HEALTH



SOUTH EASTERN SYDNEY LOCAL HEALTH DISTRICT
LOCKED MAIL BAG 21
TAREN POINT, NSW 2229

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POPULATION AND COMMUNITY HEALTH



Our vision is

Exceptional Care, Healthier Lives

Population and Community Health is part of South Eastern Sydney Local Health District.

Population and Community Health provides community health services that give care to individuals, families and carers.

We also provide population health services that focus on the whole community or key groups within the community.

We work with other service providers across South Eastern Sydney Local Health District, including hospitals and mental health services.

Our purpose is to

Enable our community to be healthy and well

Provide the best possible compassionate care when and where people need it

We are committed to

- Working together to improve our health services and the health of everyone in the community
- Putting people at the centre of care and treating every person with respect and dignity
- Valuing our community's diversity
- Recognising each person's knowledge, skills and experience
- Improving health through prevention and harm minimisation
- Closing the Gap in health outcomes for Aboriginal and Torres Strait Islander people
- Improving health access and outcomes for culturally and linguistically diverse communities



Aboriginal Health Unit

The Aboriginal Health Unit works across South Eastern Sydney Local Health District. The unit supports the District's aim to Close the Gap in health, wellbeing and life expectancy between Aboriginal and Torres Strait Islander people and other Australians.

We work in partnership with communities to make sure our health services are adapted to the needs of Aboriginal and Torres Strait Islander peoples.

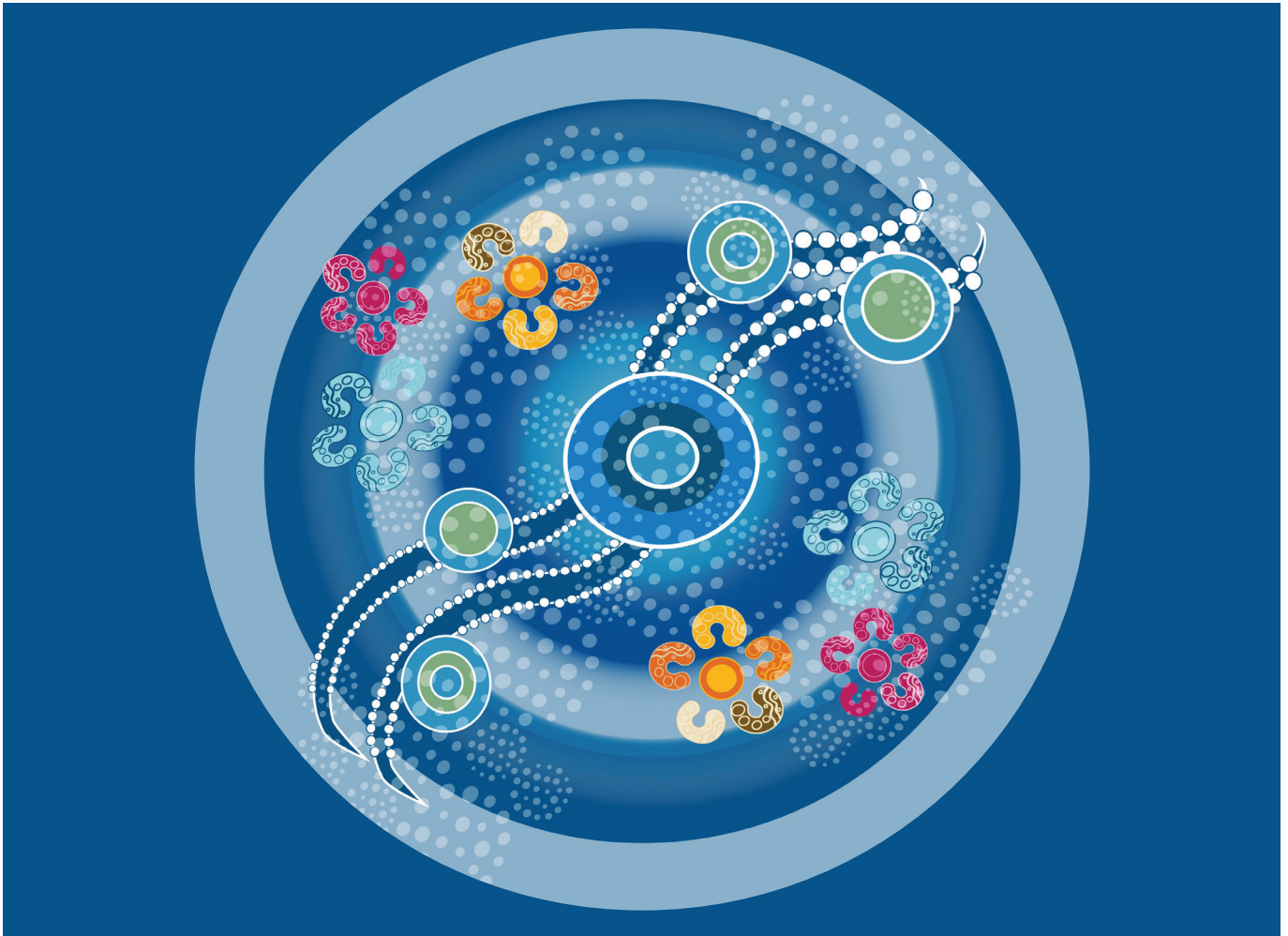
We provide cultural and strategic advice on policy, program, and service delivery in the District. We are also responsible for the coordination and strategic management of Aboriginal health initiatives.

We are an important link between South Eastern Sydney Local Health District and Aboriginal health leads in other organisations. This includes other Local Health Districts in NSW, government agencies and non-government organisations.

This link is essential to have successful partnerships, programs and services that work together for the community.

Some examples of successful partnerships within our District include:

- Collaborating with the Multicultural Health Service to help address racism in our District.
- Supporting Child, Youth and Family Services to provide an integrated response to violence, abuse and neglect for Aboriginal people.
- Working with the Public Health Unit to develop a culturally responsive approach to COVID-19 testing and vaccination for Aboriginal communities.



Strengthening our District's approach to Aboriginal Health

The Aboriginal Health Unit plays an important role in supporting and guiding all health facilities and services in South Eastern Sydney Local Health District to deliver the Aboriginal Health Plan.

With our support, all facilities have commenced Aboriginal Health working groups, developed more culturally welcoming spaces and considered how to attract, support and retain Aboriginal people to the workforce. Developing culturally safe services that Aboriginal people trust is essential to Closing the Gap in Aboriginal health outcomes.

We also:

- Support all SESLHD facilities to undertake an Aboriginal cultural engagement self-assessment, which are now conducted annually.
- Encourage increased reporting of Aboriginality through the *'Asking the question'* strategy.
- Help health facilities put in place measures to reduce rates of Aboriginal patients leaving emergency departments against medical advice and of unplanned re-admissions.
- Support implementation of the *'Respecting the Difference'* training program for all District staff. This program aims to familiarise staff with important cultural considerations for Aboriginal and Torres Strait Islander people.



Child, Youth and Family Services

Child, Youth and Family Services support better health and wellbeing for children, young people and families.

Our services are provided by teams of committed people from different backgrounds. They include nursing, medical, speech pathology, social work, psychology, dietetics, occupational therapy, physiotherapy, administration, and quality and safety professionals.

Our teams work together to provide a wide range of programs and services. They work across three broad areas:

- **Care for all families**

Our services provide support to families, especially during a child's first five years of life. This includes clinic-based care, home visiting, breastfeeding support and parenting education. It also includes screening and support for the mental health of parents and carers. We provide routine health checks and screening to identify any concerns that may need further attention.

- **Targeted early interventions for children and families who need them most**

We know that some children and families in our community experience disadvantage.

This disadvantage often negatively affects their health and wellbeing. We provide early interventions targeted to their needs. This includes Aboriginal people, people from culturally and linguistically diverse communities and other communities experiencing disadvantage. We also provide allied health services to meet additional needs identified during routine care, screening or health checks. This includes risk or safety concerns, parenting challenges and other issues that need more attention and care.

- **Specialised services for all ages**

We offer specialised care for more intensive and longer-term support. This is for people with developmental delay or disability, children in out of home care, and people who have experienced violence, abuse, neglect or psychological distress. Our specialised teams work with people of all ages to make sure children, adults, carers and families are well supported.

We have also established the Specialised Intellectual Disability Health Team, which aims to build the capacity of our services to respond to the needs of people with intellectual disability.



Supporting children to have the best start to life

Child, Youth and Family Services plays a crucial role in implementing the NSW First 2000 Days Framework in South Eastern Sydney Local Health District. The first 2000 days of life is a critical time for physical, cognitive, social and emotional health. What happens in a child's first 2000 days has an impact throughout their life. This includes educational, health and social outcomes.

The Child, Youth and Family team works in partnership with services across the District to implement the First 2000 Days Framework. This includes maternity, mental health, drug and alcohol, and health promotion services. Our team also works with other government agencies and non-government organisations to ensure children in our District get the best possible start to life.

Preventing and responding to violence, abuse and neglect

Child, Youth and Family Services works to provide integrated psychosocial, medical and forensic responses to sexual assault, child physical abuse and neglect, and domestic and family violence. Our aim is to minimise the impact of trauma, support people to recover from trauma, and promote long-term health and wellbeing.

The **Adult Survivor Project** is an innovative pilot project aiming to improve outcomes and better meet the complex needs of adult survivors of child sexual abuse. Our team work in partnership with consumers, a research team, mental health, drug and alcohol, sexual assault services, Aboriginal health, and non-government organisations. The project is part of the response to recommendations made by the Royal Commission into Institutional Responses to Child Sexual Abuse.



Drug and Alcohol Services

Drug and Alcohol Services provide treatment and support to people experiencing problems with alcohol, cannabis, stimulants, heroin, prescription medications and other drugs.

We offer a range of treatment services, including:

- Withdrawal from alcohol and other drugs
- Opioid Treatment Program (methadone and buprenorphine)
- Counselling and support
- Substance Use in Pregnancy and Parenting Service
- Drug Court
- Magistrate's Early Referral In to Treatment
- Needle and syringe programs
- Take Home Naloxone for reversal of opioid overdoses
- Case management
- Assertive Community Drug and Alcohol Team

We run four drug and alcohol community based clinics:

- **The Langton Centre** in Surry Hills
- **St George Drug and Alcohol Service** in Kogarah
- **Caringbah Community Health Centre** at Sutherland Hospital
- **Koori Healing Unit** at La Perouse Aboriginal Community Health Centre



The team includes doctors, nurses, allied health professionals, administrative staff, researchers and consumer workers, to provide support to people we care for. We also work with all hospitals in the District to provide drug and alcohol services to patients in hospital and follow up at outpatient clinics.

Drug and Alcohol Services work closely with GPs and other community health and welfare services that provide care to people experiencing drug and alcohol problems.

Co-designing opioid treatment services

In 2020, Drug and Alcohol Services developed a COVID safe way to provide opioid treatment services that reduced COVID-19 risks for clients and staff.

Through an evaluation we showed that this new way of providing services together with community providers, including pharmacies, was safe and effective. We also saw that there were parts of the COVID safe services that could help improve our treatment services in the future. Our team engaged consumers and clinicians to develop a new model of care for opioid treatment. This improves our services, positively transforms our patients' experiences of care, and ensures equity in the way we deliver services.



Health Promotion Service

We aim to create environments that support good health and to empower people to adopt and maintain a healthy lifestyle.

Our programs and initiatives focus on people who are most at risk of having poor health. We work together with local communities, other service providers and agencies.

We focus on childhood obesity prevention, falls prevention in older people, smoking cessation and healthy built environments.

We consider and respond to how society, culture, employment opportunities, housing, education and economics all have an impact on people's health and wellbeing.



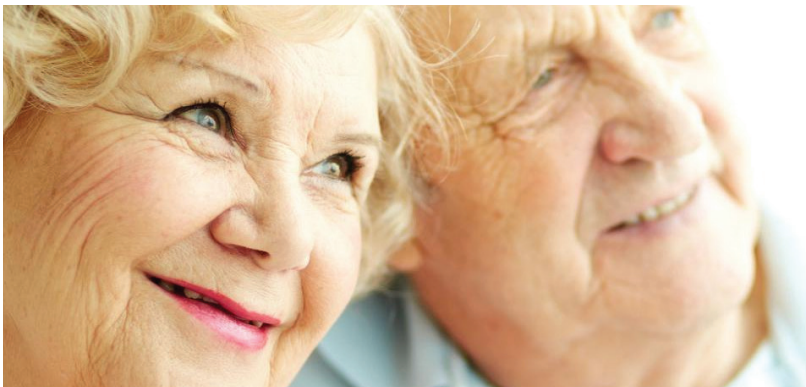
Healthy Children Team

The **Healthy Children Team** provides programs and activities for children and their families to help them to eat healthily and be more active. We do this through a comprehensive approach to childhood obesity prevention. This includes:

- Delivering evidence-based programs and strategies in places where children spend a lot of time. This includes at schools, child care centres and before and after school care. The programs include: *Live Life Well @ School*, *Go4Fun* and *Munch & Move* as well as supporting Healthy School Canteen practices and Out of Hours School Care services.
- Promoting routine recording of children's growth in clinical settings and referral to appropriate services or programs for children above a healthy weight.
- Contributing to ongoing research and evaluation about childhood obesity prevention.



Integrated Care and Strategic Community Health Support Unit



The Integrated Care and Strategic Community Health Support Unit includes a range of clinical services as well as corporate, facility and staff support services.

The unit supports Population and Community Health teams to deliver their key programs and contributes to meeting South Eastern Sydney Local Health District's strategic objectives.

The unit includes:

- Aged Care Strategy
- Community health informatics and epidemiology support
- Disability Strategy Unit
- Finance and business coordination
- Integrated Care Unit
- Quality and Safety
- South Eastern Sydney Health Pathways

Disability Strategy Unit

The **Disability Strategy Unit** has led key initiatives to improve South Eastern Sydney Local Health District's response to people living with disability, including:

- Development and implementation of the Disability Inclusion Action Plan, which provides a platform for the delivery of person-centred and integrated care to people living with disability accessing our health services.
- Supporting SESLHD services in upskilling and navigating the National Disability Insurance Scheme.
- Providing support to people with disability during the COVID-19 pandemic through a specialised COVID-19 Disability Response Team.



Oral Health Service

The Oral Health Service works to improve the oral health of people in South Eastern Sydney Local Health District. We aim to provide free dental treatment to all eligible adults, young people and children who live in the District. We focus on preventing children from developing poor oral health and treating adults with urgent dental conditions.

The Oral Health Service has a strong focus on providing dental services to people in our community who experience disadvantage. This includes:

- Aboriginal and Torres Strait Islander people of all ages
- People experiencing homelessness, drug and alcohol or mental health issues
- Elderly people and communities with mobility problems and/or complex health needs.

We run five dental clinics:

- Sutherland Hospital Dental Clinic
- Kogarah Community Dental Clinic
- Daceyville Child and Youth Dental Clinic
- Surry Hills Mission Australia Dental Clinic
- La Perouse Aboriginal Dental Clinic

We provide outreach programs and receive referrals for patients including:

- Children aged 0-4 through child health professionals, four year health checks and supported playgroups
- Elderly people in Residential Aged Care Facilities

- Clients of Clozapine programs in mental health services
- Pregnant women through antenatal services
- Young people attending Intensive English Centres
- Young people attending Headspace in Bondi Junction and Miranda and WAYS in Bondi.

Supporting people to quit smoking

Helping people quit smoking is an important part of the Oral Health Service's work to improve the health of people experiencing social disadvantage. People who experience disadvantage are often more likely to start and continue smoking. Through the Smoking Cessation Intervention Program, our team provides advice to help motivate patients to start on their journey to eventually quit smoking.

We have strengthened our data collection and documentation systems to make sure our clinic staff are able to provide engaging and evidence-based advice to our patients.



Priority Populations Unit

The Priority Populations Unit focuses on addressing the health needs of groups of people experiencing disadvantage in South Eastern Sydney Local Health District.

We work in the following areas:

- Multicultural and Refugee Health
- Women's Health
- Homelessness Health
- Community Partnerships
- Carers
- Youth Health

Our role is to identify and respond to health inequities for people living in South Eastern Sydney Local Health District. We work in partnership with clinical services and health promotion programs in our District. We also work with community organisations and other government agencies.

We work to reduce inequities and improve the health of vulnerable people by:

- Building capacity of District health services and programs to deliver equitable, inclusive health care
- Building capacity of community organisations, other government agencies and vulnerable communities to increase health literacy and improve access to health services



- Working in partnership with consumers and communities to co-design effective programs
- Developing and supporting targeted models of care
- Addressing gaps in evidence through targeted research
- Advocating to improve health services and systems

Shisha No Thanks

The *Shisha No Thanks* project is an evidence-based innovative and co-designed initiative. It has raised awareness of the harms of waterpipe smoking among young people from culturally diverse backgrounds. The project's community engagement strategy includes a social media campaign and development of an online training module for community workers.

The project has been successful in engaging community workers and health professionals as trusted sources of information, as well as generating substantial community conversations. The project is funded through the Cancer Institute NSW and was the winner of the 2020 Premier's Multicultural Communications Awards in the *Commonwealth Bank Business Campaign of the Year*.



Public Health Unit

The Public Health Unit provides health protection services to people in South Eastern Sydney Local Health District. We identify, prevent and minimise public health risks to the community. These risks may be infectious, chemical, or radiological, and may be caused by other humans, animals or the environment.

We have five teams that work together to manage health risks across the District:

- **Infectious diseases:** This team helps health professionals and the community to prevent and control diseases that may pose a public health risk. They provide advice and support to hospital clinicians, GPs, childcare centres, aged care facilities and members of the public. Some examples of infectious diseases include COVID-19, measles, hepatitis A, influenza, pertussis (whooping cough), meningococcal disease and rabies.
- **Epidemiology:** This team provides advice on all aspects of data quality, disease surveillance, outbreak response and public health research.
- **Immunisation:** This team provides guidance and clinical advice to health professionals that are involved in vaccinating people of any age. As part of this service, we run the school immunisation program for high school children and provide dedicated support to improve immunisation rates among Aboriginal and Torres Strait Islander people.
- **Environmental health:** This team carries out a broad range of work. Some examples include monitoring compliance with tobacco and e-cigarette laws, lead poisoning investigations, Legionella outbreak investigations, funeral industry regulation, mosquito trapping in the Georges River area to monitor arboviruses,



and business inspections including swimming and spa pools, beauty services, and tattoo parlours.

- **Medical support:** The medical team provides technical medical and clinical expertise and advice in public health medicine.

Keeping our community safe from COVID-19

The Public Health Unit has a critical role in South Eastern Sydney Local Health District's response to the COVID-19 pandemic in the community. This includes investigating COVID-19 cases, carrying out contact tracing, and working to minimise community transmission of COVID-19.

The team temporarily grew from 26 people to more than 130 people to manage the 2021 outbreak of the delta variant.

The Public Health Unit's team of COVID-19 Aboriginal Support Officers also support the needs of Aboriginal and Torres Strait Islander people, who are at higher risk of health complications if they contract COVID-19. The team provides cultural support to those who have tested positive to COVID-19, those who have been identified as a close contact, as well as their family members, and to the broader Aboriginal and Torres Strait Islander community who may be seeking more information or support. In partnership with the Aboriginal Health Unit, the Public Health Unit also ran dedicated vaccination clinics for Aboriginal and Torres Strait Islander people.



Sexual Health and Blood Borne Virus Services

Sexual Health and Blood Borne Virus Services provide a coordinated and integrated health response to sexual health and blood borne viruses. We work across South Eastern Sydney Local Health District. We are the largest sexual health service in Australia, with 230 staff members.

We focus on providing services for:

- Aboriginal people
- People from culturally and linguistically diverse communities
- Gay men and men who have sex with men
- Young people
- Sex workers
- Trans and gender diverse people
- People who inject drugs
- People living with HIV

We provide sexual health and blood borne virus care at:

- Sydney Sexual Health Centre
- The Albion Centre
- Short Street Centre
- Kirketon Road Centre

We also have an HIV Outreach Team and host the NSW state-wide service called ADAHPS. These teams provide care in the community to people living with HIV who have complex health and social needs.

The HIV and Related Programs (HARP) Unit provides coordination, governance and performance monitoring for our services. They also provide sexual health and blood borne virus health promotion and education for the community and healthcare staff.

We partner with a range of agencies to deliver services. This includes health service providers and non-government organisations.

Kirketon Road Centre

Kirketon Road Centre is often called KRC. It is a walk-in, targeted, primary healthcare service in Kings Cross. KRC has been providing services since 1987.






KRC is a trusted, judgement-free healthcare provider for people experiencing disadvantage. This includes people experiencing homelessness, Aboriginal people, sex workers, and people who inject drugs.

During the COVID-19 pandemic, the KRC team quickly adapted and increased mobile outreach services. We worked with colleagues from Sydney Sexual Health Centre and The Albion Centre, peer workers, and community organisations to make sure vulnerable people could access COVID-19 testing and vaccination. At the same time we continued hepatitis C testing and harm reduction services. This helped make sure people did not fall through the gap during the pandemic.



Valuing Consumer Feedback



-  **Compliments**
-  **Suggestions**
-  **Complaints**
-  **Personal experience with a service**
-  **Opinions**
-  **Life experiences**
-  **Patient stories**



We receive this feedback in different ways:

- Verbally
- Email
- Letters and cards
- Feedback boxes
- Surveys
- Websites
- Community events
- Focus groups
- Online forums
- Participation in care planning
- Consumer advisory groups
- Service committee meetings



We use this feedback to improve our services. Consumer feedback is:

- Reviewed by service managers
- Discussed at staff and consumer meetings
- Recorded in an incident management system
- Used in the development of service strategic planning
- Used to improve consumer resources and education
- Used to improve how the service operates and provides care
- Used to inform staff education
- Used to inform care planning and the meeting of client goals
- Reported to and discussed at the directorate Safety and Quality Committee
- Reported to and discussed at Chief Executive Meeting
- Reported to SESLHD Clinical Quality Committee
- Presented to the Board



Consumers are involved with our services in different ways:

- Consumer representation on governance and quality committees
- Representation on Consumer Advisory Groups
- Representation on project and program committees
- Participation on focus groups and workshops
- Participation in Accreditation Meetings
- Co-designed education and resources
- Co-delivery of education
- Appointed and employed consumers workers
- Employed consumer workers
- Conference attendance
- Conference presentations



Ensuring quality and safety of services

Population and Community Health is committed to delivering high-quality, safe care. We are continually working to improve the care we provide to consumers, including clients, families and carers.

■ At a **leadership level**, we:

- Implement strategic plans
- Develop business and operational plans
- Undergo accreditation against the National Safety and Quality Health Service Standards
- Have specific committees and staff to promote and monitor quality and safety
- Report to district committees, the Chief Executive and the Board
- Focus on vulnerable populations, including Aboriginal and Torres Strait Islander people.

■ We develop, implement and monitor **patient safety improvement systems**. This includes:

- Implementing policies, procedures and protocols
- Conducting audits of clinical practice
- Identifying areas for improvement
- Reporting to consumers, staff and management
- Recording and monitoring risks and incidents
- Openly communicating with clients, families and carers when there is an incident in which something unexpected happened or there is harm to a client
- Upholding privacy and security of client records.

■ We ensure staff have the **right qualifications, skills and supervision** to provide safe, high-quality healthcare to patients. This includes providing staff with:

- Best-practice guidelines and clinical care standards safety and quality training to understand their roles and responsibilities
- Orientation, training and supervision to perform their duties
- Cultural awareness and competency training
- Performance development plans and opportunities.

■ We provide a **safe environment** for staff, clients, families and carers. This includes:

- Designing appropriate environments
- Providing welcoming environments for Aboriginal and Torres Strait Islander people and other vulnerable communities
- Maintaining buildings and equipment
- Monitoring the environment for risks and removing or reducing risks
- Providing signage and direction.

■ We **partner with consumers**, including clients, families and carers to support their involvement in their own healthcare, as well as the planning, implementation and evaluation of health services. We do this in many ways including:

- Training staff in person-centred care, shared decision making, communication techniques and health literacy
- Collecting feedback from consumers
- Ensuring clients understand the treatment they receive (informed consent)
- Identifying substitute decision-makers (such as a family member or carer) if the client is unable to make decision for themselves
- Providing information that is easy to understand and in a person's preferred language
- Involving consumers in the design and production of information, projects, programs and services.



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Health
South Eastern Sydney
Local Health District