

Population and Community Health is committed to providing safe, high quality care to people in South Eastern Sydney Local Health District. We continually work to improve the care we provide to consumers, including clients, families and carers.

We use data to understand how our services are performing. We also ask our patients about their experience in our services. We use this information to strengthen what is working well and improve on what is not working well.

Our performance measures

Here are some examples of the ways we measure our performance across three areas of our work:

Keeping people healthy in the community

We aim to keep people healthy in the community. For example, in 2024 we:



- > Provided a health check to 85% of families with a new baby within the first 4 weeks of birth.
- > Supported the healthy development of children from birth to 5 years - we helped 428 Early Childhood Education Centres (ECEC's) to implement the [Munch & Move](#) program and evidence-based practices related to physical activity, healthy eating, breastfeeding and reducing screen time.
- > Supported the health and wellbeing of primary school age children - we helped 200 primary schools to implement the [Live Life Well at School](#) program creating healthy environments where children can be active and eat well.
- > Delivered training to 121 youth sector and school staff on vaping, focussing on legislation updates, support to quit, referral pathways and resources.
- > Worked with Aboriginal families and communities to keep children healthy. We currently support 553 Aboriginal children aged 0-5 years through our Building Strong Foundations program and 769 families through New Directions in the Eastern Suburbs.
- > Provided developmental screening for four years olds across the district in over 500 pre-schools.
- > Received and assessed 33 liquor licence applications.
- > Provided SESLHD Maternity Services and primary care providers with preventative health care information, programs and training to support women who are pregnant to adopt healthy behaviours while pregnant and after the birth of their baby - 1215 clinical referrals were made to the [Get Healthy in Pregnancy](#) program and 169 clinicians participated in staff in-services.
- > Provided dental screening, preventative treatments and oral health promotion targeting socially disadvantaged populations.

Preventing ill health

We work to prevent people from becoming ill and needing medical care. For example, in 2024 we:



- > Ran a school vaccination program for high school students - in 2024 75% of Year 7 students received their human papillomavirus vaccine and diphtheria-tetanus-pertussis vaccines; 77% of Year 10 students received meningococcal vaccine. Catch-up vaccination of students who missed clinics in 2024 will be offered in 2025.
- > Provided dedicated support to improve immunisation rates among Aboriginal people. In 2024 94.4% of Aboriginal children in our district were fully immunised at five years of age.
- > Monitored compliance with tobacco and e-cigarette laws. In 2023-4 the Public Health Unit concluded 13 prosecutions for breaches of the Public Health (Tobacco) Act or the Poisons and Therapeutic Goods Act; seized 188,770 illegal cigarettes and 46kg of loose leaf tobacco and seized 8,924 illegal e-cigarettes.
- > Provided more than one million needles and syringes to prevent HIV and hepatitis C.
- > Provided cervical screening targeting women / people with a cervix who were either never or under-screened (60% of all women screened by Women's Health Nurses). Supported Aboriginal and Torres Strait Islander people at risk of or living with a chronic health condition to participate in free healthy-lifestyle programs.

Providing specialist clinical services

We provide specialist clinical services to the community. For example, in 2023-24 we:



- > Tested more than 26,000 people for HIV.
- > Tested more than 4,500 people for hepatitis B and C.
- > Performed more than 135,000 tests for sexually transmissible infections.
- > Provided treatment to more than 2,400 people living with HIV.
- > Cured more than 120 people living with hepatitis C.
- > Provided more than 105,540 clinical occasions of service to clients seeking treatment for use of alcohol, heroin, amphetamines, cannabis and other substances.
- > Provided 36,392 dental appointments to the district's children and adults experiencing disadvantage.
- > Provided developmental assessments to over 200 children.

Partnering with Consumers

We partner with consumers to plan and deliver activities, resources or services. Here are some examples of how we work with consumers:



PaCH Consumer Engagement Forum - The PaCH Consumer Engagement Forum is an annual forum organised by the Equity and Prevention Service to showcase consumer engagement work across the directorate. The 2024 forum was attended by 79 staff from across PaCH services and 22 consumers.

As one consumer stated *“Great way to interact and make consumers feel valued and included.”*



[Drug and Alcohol Services](#) conducted a Health Care Redesign project, supported by the Agency for Clinical Innovation, to improve district counselling services. This included diagnostic and solution design activities with consumers, including two focus groups (12 consumers) and six in-depth interviews. Consumer feedback identified barriers to access, limited treatment flexibility, and a lack of trauma-informed service touchpoints. Based on this, three key solutions were developed: Counselling Drop-In Services at each site, improved intake, booking and referral processes, and better counsellor case load management. These will be part of a new Counselling Model of Care aimed at improving consumer experience and engagement.



The new Disability Inclusion Action Plan (2024–2027) was co-created by the [Disability Strategy Unit](#) with consumers, carers, community groups, and SESLHD staff. Building on the success of the 2020–2023 plan, we've completed 18 of 26 initiatives, with ongoing efforts being reviewed and supported. Staff have received targeted training to improve empathy and confidence in healthcare for people with disabilities. The 2024–2027 plan aims to further integrate disability inclusion into policies and programs, increase employment opportunities for people with disabilities, and enhance digital services for better accessibility.



The “Boost the Booster” project consulted with Aboriginal community members and health workers to understand and overcome barriers to keeping older Aboriginal people up to date with their COVID-19 vaccines.

Valuing Consumer Feedback

We value the input of consumers, including clients, families and carers. We seek and receive feedback from a wide range of consumers and use this feedback to improve our services.

We regularly conduct consumer satisfaction surveys. Here are some recent examples of results we have received from surveys:



93% of **Adahps** clients felt their health improved as a result of case management, **89%** felt their case manager helped them reach their goals and **92%** found their neuropsychological assessment helpful.

99% of clients of the **Oral Health Service** reported that their treatment was always clearly explained and **98%** felt they were able to set goals of care with the clinician. **100%** reported that the staff are always professional and helpful.

95% of schools indicated that they were satisfied or very satisfied with how the **Public Health Unit's** school vaccination program ran on the day of the clinic.

91% of parents rated the **childhood vaccination clinic** service as "excellent".

97% of **Kirketon Road Centre (KRC)** clients reported that KRC treated them with respect.



Here are some examples of feedback we have received from consumers:

"KRC is the only place offering services to those on the fringe that I've ever been to where every person I've dealt with has been genuinely kind, non-judgemental and where I haven't been patronised or looked down on, pitied or made to feel like I'm a nuisance."

KRC Client

"I don't need any more sessions... I am doing ok. It's been 4 months now and I am going through this journey and feel stronger. Thank you for listening to me and helping me on my way. I am very grateful to the team at the Albion Centre for the support that was given to both of us. Wonderful people doing wonderful and important work."

A psychology client Albion Centre

"Thank you so much for seeing me on Thursday. It has been a wonderful and affirming experience and I'm really excited to go forward"

Client True Colours

"The team made me welcome and understood, my experience so far has been fantastic and life changing. I don't know how to improve on that"

HOT Client

"Good location, friendly and knowledgeable staff, free service, and clean facility."

"The person-centred care, the interaction, information, making my child feel safe and happy"

Childhood vaccination clinics

"It was reassuring to have anyone check in on me as I live alone."

"Nice to know they cared about me and how I was going in my recovery."

Aboriginal 48hr follow up program