

Population and Community Health



SOUTH EASTERN SYDNEY LOCAL HEALTH DISTRICT
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Acknowledgement of Country

South Eastern Sydney Local Health District would like to acknowledge the Traditional Custodians on whose land we stand, and the lands our facilities are located on; the lands of the Dharawal, Gadigal, Wangal, Gweagal and Bidjigal peoples.

We would like to pay our respects to the Elders past, present and those of the future.

Artwork by Brenden Broadbent

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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.

We provide community health services 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. We also collaborate with partners in the community, including GPs, non-government organisations and other government agencies.

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

- > Providing safe, high quality care
- > 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, early intervention 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



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 a range of 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.

We 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.

The new Brighter Beginnings Team works collaboratively with the NSW Department of Education to implement health and developmental checks for all children attending pre-school who will commence school the following year.

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

We know that some children and families in our community experience disadvantage and barriers to accessing health services, which can negatively affect their health and wellbeing. They may include families from Aboriginal and Torres Strait Islander, culturally and linguistically diverse, LGBTIQ+, and other communities. We provide early interventions targeted to their needs. Allied health services are also provided to meet additional needs identified during routine care, screening or health checks. This includes developmental interventions, risk or safety concerns, parenting challenges and other issues that need more attention and care.

The Wellbeing Health In-reach Nurses (WHINs) program is a partnership with NSW Department of Education to work with selected NSW public schools to identify health and social concerns for vulnerable school students and their families and facilitate their access to health 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 collaborate 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.

The Safewayz Program is an innovative program for children under the age of criminal responsibility (10 years) with problematic and harmful sexual behaviour.



Supporting children to have the best start to life

Child, Youth and Family Services play 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 work 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 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:

- Detox 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

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, and people with lived experience of drug and alcohol issues, 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.



Patient centred integrated care

Our goal is to improve health and social outcomes for individuals, families and the community related to drug and alcohol use. One of the ways we do this is by building capacity outside of specialist Drug & Alcohol services. The Ice Inquiry has provided an opportunity for SESLHD to strengthen its response to drug and alcohol presentations across community and hospital-based services by way of:

- The Emergency Department Assessment Unit (EDAU) - A collaboration between Mental Health, Prince of Wales Hospital (POWH) and Population and Community Health, which provides a safe unit within the POWH emergency department to assess and manage mental health, drug, and alcohol presentations. The model features wrap around care and warm referral to community-based services to avoid representation to hospital.
- Substance Use in Pregnancy and Parenting (SUPPS) - Child, Youth and Family and Drug & Alcohol have redesigned the model of care to draw on their respective expertise in pregnancy, breastfeeding, parenting, child development and attachment to deliver wrap around care during pregnancy and the first 2000 days.
- D&A Co-morbidity Consultation and Liaison positions jointly funded with Mental Health Services at Sutherland and St George Hospitals to support the delivery of integrated care.



Equity and Prevention Service and NSW Multicultural Health Communication Service

Equity and Prevention Service

We have expertise in community engagement, health promotion and preventative healthcare, women's health, and strategies to reduce health inequities experienced by many groups in our community. We have identified Aboriginal health staff and bilingual staff. We work across the lifespan with a focus on children and their families and older adults

We work with:

- individuals and families to empower and enable them to improve their health in their social contexts
- health services and programs to increase access to preventive health care, and equitable and inclusive health care for people who experience disadvantage.
- partner organisations and government services to provide inclusive public policy and environments that optimise health.

Our preventive health priorities include:

- Promoting healthy eating and active living
- Reducing smoking, vaping and shisha use
- Cancer prevention and screening

Our priorities for equitable, inclusive and culturally safe health services and programs include a focus on:

- Aboriginal communities
- Culturally and linguistic diverse communities
- Young people and women experiencing disadvantage
- People living in social housing/low socioeconomic communities
- People experiencing or at risk of homelessness
- Carers of people with disability, chronic health conditions or who are ageing



NSW Multicultural Health Communication Service

The NSW Multicultural Health Communication Service (MHCS) is a state-wide health service hosted by South Eastern Sydney Local Health District. MHCS aims to strengthen the capacity of health services and programs to communicate effectively and appropriately with people from culturally and linguistically diverse backgrounds and provide multilingual health information. MHCS provides a value-added health translation service and manages a state-wide multilingual website and social media platforms.

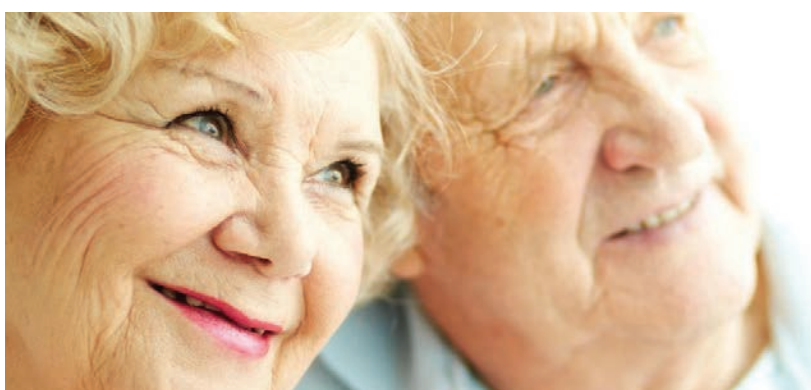
Women's Health Program

The **SESLHD Women's Health Program** works within a primary health framework offering nurse-led clinical and preventative health services to women and people with a cervix from priority populations. Clinics are currently offered in seven health and community settings across SESLHD. The program offers targeted health education through community engagement activities, group programs, health screening and early detection, and warm referrals to mainstream or specialist health and social services for ongoing care and support.

The Program works collaboratively with internal and external partners to deliver culturally responsive women's health services and build workforce capability to provide person centred preventative health care. Co-designing resources with Aboriginal and CALD communities increases access to evidence-based, culturally responsive health information and ensures that they meet the health literacy needs of communities.



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 teams that support Population and Community Health and the broader district with a range of strategic as well as operational activities.

The unit includes:

- Aged Care Strategy and Single Assessment System Program
- 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:

- Developing and implementing the Disability Inclusion Action Plan (DIAP), which provides a platform for the delivery of person-centred and integrated care to people living with disability accessing our health services. The DIAP also provides a platform to facilitate the objectives of the District's Diversity, Inclusion and Belonging strategy which supports employment and retention of employees with a disability.
- Supporting SESLHD services in upskilling and navigating the National Disability Insurance Scheme to enable patients to live independently in the community.
- Working closely with the National Disability Insurance Agency to facilitate access to essential disability supports for SESLHD consumers
- Working closely with internal and external partners such as Specialised Intellectual Disability Health Team, which aims to build the capacity of our services to respond to the needs of people with intellectual disability.



Oral Health Service

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

We have a strong focus on providing dental services to people in our community who may 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 also provide a service to Lord Howe Island.

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
- Children through School Based Dental Programs, targeting high priority schools

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.



Public Health Unit

The Public Health Unit provides health protection services to people in South Eastern Sydney Local Health District. We monitor, respond to, analyse and report on 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 undertake our health protection work through three main disciplines:

- **Environmental health**

We conduct 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.

- **Immunisation**

We visit all high schools in the District to offer the three recommended adolescent vaccines (human papilloma virus, diphtheria-tetanus-pertussis, and meningococcal ACWY). We also offer free childhood vaccination clinics at several community health centres each month. We are working with Aboriginal health workers and community members to develop culturally appropriate immunisation services for Aboriginal people of all ages. We also provide guidance and clinical advice to health professionals on immunisation and monitor compliance with the cold chain for all National Immunisation Program vaccines.

- **Infectious diseases**

We help health professionals and the community to prevent and control diseases that may pose a public health risk. We provide advice and support to hospital clinicians, GPs, childcare centres, aged care facilities and members of the public. Some examples of infectious diseases that we monitor and respond to include COVID-19, measles, hepatitis A, influenza, pertussis (whooping cough), meningococcal disease and rabies.

Preventing outbreaks on cruise ships

The Public Health Unit takes on statewide responsibility for public health surveillance of cruise vessels in NSW ports and waters.

We receive reports from all cruises terminating in NSW ports on the level of respiratory and gastrointestinal disease amongst passengers and crew. When outbreaks are detected we support the vessel and other maritime agencies to minimise the impacts and contain the outbreak.

Our environmental health team implements a Vessel Inspection Program, performing a thorough audit of a selection of cruise vessels each year against NSW Health standards for water supply, Legionella control, swimming pool management, waste management, pest control, hand hygiene, and beauty services.



Sexual Health and Blood Borne Virus Services

We 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.

We focus on providing services for people who may experience disadvantage. This includes:

- 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 have state-wide specialist teams including NSW Sexual Health Infolink and True Colours, a specialist service for trans and gender diverse young people. We also have an HIV Outreach Team and host the state-wide Adahp service. These teams provide care in the community to people living with HIV who have complex health and social needs.



Deputy Directors Unit SHBBV Services

We implement comprehensive programs and policies focusing on sexual health and viral hepatitis health promotion, education and community engagement. We are a skilled team of program managers, health promotion experts and health educators and provide key leadership and innovation relating to SHBBV priorities across the District.

Collaboration is key to our work. We partner with both the non-government and community sector. As well as supporting sexual health and blood borne viruses clinical teams, we work with other services in the District, such as Drug and Alcohol Services and Mental Health Services, to develop their capacity to provide HIV, STI and viral hepatitis testing and treatment.

With a strong emphasis on population health we have dedicated programs targeting young people and Aboriginal people.








Additionally we spearhead quality improvement activities across the service and have a dedicated Administration and Business Team to support all our services.

Valuing Consumer Feedback



We value the input of consumers, including clients, families and carers, to help improve our health services.

We receive different types of feedback from consumers:

-  **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
- PaCH Consumer and Staff Forum

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 Primary and Community Healthcare 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 priority 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 and 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, inclusive and culturally safe environments
 - 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.

Population and Community Health

