



VALUE ADD

"working together for healthy communities."

Lower Hume Primary Care Partnership (LHPCP) aligns local efforts to improve health and wellbeing, recognising that much more is possible if everyone works together.

Our role in facilitating partnerships involves bringing new, old and diverse organisations together for mutual benefits. We work collaboratively with the people who live and work locally to build a view of the system from a local perspective.

FUNDING

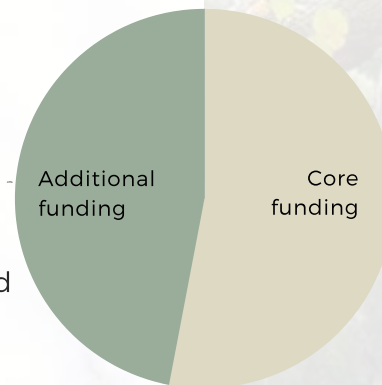
LHPCP receives funding through a variety of sources to supplement core funding and increase the capacity of the local service system to deliver health and wellbeing initiatives.

Additionally, LHPCP have supported **3 partnership grant applications** this year to attract more resources into the catchment.

PLACE BASED SOLUTIONS

LHPCP work with a variety of cross-sector organisations and networks to enable place based health responses.

Pictured: Front Page, North Central Review, 16 Days of Activism Campaign



"There was a common reflection across all PCPs that the whole of the partnership work is greater than the sum of individual agencies."

- **Making the Invisible Visible Report, ColImpact**

"Support from LHPCP meant that we were able to participate in the initiative"

- **16 Days of Activism partner**

IMPACT IF LHPCP DIDN'T EXIST

We asked our members what the impact would be if LHPCP didn't exist and this is what they said:

"We would lose the value-added approach that the PCP provides"

"Duplication of effort, decreased connection, lack of peers support, reduced ability for partner agencies to work together"

"More work done in silos – wouldn't have the same impact"

"Less coordination and collaboration, and less strategic work"

"Fragmented responses diminished by agencies lack of resources to address priority issues"

MEMBER AGENCIES



OUR TEAM

Rebecca Southurst	<i>Executive Officer</i>
Rebecca Leiper	<i>Executive Support & Projects</i>
Lee Coller	<i>Prevention Coordinator</i>
Rebecca Welsh	<i>Aboriginal Health & Wellbeing Officer</i>
Jaimie Poorter	<i>Coordinator System Integration & Projects</i>
Kevin Twan	<i>Student, La Trobe University</i>
Shruti Dhameja	<i>Volunteer</i>

We said farewell to Kayla Savory in June who was with us for a short time as the Goulburn Chronic Care Coordinator.

Congratulations

This year Rebecca Welsh completed a *Certificate IV in Community Services* with VACSAL, and Rebecca Southurst completed the *Williamson Community Leadership Program* through Leadership Victoria.

JOINT ACHIEVEMENTS

Royal Commission into Mental Health

LHPCP facilitated the development of a submission to the Royal Commission into Mental Health, highlighting the local challenges and opportunities identified by our member agencies.

Victorian Commission for Gambling and Liquor Regulation (VCGLR)

LHPCP supported Mitchell Shire Council and other local organisations to oppose an application for additional electronic gaming machines in Mitchell Shire by providing a submission to the VCGLR.

Highlighting local needs

On behalf of the members, LHPCP informed the Goulburn Regional Partnership of challenges and opportunities across the mental health system to inform their strategies to improve mental wellbeing.

VicPCP

LHPCP supported a state-wide PCP submission to the Royal Commission into Mental Health and were featured in two case studies published by VicPCP.

LHPCP participates in the secretariats for the Statewide Prevention and System Integration Community of Practices.

Respect & Equality for All Regional Strategy

LHPCP signed on as partners to the Regional *Respect & Equality for All Strategy*. As partners LHPCP commit to working together towards gender equality to prevent gender based violence in our region.



THE RESPOND PROJECT

"An example of working together for healthy communities."

RESPOND is a shared community response to support healthy children.

Aims: Empower community led actions to improve the health of children and monitor progress.

The RESPOND Project uses a systems thinking process to assist communities to identify all the different things that contribute to poor health and consider actions that will lead to healthier communities.

COLLABORATION



5 organisations are supported to collaborate across boundaries to implement the regional project led by Deakin University and DHHS



52% (14) schools participated in data collection within Lower Hume



677 children from Grades 2, 4 and 6 participated in data collection



6 RESPOND community workshops held with total of **109 participants** from a wide range of organisations and community groups across the catchment



75 existing local actions identified and **97 additional** actions put forward

As part of a review of the Prevention Collaborative 57% of partners strongly agreed and 43% agreed that:

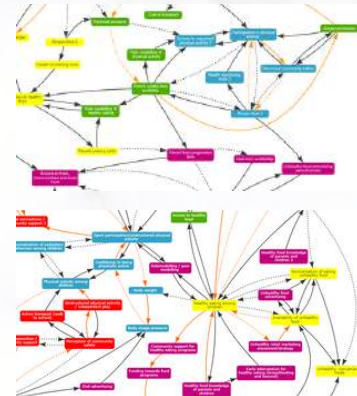
"there is a clear need for and commitment to continuing the collaborative in the medium term."

LOCAL SOLUTIONS

Two community maps were developed identifying factors that contribute to healthy eating and physical activity of children. Action ideas were developed.



RESPOND community workshop, Alexandra



COMMUNICATION

A successful communication strategy supported the promotion of the systems approach and workshops. Stakeholder list (248) emailed, marketing plan implemented, local radio (4 sessions), articles (3 articles, 8 newspapers), Facebook, posters and presentations.

CAPACITY BUILDING

Staff developed, practiced and refined systems thinking skills and knowledge via systems training (8 participants x 2 days), webinars (8), mentoring and peer support.

INNOVATION

Systems thinking training included consideration of gender stereotypes in food and physical activity to move beyond our assumptions on gender roles.

Feedback on the Lower Hume Prevention Collaborative

As a new person in the group I've found it a really supportive group to work in. A good variety of different skills and experience. Very intelligent and well informed process to work within to this point. Because (workers are) generally part time – it helps with sharing the load especially with those who have more EFT – reduces gaps in between getting things done.



RESPOND community
workshop, Yea

Doing the same thing together has been a benefit for us and the community.

COLLABORATION

"LHPCP is a vehicle for collaborative work and reminds us to put a collaborative lens over everything" – Member agency

Our partnerships create stronger local, regional and state-wide collaboration and action. This collaboration generates creativity and innovation as well as reducing duplication and healthcare costs.

LOWER HUME DIVERSITY AND WELLNESS & REABLEMENT PLANS

LHPCP have supported 5 member agencies to embed strategies that prepare the workforce to be health literate and monitor progress.

A catchment-wide health literacy campaign was coordinated by LHPCP to provide consistent messaging to staff and the community throughout October.

"The support from the LHPCP team has been really valuable for the member agencies to undertake the reporting requirements for the annual Diversity and Wellness & Reablement Plans.

Their support has demonstrated an effective collaborative approach where the member agencies have been able to share their knowledge and expertise for the benefit of all."

- Bronwyn Allen, Nexus Primary Health

"Lower Hume PCP is a wonderful, sustainable platform for Diversity and Wellness & Reablement... Their support ensures plans are living/moving documents."

- Michelle Harmer, Diversity Advisor, DHHS

NAIDOC WEEK PARADE & EVENT

This annual event plays an important part in bringing our community together with partners and networks to celebrate Aboriginal & Torres Strait Islander history, culture and achievements.



Local smoking ceremony and parade held in Seymour



18 stalls including LHPCP, Nexus Primary Health, Kilmore & District Hospital, Mitchell Shire Council, and Seymour Health



Approximately **200 people** attended



Seymour NAIDOC Parade

MITCHELL SHIRE ACKNOWLEDGING TRADITIONAL OWNERS RESOURCE

The Lower Hume Aboriginal Health & Well-being Program supported Mitchell Shire Council to develop a local resource to assist people to acknowledge Aboriginal communities as traditional owners of the land.



Launch of Traditional Owners Resource

PREVENTING VIOLENCE

The 16 Days of Activism is a global campaign to raise awareness about gender based violence between 25 November (International Day for the Elimination of Violence against Women) and 10 December (Human Rights Day).

In 2018 LHPCP initiated and supported 10 organisations to work together to promote the campaign across Lower Hume, reaching more than 11,000 people.

The 2019 campaign is building on the success in 2018, extending the partnership to over 13 organisations to raise awareness of the statewide **Respect Women Call It Out** Campaign. Organisations have pooled resources and sought additional funding to increase the reach of campaign messages through a calendar of events across the 16 days.



16 Days of Activism Planning Meeting

RESPECT WOMEN

CALL IT OUT

"The Lower Hume PCP facilitated a truly community-led response for the 16 days of Activism in their region that shows the great commitment and leadership on this important issue."

- Amanda Kelly, CEO, Women's Health Goulburn North East

LOCAL NEEDS AND INFORMATION

As a member of the Murray PHN Community Advisory Council (CAC), LHPCP is collecting and sharing local information to be considered in PHN planning.

The CAC facilitated a highly successful Smiling Minds event, providing education on mindfulness for well-being. LHPCP hosted a virtual site in Seymour to provide local access to this session which was attended by 8 people.



Smiling Minds Event, Seymour

NETWORKS & RELATIONSHIPS

- Aboriginal Health & Wellbeing Collaborative
- Prevention Collaborative
- Service Development Collaborative
- Diabetes Collaborative
- OM-G Smiles 4 Miles Coordinators Group
- OM-G PCP Coordinators Group
- OM-G Prevention Coordinators Group
- Smiles 4 Miles State-wide Reference Group
- Prevention Community of Practice (CoP)
- System Integration CoP

"Since working with LHPCP, I have been able to establish many connections in the Lower Hume and am now a member of networks and projects that support Aboriginal community, and this is due to Rebecca's invitation and introductions to relevant service providers and local Aboriginal groups. Without the assistance of Rebecca, this would not have been possible"

- Lisa Cambareri, Koori Engagement Worker, Victims Assistance Program

LOCAL SOLUTIONS

We have a deep understanding of the issues facing our local communities. We have demonstrated experience in bringing the right people together to work collaboratively and develop local solutions.

2009 BUSHFIRE COMMUNITY SUPPORT PROJECT

14 local organisations worked together to ensure appropriate supports were accessible to communities and service providers across the bushfire affected regions over the 10th anniversary.

Together, the partnership was able to:



Promote local supports to over 2,000 people at 28 local events



Provide 3 mental health first aid training sessions in the community



Educate health professionals on symptoms and referral pathways through online training



Provide support to 18 people who self-referred themselves to services by local providers (72%) or via phone support (28%)



Build referral pathways into Murray Health Pathways for ongoing access

The value in working together was highlighted through the ability to have consistent and coordinated communication and resources. The partnership also benefited from local knowledge of how to distribute the information in each community.

The learnings and partnerships from this project are continuing through the *Expanding the Stepped Care Model for Mental Health* initiative.



INCREASING LOCAL ACCESS TO SERVICES

The Lower Hume Aboriginal Health & Wellbeing program partners with Rumbalara Aboriginal Cooperative to provide local access to culturally appropriate services.

Aboriginal outreach services provided out of Goranwarrabul House in 2019:



3 DENTAL visits reaching 34 people



1 OPTOMETRIST visit reaching 11 people



Promoted and hosted Treaty voting



Goranwarrabul House, Seymour

INTEGRATED DIABETES CARE

The Lower Hume Diabetes Working Group mapped and collated information and local referral pathways for the Life! Program and high-risk foot services. This information was distributed to Community Pharmacies and General Practices to increase access to early intervention services.

Member organisations continue to work together to review and improve their services against the National Association of Diabetes Centres (NADC) *Diabetes Quality Improvement Accreditation*.

INNOVATION

We provide a platform to innovate and lead best practice through sharing ideas, the load, the risk and the benefits.

EXPANDING THE STEPPED CARE MODEL FOR MENTAL HEALTH

Lower Hume PCP undertook a review of access to mental health services across the catchment in 2019. The review identified barriers to accessing care, including limited visibility and integration of mental health services.

To address these barriers members and partners have endorsed a collaboration project to expand the existing Stepped Care Model across the entire mental health system - from primary prevention to acute care.

Existing partnerships and learnings from working together have been harnessed to inform the innovative project which will see key stakeholders working together to improve access and quality of mental health programs and services (including prevention).

DHHS have supported this project and partners have committed to embedding system improvements across the mental health system. Strategies and outcomes for the project are listed below:

STRATEGIES		OUTCOMES
<ul style="list-style-type: none">• Clinical governance• Shared language, communications & advocacy• Capability & scope of practice frameworks• Shared workforce development• Shared care protocols and tools• Outcomes framework		<p>Coordinated local response to mental health prevention & care</p> <p>Improved mental health outcomes through earlier access to appropriate care</p>

IMPROVING ORAL HEALTH

Building on the Smiles 4 Miles program, 3 Dental Health information sessions were held at Mitchell Shire Maternal & Child Health Centres, reaching 10 children.

Lower Hume PCP supported Seymour Health Dental Service to pilot education and screening sessions across 3 kindergartens to provide earlier access to dental hygiene checks and advice.

Your services and families in your community are really going to benefit from all the partnerships you have developed
- Dental Health Services Victoria

Thank you for this, your emails with resources like these and information sessions are so valuable - Early Years Service

CAPACITY BUILDING

We build the capacity of our members, partners and communities by providing resources, training, strategic guidance and advice. We often act as a conduit for information, data, and evidence to guide and promote best practice.

DIABETES COLLABORATIVE

Quarterly Lower Hume Diabetes Collaborative meetings include presentations that increase knowledge and awareness of other resources and initiatives.

Presentations have included:

- *My Health Record* overview by LHPCP Coordinator
- *Life! Program* presentation by Diabetes Victoria
- *Heart Health Risk Assessment* presentation by the Heart Foundation

The Ovens Murray - Goulburn Chronic Care Steering Committee provided access to:

- *National Diabetes Care Course* for 24 staff across Lower Hume
- *Self-management courses* for 4 staff across Lower Hume

The Lower Hume Supporting Pharmacies to Provide Best Practice Diabetes Care Project provided training to 2 pharmacists, leading to 1 pharmacy becoming a member of the National Association of Diabetes Centres (NADC).

SMILES 4 MILES

48 early childhood services across Lower Hume participate in the Smiles 4 Miles (S4M) program.



10 new services were engaged in 2019



10 training sessions delivered to **43 educators**



37 educators completed online refresher training



2 early childhood services had menus approved by the Healthy Eating Advisory Service (HEAS), resulting in **141 children receiving the recommended dietary intake** for long day care hours



LHPCP have achieved an **83% (34) S4M award rate** (as of June 2019)

CULTURALLY RESPONSIVE TOOLKIT

The Lower Hume Aboriginal Health & Wellbeing Program collated information and resources to assist mainstream service providers:

- Increase their knowledge of culturally safe practices
- Make improvements in their workplace culturally safe, respectful and welcoming.

A screensaver/poster has been successful in promoting the toolkit and is now displayed across over 17 agencies throughout the Ovens Murray-Goulburn Region.



COMMUNICATION

We use our wide reach across the catchment to inform and update members, partners and the broader community on health and wellbeing information and resources.

OUT AND ABOUT

LHPCP distributed health and wellbeing information directly to the community at a number of events throughout the year. LHPCP attended the Mitchell Shire Health & Wellbeing Expo engaging with over 100 people and distributing healthy eating and oral health information as well as culturally appropriate material developed for Aboriginal people.



LOCAL MEDIA RELEASES



10 healthy eating and physical activity articles across multiple newspapers



1 health literacy article across **4 newspapers** and numerous Facebook posts



Promotion of 16 Days of Activism key messages and events across **3 newspapers**



SOCIAL MEDIA

In June we launched our Facebook page to enhance our ability to communicate with and listen to our members, partners and communities.

We have 101 followers.

During June and November our posts (49) reached 14,848 people with 1,167 engagements across all posts.



Like us on Facebook to keep up to date with all things health & wellbeing across Mitchell & Murrindindi Shires.

WEBSITE

Our website is our core method of communicating our work, local events and relevant resources with members and partners.

01/01/2019 - 17/11/2019

During January and November we had 1,176 users to our website and 2,952 page views.

Check out our website for further information about our work - www.lhpcp.org.au

Lower Hume Primary Care Partnership
Locked Bag 1, SEYMOUR VIC 3661
www.lhpcp.org.au



Acknowledgements

Primary Care Partnerships are supported by the Victorian Government



Photo credits: Explore Seymour (www.exploreseymour.com.au)



The history, culture, diversity and value of all Aboriginal and Torres Strait Islander people are recognised, acknowledged and respected.