



NYCH HACC Cultural Action Plan 2009-2010

Service provided by North Yarra Community Health (NYCH)

NYCH is a major provider of primary health services to the City of Yarra, Parkville and Carlton. Services provided by NYCH include:

- a large bulk billing medical practice
- a broad range of allied health services including dietetics, physiotherapy, podiatry, paediatric speech pathology, occupational therapy, the Community Asthma Program and Aboriginal support
- casework and counselling services, including family counselling, Child First, and refugee support
- a youth service on the Collingwood public housing estate
- older person's high rise support program
- a pharmacy/ dispensary service
- nursing, including aged care nursing, midwifery and community health nursing
- psychiatric disability and rehabilitation support services
- primary health care for people who inject drugs including the ALERT program, and D&A counselling
- needle & syringe programs
- volunteer support and
- a large number of health promotion and health education projects and programs.

Cultural Action Planning at NYCH

Cultural Action Planning is embedded into NYCH's annual team planning processes and as such does not occur as a separate planning process. All teams consider the needs of our culturally diverse community in developing their annual plans. This includes the use of an access planning tool which prompts teams to consider all aspects of their work and how they can make changes to be more responsive to our community. This includes individual and group service provision, health promotion, the provision of appropriate resources, policies and procedures, recruitment procedures and provision of support to our front of house staff. Community Participation and input is incorporated into our planning processes through a number of mechanisms including our Community Liaison committee, Community Representatives Committee, client surveys, focus groups and client input into evaluation and review of our programs.

NYCH is currently developing a Community Participation Plan which will further strengthen this area of the organisation's work and will investigate ways to increase specific input into the development of our Cultural Action Plan.

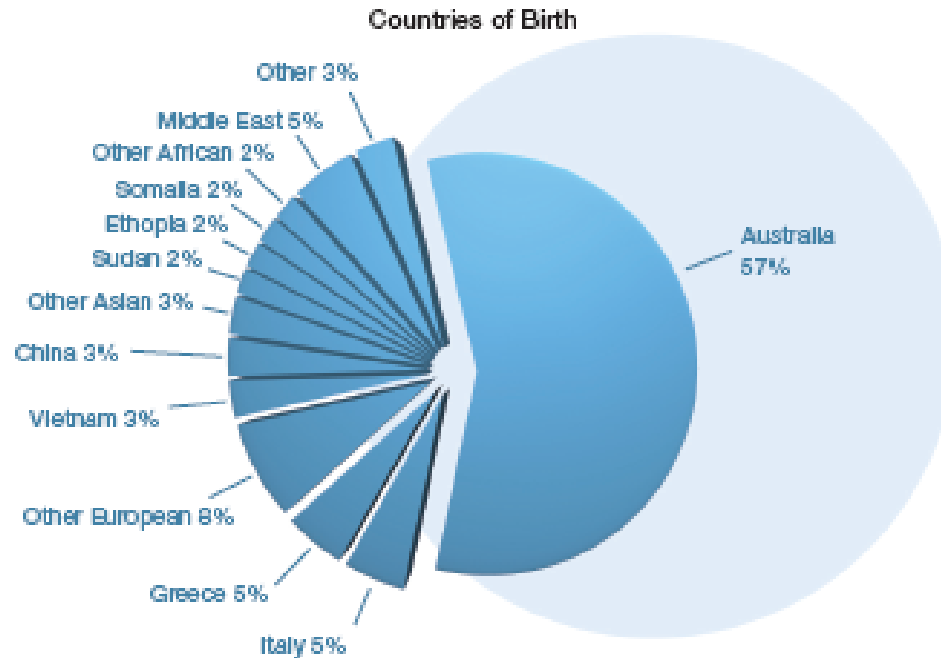
Client Demographics & Usage 2008/09

Country of Birth of NYCH Clients

About 43% of our clients in 2008/09 were born in countries outside Australia, with 18 % coming from Europe, 8% from African countries (2% from each of Ethiopia, Somalia and Sudan and the other 2% from other areas of Africa) 3% from Vietnam, and 3% from China. People from the Middle East (including Lebanon, Syria, Jordan and Egypt) make up 5% of our clients.

Clients of Aboriginal or Torres Strait Islander Background

Of our clients, 1% identify as being from Aboriginal and Torres Strait Islander background.



Achievements 2008 – 2009	Completed
CALD volunteers have been assisted to engage with organizations and community groups, and received information about organization, community events and community group volunteer opportunities and events	November 2008 - ongoing
Following the recommendations of the Review of the Community Liaison Committee, the format for community representatives has changed to integrate staff presentations and CEO's report, and the setting for sitting has also been ameliorated. Different community representatives have been nominated to Health promotion working groups with NYCH.	December 2008
Funding sought and received to continue the Aboriginal Engagement worker position for an additional 3 years.	December 2008
Funding sought and received to continue the Refugee Worker position	December 2008
Funding sought and received to establish the Billabong Coordinator position and maintain for 2 yrs.	December 2008
2 new tenant groups organised for residents who live on the estate and of people who had moved out of the estate. These are from CALD backgrounds and are being supported to participate on the Carlton Community Liaison Committee and associated project activities	February 2009
4 new Health promotion working groups had been established to reflect the needs of the community : Environmental sustainability, Food security, Mental Wellbeing and social connectedness and Physical activity	From March 2009
The Harmony Day was celebrated successfully on 19 March 2009 with the full participation and evaluation by the community members, and a lot of experiences had been drawn from it, for application to future funding for the event since VicHealth no longer funds such events. The event was reported and updated at each meeting of the Mental Wellbeing Social Connectedness Working group	19 march 09 Evaluation from that until June 09, Spread the Word forum occurred in May 2009
Living With Diabetes 6 week Education sessions – Vietnamese	March/April 2009
Support for Carlton housing relocated tenants and existing tenants in the Redevelopment process and tenants representation on Carlton Housing Estate Residents Service has been solidified, to ensure tenants are appropriately informed on the process of Redevelopment	March 2009
Attended the Immigrant Women's Domestic Violence Service's launch of booklet on working with children from CALD families who have experienced family violence	April 2009
In order to increase CALD and family access to YCS, there is now a 'contact' person at Foundation House. Doing well with CALD client referrals and cases (27%). Parents and family referrals from one to two in the program. Also using more of cultural shift towards a family inclusive approach in work with individual	May 2009

adults.	
Living With Diabetes 6 week Education sessions – Greek	May 2009
The FARREP program was reported to Programs and Services and Quality committee including education sessions to Princes Hill Secondary college and others	June 2009
The Men's Shed application had been successful strengthening the partnership with local agencies and residents, and funding received from DPCD as well as City of Yarra for the worker's salary – The plan is being looked at and a worker employed in the very near future – This will enable opportunities for men to have social interaction and support, with the target groups including but not limiting to people with disability, experiencing social disadvantage, and from CALD and indigenous backgrounds	July 2009
Peek -A-Boo, a therapeutic group for babies and mothers who have been exposed to family violence. Attended by a number of women from CALD backgrounds.	May-July 2009
4 information sessions and 2 BBQs had been organised across City of Yarra about the aspects and positives of volunteering in order to assist with training, support and development, with translations of appropriate materials	August 2009
While some support was still provided to the Greek, Vietnamese and Diverse culture groups in Yarra, as well as other CALD groups, support had been intensified in terms of Horn Of African community groups in City of Melbourne.	Ongoing
Increase referrals for parents of CALD background	Strengthen links and referral pathways: Focus on: Fitzroy Learning Network Foundation House ADEC
Audit of community participation was done in August 2008, and completed in December 08 following which a Community participation workshop was conducted by Health Issues Centre on 22 April 09, and a Community participation plan was being compiled	November 08 September 09
The Mental Health and Wellbeing social support group participated in the Opportunities Network for Carlton, and coordinated the Health Carlton working group in conjunction with the Department of Human Services. The group had received funding from the network to research on the needs of the community, and training community members to participate in interviewing people living in Carlton on issues of safety and harmony. More research on the needs will be conducted by students from University of Melbourne	June 09 to September 09

The Yarra Volunteer Support committee had been formed and comprised a number of CALD residents, and has been working quite successfully	The Committee finished on 11 September 09 and the Celebration for the program is organised for 16 sep 09
Community participation policy is being looked at together with the policy on provision of language services	Ongoing
New Beginnings – a support group for women who have experienced hurtful and violent relationships. Attended by women from a wide range of cultural backgrounds	July –September 2009
Assisted with Harmony Day, including preparation and planning	
Education/Information presented at Diabetes Groups including Vietnamese – specific Diabetes Group.	February 2009 and August 2009
Provided ongoing support to a number of existing cultural support groups , including Fitzroy Vietnamese Elderly Group, Fitzroy Chinese Women’s Group, Afghani and Iranian Women’s Group.	Ongoing
Convened Refugee Week, Yarra Settlement Forum and Atherton Gardens Health and Well Being Committee	2008-2009

NYCH Cultural Action Plan October 2009 – June 2010

- ACCESS:** We will ensure that users of our service reflect the ethnic composition of our local community and that our service can be accessed by people of culturally and linguistically diverse backgrounds.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Staff know which Aboriginal organisations and services to refer Aboriginal clients to if they wish to leave the support of these services	List of VAHS services & contacts to be developed	Jane Britten	October 2009	List developed and available to staff
Improve access to Casework counselling and mental health services by ATSI population	Attend weekly Billabong BBQ program	Pene Knight / Beto Rodriguez - alternating	October 2009 Ongoing	Increased use of these services by ATSI population

Increase physical activity and improve nutrition in older adults living in public housing	Well for Life Project	Kath Fraatz, Carlton Baths, 530 Program, NYCH dietician	October 2009	Program evaluation report
Promote cycling as affordable and accessible form of transport. Complete 2 x 15 week courses.	Bicycling for Health and Transport	Kath Fraatz, Neighbourhood renewal, Resident groups, Holden St Neighbourhood House	Collingwood Program October 09 Nth Fitzroy February 2010	Collingwood Estate residents x 12 Nth Fitzroy Residents x 12
Improve the ability of the organisation to monitor and measure the number of Aboriginal clients that access our services and programs.	Develop procedure for identification posters/brochure.	Katrina Doljanin and Jane Britten	December 2009	Procedure developed and in practice, posters in NYCH waiting rooms
Increase awareness of InnerSpace services among homeless/CALD community. Ensure that injecting drug users of CALD background are welcome at the service.	Attend homeless festivals wherever possible, and send representatives to CALD festivals, such as Harmony Day. Leaflets about InnerSpace in community languages. Co-operate with and learn from research into Koori culture.	Danny Jeffcote, David Silkoff, InnerSpace team.	June 2010	Record of festivals attended. Research results. Leaflets in in community languages.

2. CULTURAL RELEVANCE: We will ensure that all of our services are accessible and culturally relevant to people from culturally and linguistically diverse backgrounds.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Aboriginal clients feel welcome at NYCH sites	Purchase Aboriginal and TI flags for Inner space	Danny Jeffcott and Chris Hardy	October 2009	Flags purchased and on display
Ensure cultural appropriateness of food products stocked at NYCH for label reading purposes	Develop guidelines for food products stocked at NYCH for label reading purposes. Audit stock of food product packets annually.	Katrina Doljanin and other dietitians	October-December 2009	Documentation of actions taken.

	Ensure representation of foods consumed by various CALD groups.			
NYCH staff have a good understanding of Aboriginal culture and communication	Aboriginal cultural training to be organised – Koori Heritage Trust & Jane B. Training to include interpersonal skills/cross cultural communication	Katrina Doljanin	December 2009	Training occurs
Encourage the employment of Aboriginal people in all operations of the agency.	Employment policy – review to see it reflects our commitment to diversity, including Aboriginal people. Investigate ATSI employment agencies, Diversity at Work as possible ways to attract Aboriginal workers.	Vera Boston, Kristine Olaris and Maureen Schleiger	December 2009	Updated HR policy
Assess the physical environments within NYCH to improve cultural relevance of the service to Aboriginal Clients	Undertake an annual audit	Jane Britten, Bo Barney and VAHS staff member	January 2010	Audit undertaken
Increase awareness of NYCH's ATSI mission statement	Get ATSI mission statement out and consider combining with overall NYCH mission statement	Vera Boston	March / April 2010	Increased awareness of the ATSI mission statement. NYCH Board of Directors consider a combined mission statement.
Provide information on Aboriginal health and wellbeing to all new staff as a part of orientation	Update the Orientation Manual information – include Aboriginal History, most recent Aboriginal Health data etc	Kristine Olaris	April 2010	Updated information on Aboriginal health and wellbeing in orientation manual
Consider staff exchanges with VAHS to staff to enable them to respond effectively to the needs of Aboriginal people.	Investigate VAHS interest in doing a staff placement swap reception staff at NYCH	Lorraine Nicholas	April 2010	Staff exchange occurs

Consider the potential values of putting a process in place to monitor and evaluate staff performance when working with people from an Aboriginal heritage/background.	Develop a proposal regarding the inclusion of staff performance when working with Aboriginal clients as a part of performance appraisal	Kristine Olaris Leadership Team	May 2010	Proposal developed and considered for action
Display items of cultural significance for the Aboriginal community	Display flag and appropriate artwork	Chris Hardy and Danny Jeffcote	June 2010	Displaying relevant items
Provide information for staff working with Aboriginal people to ensure a knowledge of health issues and local services	Update Aboriginal Health folder and include local information (eg walking trail brochure, Billabong brochure)	Katrina Doljanin	June 2010	Updated Aboriginal health folder
Increase staff knowledge of Aboriginal culture	Aboriginal Cultural Knowledge Board and questionnaire developed for use in NAIDOC week	Jane Britten	June 2010	Resources ready for use in July 2010
Ensure service to the CALD communities are met	Research needs of CALD communities on the Carlton Housing estate including Indigenous community	Bich Ha and Michael McMahon	June 2010	Service responses developed to respond to need
Ensure that issues of culture are considered in planning, implementation and evaluation of new health promotion activities for 2009-2012.	Ensure that health promotion does not increase health inequalities by only targeting or being accessible to English speakers .	Ennalies Oudendijk & Bich Ha	Development of strategic action plans for priorities: January – June 2009.	HP activities are culturally relevant
To ensure that the issues that women who have experienced FGM face are understood by service providers.	Continue to work with NYCH service providers (including Medical, Nursing and Counselling Teams) to ensure a culturally appropriate and inclusive environment for women who have experienced FGM.	Munira Mahmoud	June 2010	NYCH service providers have access to knowledge and understanding of needs of women who have experienced FGM
To ensure that our health promotion efforts work to reduce health	Ensure that the needs of marginalised and high needs	Ennalies Oudendijk	Ongoing	Evaluation of Health promotion activities

inequalities and benefit the members of the community who need the most support. Ensure that health promotion does not increase health inequalities by only targeting or being accessible to English speakers.	populations, including CALD groups, are considered in the development of new health promotion priorities for the organization for 2009-12.			by organisation
Address a number of determinants of mental health including: <ul style="list-style-type: none"> • Promoting social connectedness • Promoting inter-cultural connections and tolerance of diversity • Providing opportunities for participation in decision-making for community members • Providing opportunities for skill development for community members. 	Continue to work to promote mental wellbeing and social connectedness on the Carlton housing estate through organisation of Harmony Day and other activities of the MW&SC working group.	Mental Wellbeing and Social Connectedness Working Group	Harmony Day project to run from October 2009 – April 2010.	Mental Wellbeing and Social Connectedness report to NYCH Programs and Services Committee

3. CONSULTATION: We will ensure that services to people from culturally and linguistically diverse backgrounds will be planned and delivered in consultation with ethnic communities and /or their representatives.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Assist volunteers engage with organisations and community groups with emphasis on residents from Collingwood, Carlton, Fitzroy and Richmond Housing Estates. Target groups include people of CALD background, people with disabilities, people from indigenous communities and people facing	Prospective volunteers find suitable volunteer opportunities. Existing volunteers have access to information and support where needed.	Yarra Volunteer Support Program - Michael McMahon	October 2009	In progress – Program Steering Committee is representative of the sector across City of Yarra and is satisfied with progress to date.

significant social hardship.				
Undertake a community consultation regarding the Paediatric Dietetics service	Ensure Refugee families are included in a community consultation process assessing the Paediatric Dietetics service	Elle Glentis	November 2009	Documentation of feedback.
Information materials produced by NYCH for Aboriginal clients are produced in consultation	Consideration of Aboriginal content in all major NYCH publications, and this to be done in consultation with the AHPACC Officer, other Aboriginal staff, VAHS Managers & staff and/or worker Aboriginal clients	Marlies Blatz, Vera Boston, Kristine Olaris	May 2010	Increased and appropriate Aboriginal content in NYCH publications
Work closely with tenants – especially looking into new tenants- to support their participation on the Carlton Community Liaison Committee and associated project activities	To meet the needs of high needs groups on the Carlton housing estate	Bich Ha & Michael McMahon	Ongoing. Work closely with tenants – especially looking into new tenants- to support their participation on the Carlton Community Liaison Committee and associated project activities	To meet the needs of high needs groups on the Carlton housing estate
Continue to meet the needs of Carlton housing relocated tenants and existing tenants in the Redevelopment process – and ensure tenants representations on Carlton Housing Estate Residents	To ensure tenants are appropriately informed on the process of Redevelopment	Michael McMahon	Ongoing	Resident's informed in the redevelopment process

Service				
Provide leadership on CH perspective on Community Participation and networking issues and on how Community participation can be strengthened	Continue to contribute into the policy development and debate on community participation/engagement in Community Health by participating in the Community Participation in Community Health network	Bich Ha	Ongoing	Leadership provided to the Community Participation in Community Health network
Strengthen support to different CALD groups, and the Community Liaison Committee	Implement recommendations from the Community Liaison Committee Review regarding the community representatives, and continue support for the Greek, Vietnamese Elderly and diverse culture groups, as well as the appropriate provision of language services	Bich Ha	October 2009 - June 2010	Recommendations arising from the Evaluation of the Community Liaison Committee review are implemented

4. INFORMATION: Information about our services and costs, assessment procedures, and client rights will be provided in relevant community languages.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Casework Counselling brochure with intake, family services	Brochure and flowchart, in 4 languages (Somali, Arabic, Cantonese & Vietnamese)	Maggie & Central Intake Project	October 2009	Brochure completed
Ensure that the YCS brochure is in appropriate languages	YCS brochure & Translate to 4 languages	Oriana and Hayley staff input	October 2009	Brochures translated
Ensure community access to information of volunteer services and community participation in the main CALD languages	Translation of services to community representatives and volunteers	Bich Ha	October 2009	Translations completed

Ensure up to date information on clients rights in appropriate languages	Update and translate the Clients Rights and Responsibilities brochure and poster	Bich Ha, Stella Simmons	November 2009	Brochure and poster updated and translated
Communicating the range of services at InnerSpace to diverse client groups	Updated brochure. Identify appropriate brochures for translation.	Danny Jeffcote	June 2010	Brochures printed & available
Ensure that information in InnerSpace's client information area is appropriate and relevant	Ensure that brochures and pamphlets are kept current and available in different languages. Include relevant health promotion material relevant to client group.	Chris Hardy, David Silkoff, Danny Jeffcote, Rebecca Townsend	June 2010 - Ongoing	Brochures and pamphlets are current and available in different languages

5. SPECIAL PROGRAM NEEDS: We recognise that it may be appropriate for some service users from certain cultures to be provided with special services as a group.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Vic Transcultural Psychiatric Unit representation	Understand current recommendations & start implementation process into program. Shared skills development / training; develop program plans relevant to these issues	2 YCS workers – Bronwyn & Hayley	Gradual & long term implementation B/C	Development of new procedures, new client forms. All staff to be trained in using interpreters.
Increase access to nutritional information to CALD groups	Cooking Demos at community market	Georgina Latima, Cultivating Community	October 2009 – June 2010	4 Sessions occur
Increase access to nutritional information to CALD groups	Nutrition talks to CALD groups	Georgina Latima, Elle Glentis	October 2009 – June 2010	3 talks occur
Improve access to physical activity programs for African women.	African Women's Water Exercise	Jesuit Social Services, Melbourne Baths, JSS	Nov 2009	African women have access to culturally appropriate water exercise classes.

Increase PA & cycling confidence with Bike Program graduates. Improve project sustainability.	Monthly Bicycle Group for public housing residents	Kath Fraatz, Jess Tran	Feb 2010	Bicycle group established
Promote good nutrition in preschool children from CALD backgrounds	Helping Kids Eat Well Today for Tomorrow	Elle Glentis	June 2010	2 x 8 week programs occur
Work towards establishing a Men's Shed in the City of Yarra to provide social opportunities for men. Target groups include men with disabilities, men experiencing significant social hardship, men from CALD background and men from Aboriginal background.	Men from the various target groups have a new outlet for social interaction and support.	Ennalies Oudendijk and Bich Ha	October 2009 – June 2010	Mens Shed established and accessible to CALD and Aboriginal men.
Organise the 'Muslim Empowerment' project in order to train 12 Muslim community leaders in areas of the Law, of rights and responsibilities, advocacy, conflict resolution, so that the leaders can impart their knowledge and mentor their own members so to engage successfully with the broader community in Yarra and Carlton	'Muslim Empowerment' project likely to be funded by Department of Immigration and Citizenship in December 09	Bich Ha, Ennalies, Munira and Michael	December 09 to December 2010	12 leaders are engaged and trained, and forums established between Muslim communities and the broader community
Plan and devise 3 Horn of African women groups (harari/Oromo, Ethiopian/Eritrean and Somali) and a young person groups who will be working together on issues related to FGM, to social inclusion, to skill development, to building confidence and engagement with the broader community	'Healthy Living in Harmony' project funded by City of Melbourne	Bich Ha and Munira Mahmoud	To December 2010	The 4 groups to be formed and supervised by community leaders and 10 meetings or contacts to be established

6. SERVICE COORDINATION: We will work with other organisations and ethno-specific services to ensure that our service users receive a full range of services that meet their needs.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Provide opportunities for residents from CALD backgrounds to participate in the planning and organisation of Harmony Day on the Carlton estate.	Opportunities to participate in Harmony Day organising committee to be widely advertised in a range of languages. Interpreters to be used to ensure everyone can fully participate in discussions.	Bich Ha, Michael McMahon, Ennalies Oudendijk & Mental Wellbeing Social Connectedness Working group	October 2009	Harmony Day Report to Mental Wellbeing and Social Connectedness Working Group
Aboriginal Best Interests group	Participate in working group which aims to improve responses of the Child First initiative to Aboriginal families	Jane /Maryse	Ongoing	Attendance at meetings
Participate in AHPACC Supervisors Meetings with VAHS, Darebin CH, Plenty Valley CH, Dianella CH	Receive feedback from AHPACC project worker's meetings. Provide input into AHPACC steering committee meetings. Receive updates of discussions occurring at AHPACC steering committee meetings.	Katrina Doljanin	Ongoing	Attendance at meetings
Consider ways that NYCH can monitor and measure the number of shared clients that access the VAHS	Discuss with AHPACC partnership	Vera Boston and Kristine Olaris	June 2010	Discussion occurs and if possible systems established to monitor this information
Attend Yarra Aboriginal Support Network Meetings	Provide feedback regarding NYCH's work with ATSI clients. Provide input into YASN business and projects	Katrina Doljanin, Kristine Olaris, Bo Barney	Monthly - ongoing	Meeting attendance
Strengthening community participation practice at NYCH with a strong focus on CALD	Develop NYCH community participation plan for implementation.	Health Promotion & Community Building Team	June 2010	NYCH Community Participation plan developed

communities				
Collaboration with the different organisations in the city of Melbourne/ Yarra and other community health centres in developing community participation and engagement strategies	Participate in the Opportunities Project in Carlton and the Community Participation in Community Health network to put community participation for the Community into practice	Bich Ha, Michael McMahon, Munir Mahmoud	Ongoing	Community participation and engagement strategies developed

7. ACCOUNTABILITY: We will adhere to all relevant national and state-wide service standards in relation to the provision of services to people of cultural and linguistically diverse backgrounds.

AIMS 2009 -2010	ACTIONS 2009-2010	RESPONSIBILITY	COMPLETION DATE	HOW WILL WE MEASURE IT?
Adherence to policies from DHS and statewide standards on community participation and provision of language assistance	Community participation policy Language services policy Old men's health Women health Self Audit assessment	Bich Ha and the Health Promotion/Community Building Team	July 2009 - ongoing	NYCH Accreditation 2009