



**NORTHERN NEW SOUTH WALES  
INTEGRATED ABORIGINAL  
HEALTH AND WELLBEING PLAN  
2015**

**VOLUME III SERVICES**

## TABLE OF CONTENTS

Introduction.....	5
Northern New South Wales Local Health District .....	5
NNSW LHD Chronic Care for Aboriginal People Program.....	5
NNSW LHD Chronic Disease Management Program .....	6
NNSW LHD Chronic Kidney Disease Nurse Practitioner .....	7
NNSW LHD Aboriginal Maternal and Infant Health Service .....	8
Core of Life.....	9
Aboriginal Hospital Liaison Officer Lismore Base Hospital .....	10
Aboriginal Hospital Liaison Officer Casino and District Memorial Hospital.....	11
Aboriginal Hospital Liaison Officer Grafton Base Hospital .....	12
Aboriginal Hospital Liaison Officer Tweed Byron .....	13
Tweed Byron Aboriginal Health Program .....	14
Bugalwena Aboriginal Health Service .....	14
Bugalwena Aboriginal Family Health Worker .....	15
Clarence Valley Aboriginal Health Program.....	15
Richmond Aboriginal Health Program .....	16
NNSW LHD Aboriginal Family Health Coordination.....	17
NNSW LHD Mental Health, Social and Emotional Wellbeing .....	17
NNSW LHD Drug And Alcohol Prevention And Management.....	19
NNSW LHD Drug and Alcohol – Magistrates Referral Into Treatment .....	20
NNSW LHD Sexual Assault Services .....	21
NNSW LHD Promotion of Good Health and Healthy Environments.....	22
NSW Knockout Health Challenge 2014.....	24
NNSW LHD Oral Health Services.....	24
NNSW LHD Public Health Unit .....	25
Aboriginal Environmental Health Program and NNSW Housing for Health Program .....	26
Immunisation Services.....	27
NNSW LHD HIV and Related Programs .....	27
NNSW LHD Carers Program .....	28
NNSW LHD BreastScreen Services .....	28
NSW Cancer Council (North Coast).....	29
Health Funded Non-Government Organisations.....	29
Ontrack - Aboriginal Housing Accommodation Support Initiative.....	29
Rekindling The Spirit Limited .....	29
Northern Rivers Community Transport Incorporated – Jubullum and Bonalbo Health Bus.....	30
Tweed Byron and Ballina Community Transport Incorporated - Health Related Transport.....	30
Clarence Community Transport Incorporated - Health Related Transport .....	30
Namatjira Haven Incorporated - Namatjira Haven Drug and Alcohol Healing Centre.....	31
Aboriginal Community Controlled Health Services .....	31



Bulgarr Ngaru Medical Aboriginal Corporation .....	32
Diabetes Multidisciplinary Clinic .....	32
Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley .....	33
Diabetes and Complications Assessment Clinic in Partnership with NSW LHD .....	33
Bullinah Aboriginal Health Service .....	33
Main General Practitioner Clinic .....	34
Byron Bay Outreach Clinic .....	34
Solid Mob For Our Health .....	34
Primary Health Posts .....	34
Box Ridge Primary Health Post .....	34
Jali Primary Health Post .....	35
Muli Primary Health Post .....	35
Local Aboriginal Land Councils .....	36
North Coast NSW Medicare Local .....	37
Care Coordination and Supplementary Services .....	38
Closing the Gap - Improving Access to Aboriginal Mainstream Primary Care .....	39
Child and Maternal – A Better Start to Life – New Directions: Mothers and Babies Services .....	39
Bugalwena General Practice .....	40
Jullums – Lismore Aboriginal Medical Service .....	40
North Coast NSW Medicare Local Psychological Services .....	41
The Healthy Communities Initiative .....	41
Department of Family and Community Services .....	42
Community Services .....	42
Aboriginal Child And Family Centre – Bunjum Aboriginal Cooperative .....	42
Buyinbin Aboriginal Corporation - Casino Aboriginal Family Worker .....	42
Ngallingnee Jarjum Tabulam and District Community Preschool Inc - Aboriginal Family Worker .....	42
Ngunya Jarjum Aboriginal Child and Family Network Inc - Ngunya Jarjum Out of Home Care Service .....	43
Nungera Cooperative Society Ltd - Lower Clarence Aboriginal Youth Service .....	43
Maclean Community Preschool - Clarence Aboriginal Early Childhood Project .....	43
CRANES – Community Worker Lower Clarence .....	43
New School of Arts – Hub at Malabugilmah/Baryulgil .....	43
Jubullum Aboriginal Lands Council - Jubullum Kids Lifestyle Enhancement Project .....	43
Mid Richmond Neighbourhood Centre Inc - Mid Richmond Aboriginal Family Worker .....	44
Kyogle Family Support Service Inc - Muli Muli Supported Playgroup .....	44
Aboriginal Family Worker Tweed Valley .....	44
NSW LHD Family Support Worker Clarence Valley .....	44
NSW LHD Aboriginal Family Support Project Lismore .....	44
Brighter Futures - Family Development Workers .....	45
The Family Centre- Aboriginal and Torres Strait Islander Youth Support .....	45
New Horizons –Indigenous Community Links Program .....	46

Northern NSW Specialist Homelessness Services .....	46
Northern NSW Homelessness Services .....	46
Link2home .....	46
Northern NSW Aboriginal Homelessness and Prevention Service .....	47
Family and Domestic Violence Services.....	47
Northern NSW Support Service for Aboriginal Women Experiencing Domestic and Family Violence .....	48
Ageing, Disability and Homecare.....	48
Casino Neighbourhood Centre Inc. - Aboriginal Home and Community Care Access Worker .....	48
Casino Neighbourhood Centre Inc. - Aboriginal Social Support .....	48
CRANES - Aboriginal Social Support .....	48
CRANES - Aboriginal Food Services .....	48
Mid Richmond Neighbourhood Centre Inc. - Aboriginal Social Support.....	49
Richmond Community Options Aboriginal and Torres Strait Islander .....	49
Life Bridge East (Tweed Valley Respite Service Inc.) - Aboriginal Respite.....	49
Bunjum Aboriginal Co Op Ltd - Aboriginal Early Linker position .....	49
Disability and Aged Information Service - Aboriginal Support Planner position .....	49
Aboriginal Legal Services .....	50
Aboriginal Legal Access Program .....	50
New South Wales Police Force .....	51
New South Wales Police Force Northern Region.....	51
NSW Police Aboriginal Community Liaison Officers .....	52
Richmond Local Area Command .....	53
Juvenile Justice .....	53
Department of Human Services - Centrelink .....	54
Indigenous Specialist Officers .....	54
Remote Servicing Teams .....	54
Indigenous Customer Service Officers .....	54
Ability Links NSW (Aboriginal) Service Providers .....	54
NSW Department of Education and Communities .....	55
Aboriginal Learning Circle - North Coast Institute of TAFE .....	57

## **INTRODUCTION**

This document is intended as a reference document for Agencies providing services to Aboriginal people in Northern New South Wales and complements Volumes I and II of the Northern NSW Integrated Aboriginal Health and Wellbeing Plan 2015-2020. The document is not intended to be a Directory and covers only a portion of those services available to Aboriginal people in Northern NSW. Additional information on services detailed in the document is available through the web site links provided.

It is important to note that the service descriptions detailed in this document represent a point in time. Agencies operate in a dynamic funding environment and funding for programs is periodically reviewed and may change.

Throughout this document when we use the term Aboriginal we are referring to Aboriginal Australians and Torres Strait Islander People.

## **NORTHERN NEW SOUTH WALES LOCAL HEALTH DISTRICT**

Health services to Aboriginal people are provided by a range of service providers across Northern New South Wales Local Health District (NNSW LHD) including Hospitals and Community Health Services, Mental Health and Drug and Alcohol Services, Aboriginal Chronic Care Team, Chronic Care Services, Public Health, General Practices, North Coast NSW Medicare Local (NCNSWML), non-government organisations (NGOs) and Aboriginal Community Controlled Health Services. More information about these services can be found on their web site: <http://nswlhd.health.nsw.gov.au/>

## **NNSW LHD CHRONIC CARE FOR ABORIGINAL PEOPLE PROGRAM**

The purpose of the Chronic Care for Aboriginal People Program in NNSW LHD is to implement practical steps and solutions to improve access to early intervention services to Aboriginal people with chronic conditions, build working relationships between Aboriginal and mainstream chronic disease services, identify and share best practice in meeting the needs of Aboriginal people with chronic disease, work towards a common goal which supports and improves chronic care management and access to culturally appropriate health care.

The Chronic Care for Aboriginal People Program is primarily designed to provide ongoing care and management of patients within the community setting. This is generally in the form of quite intensive case management, case coordination and clinical monitoring within a home visiting model. As with other case management services the Aboriginal Chronic Care Worker performs assessment of needs of the patient such as support, home care services, medication monitoring, organisation of medical appointments, and assistance with brokering services such as transport and provides referrals to other services.

With a mix of Registered Nurses and Aboriginal Chronic Care Workers the Chronic Care for Aboriginal People Program provides the opportunity to work closely with disease specific clinicians such as Respiratory Liaison, Chronic Kidney Disease, Heart Failure and Diabetes Educators. These specialist clinicians do not always have the capacity to do home visits or see the patients as often as they would like, so the level of training of the Aboriginal Chronic Care Worker allows them to perform basic clinical observations and feedback any results to the clinicians or the General Practitioner (GP).

The Aboriginal Chronic Care Worker role is not designed for diagnosis and treatment; it is for monitoring of the patient. There is also a Clinical Nurse Specialist 2 (Diabetes Educator) and a Clinical Nurse Consultant as part of the team which supports the clinical aspect of the program. Many of these specialist clinicians utilise the Aboriginal Chronic Care Worker skills to monitor such as daily weights for Chronic Kidney Disease or Heart failure patients, blood glucose level (BGL) monitoring for diabetic patients commencing insulin or regular blood pressures after medication changes.

The other facet of the Chronic Care for Aboriginal People Program is one of being a patient advocate and bridging the gap between patients and services. They are often required to support patients to attend services or appointments, further explain and reinforce health messages or treatment changes instigated by clinicians and also to encourage self-management strategies for patients. The relationship with the patient is instrumental in assisting to develop trust and rapport with clinicians and clinical services and provides a constant support for the patient. It provides a necessary link to assist patients' better access to services.

The Chronic Care for Aboriginal People Program covers the following:

- Chronic Care Clinical Nurse Specialist 2 (Diabetes Educator) - covers the Tweed Byron Health Service Group, located at Kingscliff Community Health (4 days) and Mullumbimby Community Health (1 day)
- Aboriginal Chronic Care Worker – covers the Tweed Byron Health Service Group, located at Kingscliff Community Health (1 day), Pottsville HealthOne (3 days) and Mullumbimby Community Health (1 day)
- Aboriginal Chronic Care Worker – covers Lismore, Goonellabah and Coraki and is located at Lismore Community Health (4 days)
- Aboriginal Chronic Care Worker – covers Multi-Purpose Sites (MPS) sites – Kyogle, Nimbin, Urbenville and Muli Muli, located at Kyogle Community Health (4 days)
- Clinical Nurse Consultant – covers LHD, located at Lismore (5 days).

Entry criteria for the Chronic Care for Aboriginal People Program:

- Aboriginal and/ or Torres Strait Islander
- 15 years or over
- Have or are at risk of Diabetes/ Respiratory/ Cardiac or Renal Disease.

### **NNSW LHD CHRONIC DISEASE MANAGEMENT PROGRAM**

The purpose of the NNSW LHD Chronic Disease Management is to deliver more effective health management for patients aged over 18 years and Aboriginal patients over 16 years, with heart disease or heart failure, chronic obstructive pulmonary disease, diabetes or hypertension.

The objectives of the program are achieved through the following strategies:

- Establishment and implementation of models of shared care - linking together GPs, Specialist Medical Officers, Community Health services, Emergency, acute inpatient and sub-acute services, residential and other aged services and community support services
- Introduction of State-wide and LHD information and communications technology, telephone health coaching, regional chronic disease management, treatment

protocols, referral pathways, shared care plans, and ongoing coordinated care and support

- Delivery of an integrated, patient focused, whole person approach – addressing patient clinical and non-clinical functional deficits.

Key features of the program include:

- A proactive, coordinated approach to chronic disease management
- Proactive identification, assessment, enrolment, monitoring and care of high risk and very high risk patients
- Strong support for multidisciplinary care, care planning, care coordination and review with coordinated networks of health care providers
- Support for the GP as a main medical care provider
- Strong support for patient self-management
- A governance structure that reflects an integrated approach to chronic care
- Information and communication technology systems supporting central and LHD information collection and sharing
- Supporting patients and care providers
- A State-wide and LHD telephone support service based on a hub and spoke model linked to enhanced regional telephone communication services to receive inbound calls and referrals and provide outbound health coaching and email/web support
- Funding, organisational and governance structures
- Utilisation of evidence based practice and models.

Residents of NNSW LHD can access disease specific services such as Cardiac and Pulmonary Rehabilitation Programs, Diabetes Educators, Heart Failure and Respiratory Liaison staff and the Chronic Disease Management Program. The staff work across the acute and community setting. An integrated approach to the management of chronic disease programs has been adopted across the Networks of NNSW LHD. These programs work in partnership with Diagnostic Services, Specialists Medical Officers and GPs.

NNSW LHD has developed a comprehensive suite of services for the management of chronic diseases. These services are provided in acute care settings, the community, outpatients and in local community health facilities. NNSW LHD has developed models of care that ensure patients have access to services close to their home. A hub and spoke service model has enabled chronic care services to be delivered in the larger centres and also outreached into the smaller communities such as Nimbin.

There are five priority disease areas within the scope of the program:

- Diabetes
- Chronic Obstructive Pulmonary Disease
- Congestive Heart Failure
- Coronary Artery Disease
- Hypertension.

### **NNSW LHD CHRONIC KIDNEY DISEASE NURSE PRACTITIONER**

The Nurse Practitioner for Chronic Kidney Disease provides early detection and management of people with chronic kidney disease in collaboration with GPs and Nephrologists. The service is for people over 18 years of age with or at risk of Chronic Kidney Disease. Patients

can make appointments via an Aboriginal Medical Service (AMS) or contact the service directly. Aboriginal clients may also access the Chronic Kidney Disease Nurse Practitioner via mainstream services if not using an AMS for their health care.

The service is provided at Bulgarr Ngaru Medical Aboriginal Corporation –Richmond Valley bi-monthly, Muli, Jabullum and Box Ridge twice each per year, Bullinah Cabbage Tree Island monthly, Jallums bi-monthly and Grafton Bulgarr Ngaru Medical Aboriginal Corporation Grafton twice per year.

### **NNSW LHD ABORIGINAL MATERNAL AND INFANT HEALTH SERVICE**

The NNSW LHD Aboriginal Maternal and Infant Health Service (AMIHS) is an evidence-based program, proven to be effective for improving health outcomes for pregnant Aboriginal women and babies. The Program is vital for improving the health of Aboriginal women during pregnancy and decreasing perinatal morbidity and mortality. Each local team consists of a Midwife and an Aboriginal Health Worker who work together in partnership to deliver the program.

Aboriginal women and women with Aboriginal partners are eligible for this service during pregnancy and up to 6-8 weeks postnatally.

The Program aims to:

- Improve health outcomes for Aboriginal women and women with Aboriginal partners during pregnancy and birth and decrease maternal and perinatal morbidity and mortality
- Improve maternity service delivery for Aboriginal families and their babies and contribute to the safety, welfare and wellbeing of Aboriginal children and young people
- Increase access by Aboriginal women and women with Aboriginal partners to high quality, culturally safe antenatal and postnatal care
- Maintain strong relationships with other relevant health services such as medical, obstetric, paediatric, early childhood, child protection, mental health, drug and alcohol and health promotion services and provide advocacy and support for Aboriginal families within mainstream services
- Increase awareness of Aboriginal women and Aboriginal communities about pregnancy related issues through community development strategies
- Work collaboratively with other services including Aboriginal Community Controlled Health Services to provide clinical services and health promotion and community development initiatives.

The Program encompasses a broad and social view of health. It uses a primary health care framework and is shaped by the philosophy of cultural respect and competence. AMIHS Teams provide women's centred maternity care through clinical, health promotion and community development programs. The AMIHS Program works in collaboration with key services and stakeholders to establish effective partnerships across the healthcare continuum and to ensure that the expertise of the Aboriginal community is brought to the health care process.

The service provides a culturally appropriate model of care throughout the antenatal and postnatal period (up to 6-8 weeks) that promotes continuity of care. The service is



accessible, flexible and mobile and includes regular clinics, outreach and home visiting services. Through the service, complicated pregnancies are identified and appropriate referrals to specialist services are made. Social and emotional support is provided to women, particularly those with high needs. Family planning advice and referral is also provided. The service focuses on continuity of care for the family. The same Midwife and Aboriginal Health Worker see clients throughout their pregnancy.

The service provides continuum of care through referral and a seamless transition to and collaboration with Child and Family Health Nursing services after the 6-8 week postpartum period. Referrals are also made to community support agencies and joint community development and preventative health projects in partnership with health promotion, mental health, drug and alcohol and sexual health units and external agencies are undertaken. Initiatives include smoking cessation, pregnancy and parenting education, drug and alcohol reduction and sexual and reproductive health.

There are five AMHISs across NNSW LHD that service Ballina, Lismore, Kyogle, Casino, Clarence Valley and surrounding areas.

There is no formal referral process and anyone can refer a client to the AMIHS. Women often find out about the service through word of mouth from friends and family members. Referrals are also received through GPs, Hospital doctors and midwives at local women's care units and AMSs.

Health Outcomes:

- Increase the proportion of pregnant Aboriginal mothers who attend at least one antenatal visit before 16 weeks
- Increase in the total number of antenatal visits Aboriginal women have during pregnancy, appropriate to the period of gestation and/or associated medical condition
- Decrease in the proportion of low birth weight Aboriginal infants
- Decrease in the proportion of Aboriginal babies born prematurely
- Decrease in the proportion of Aboriginal perinatal deaths
- Reduce smoking rates in pregnant Aboriginal women.

## **CORE OF LIFE**

This is a collaborative project between NNSW LHD, NCNSWML and Youth and Family Education Resources.

Core of Life is a school and community based health promotion program designed to empower male and female adolescents with information on pregnancy, birth and parenting a newborn. The program responds to local communities needs for promoting awareness of the potential short and long term consequences of pregnancy and parenting. This in turn helps improve outcomes for young and future families while promoting connectedness within each community.

The education sessions also provide an opportunity for young people to develop skills and knowledge in parenting, child development, community resources, and life skills to increase their self-esteem and positive decision making. The interactive and comprehensive three

hour program is facilitated by at least two trainers with one having a background in Midwifery and the other a community role.

The target group for Core of Life is primarily youth aged 14-17 years, many of whom are at risk of early pregnancy or parenting. However the program can also be delivered in a community setting with young mothers, fathers and families.

The Core of Life program is run throughout the LHD with Core of Life trainers from a range of government and non-government organisations servicing communities in and around Tweed, Lismore, Ballina, Casino, Kyogle, Maclean and Grafton.

The program is available to all high schools and community groups who would benefit from the program, with a particular focus on grade nine and ten students, disadvantaged groups and Aboriginal communities.

A NCNSWML Program Officer coordinates the program in the Northern Rivers region, supporting Core of Life collaboration on the ground and at management level with organisations involved. There are two packages available within the Core of Life program, one uses resources targeting the general community and the other has resources that target the Aboriginal population. Both packages are run across the LHD.

To access the program in this region, schools and community groups can contact the Core of Life Coordinator at NCNSWML on **(02) 6622 4453** or via email at [cmalseed@ncml.org.au](mailto:cmalseed@ncml.org.au) who will arrange Core of Life trainers to deliver the program.

### **ABORIGINAL HOSPITAL LIAISON OFFICER LISMORE BASE HOSPITAL**

The Aboriginal Hospital Liaison Officer provides a culturally appropriate service to Aboriginal inpatients and outpatients and can be accessed by any department/ward/individual regarding cultural responses, support and consultation.

Patient referral to the Aboriginal Hospital Liaison Officer is based on the identification of Aboriginal patients at admission and can only be provided to the patient with their consent. The Aboriginal Hospital Liaison Officer provides direct service to Aboriginal patients and their families including:

- Conducting daily ward rounds to visit Aboriginal patients or their partners who may be non-Aboriginal
- Interpretation of hospital and medical procedures/terminology for Aboriginal patients and their families so that they can enhance their understanding and compliance. Providing education and support to patients and staff
- Ensuring the needs of Aboriginal patients are identified and addressed through collaboration with hospital staff
- Providing discharge support to patients and their families through referrals to community services and health providers to facilitate continuity of care
- Liaising with Aboriginal and non-Aboriginal community service providers around the specific needs of patients
- Liaising, providing appropriate Aboriginal targeted resources for patients and staff with Aboriginal and non- Aboriginal community service providers around the specific needs of patients

- The Aboriginal Hospital Liaison Officer works in collaboration with Social Workers and all hospital staff. If a patient presents with drug and alcohol, mental health and/or maternal health issues the Aboriginal Hospital Liaison Officer will refer on to appropriate services as required.

The Aboriginal Hospital Liaison Officer service for Lismore Base Hospital is available Monday to Friday 8.00am to 4.30pm. The service also supports patients from Urbenville, Bonalbo, Woodenbong, Tabulam, Casino, Coraki, Ballina, Woodburn and Evans Head who attend Lismore Base Hospital. The Aboriginal Hospital Liaison Officer provides care to all Aboriginal people.

There is an automatic referral system which is activated by admission staff during the initial patient details, identification and questioning process and sent to the Aboriginal Hospital Liaison Officer.

### **ABORIGINAL HOSPITAL LIAISON OFFICER CASINO AND DISTRICT MEMORIAL HOSPITAL**

The Aboriginal Hospital Liaison Officer provides a culturally appropriate service to Aboriginal inpatients and outpatients and can be accessed by any department/ward/individual regarding cultural responses, support and consultation.

Patient referral to the Aboriginal Hospital Liaison Officer is based on the identification of Aboriginal patients at admission and can only be provided to the patient with their consent. The Aboriginal Hospital Liaison Officer provides direct service to Aboriginal patients and their families including:

- Conducting daily ward rounds to visit Aboriginal patients or their partners who may be non-Aboriginal
- Interpretation of hospital and medical procedures/terminology for Aboriginal patients and their families so that they can enhance their understanding and compliance. Providing education and support to patients and staff
- Ensuring the needs of Aboriginal patients are identified and addressed through collaboration with hospital staff
- Providing discharge support to patients and their families through referrals to community services and health providers to facilitate continuity of care
- Liaising with Aboriginal and non-Aboriginal community service providers around the specific needs of patients
- Liaising, providing appropriate Aboriginal targeted resources for patients and staff with Aboriginal and non- Aboriginal community service providers around the specific needs of patients
- The Aboriginal Hospital Liaison Officer works in collaboration with Social Workers and all hospital staff. If a patient presents with drug and alcohol, mental health and/or maternal health issues the Aboriginal Hospital Liaison Officer will refer on to appropriate services as required.

The Aboriginal Hospital Liaison Officer service for Casino and District Memorial Hospital is available Monday to Friday 8.00am to 4.30pm. The service also covers patients from other geographical areas e.g. Urbenville, Woodenbong, Bonalbo, Tabulam, Casino, Coraki and Kyogle who attend Casino and District Memorial Hospital. The Aboriginal Hospital Liaison Officer provides care to all Aboriginal people.

## **ABORIGINAL HOSPITAL LIAISON OFFICER GRAFTON BASE HOSPITAL**

The Aboriginal Hospital Liaison Officer provides a culturally appropriate service to Aboriginal inpatients and outpatients and can be accessed by any department/ward/individual regarding cultural responses, support and consultation.

Patient referral to the Aboriginal Hospital Liaison Officer is based on the identification of Aboriginal patients at admission and can only be provided to the patient with their consent. The Aboriginal Hospital Liaison Officer provides direct service to Aboriginal patients and their families including:

- Culturally appropriate service to Aboriginal inpatients and family members
- The Aboriginal Hospital Liaison Officer can be accessed by department/ward/individual regarding cultural responses, support and consultation
- The Aboriginal Hospital Liaison Officer visit is based on identification of Aboriginal patients on admission and can only be provided to the patient with their consent
- Direct service to Aboriginal patients and their families conducting daily ward round visits
- Interpretation of hospital and medical procedures/terminology for Aboriginal patients and their families so that they can enhance their understanding and compliance. Providing education and support to patients and staff
- Ensuring the needs of patients and families are identified and addressed through collaboration with hospital staff
- Assisting with the spiritual and cultural needs of Aboriginal patients and their families through provision of information to staff and other direct service providers
- Discharge support to patients and their families through referrals to health providers also government and non-government agencies to facilitate continuity of care
- 48 hour follow up phone call from discharge with identifying Chronic Care patients
- Transport when required/crisis
- Home visits from discharge when required
- Consultation/liaison services to hospital staff and departments including:
  - Information to hospital staff regarding Aboriginal culture and beliefs
  - Participation on Committees/groups that deal with the social and health care needs of Aboriginal patients
  - Liaising with Aboriginal and non- Aboriginal community service providers around specific needs of patients
  - Providing appropriate resources for Aboriginal patients and their families and to hospital staff
  - The Aboriginal Hospital Liaison Officer works in collaboration with Aboriginal Hospital Liaison Officers and Social Workers in Rural and Metropolitan areas
  - The Aboriginal Hospital Liaison Officer works in collaboration with Social Workers and all hospital staff within the facility
  - The Aboriginal Hospital Liaison Officer works in collaboration with Aboriginal Health service providers within the facility.

The Aboriginal Hospital Liaison Officer service is available Monday to Friday during business hours at Grafton Base and Maclean District Hospitals.

The service is located at Grafton, covering the Clarence Valley from Malabugilmah to Yamba consisting of six Aboriginal communities of the Bundjalung Nation, extending to Yaegl and Gumbayngirr people and is available to Aboriginal people.

An automatic referral is activated by admission staff during the initial patient details, identification and questioning process. However for several reasons this is not always successful due to patients not engaging when presenting. The Aboriginal Hospital Liaison Officer receives referrals, verbal and phone consent from wards, departments, patient, family, community members, and government and non-government agencies.

Appropriate Cultural Awareness training to existing and new staff including locums from metropolitan areas, addressing barriers to provide treatment and improve access for Aboriginal people to improve life expectancy in closing the gap is required.

### **ABORIGINAL HOSPITAL LIAISON OFFICER TWEED BYRON**

The Aboriginal Hospital Liaison Officer provides a culturally appropriate service to Aboriginal inpatients and outpatients and can be accessed by any department/ward/individual regarding cultural responses, support and consultation.

Patient referral to the Aboriginal Hospital Liaison Officer is based on the identification of Aboriginal patients at admission and can only be provided to the patient with their consent. The Aboriginal Hospital Liaison Officer provides direct service to Aboriginal patients and their families including:

- Conducting daily ward rounds to visit Aboriginal patients or their partners who may be non-Aboriginal
- Interpretation of hospital and medical procedures/terminology for Aboriginal patients and their families so that they can enhance their understanding and compliance
- Providing education and support to patients and staff
- Ensuring the needs of Aboriginal patients are identified and addressed through collaboration with hospital staff
- Assisting with the spiritual and cultural needs of Aboriginal patients and their families through the provision of information to staff and other direct service providers
- Providing discharge support to patients and their families through referrals to community services and health providers to facilitate continuity of care
- The Aboriginal Hospital Liaison Officer provides consultation/liaison services to hospital staff and departments including:
  - Information to hospital staff regarding Aboriginal culture and beliefs
  - Participation on Committees/groups that deal with the social and health care needs of Aboriginal patients
  - Liaising with Aboriginal and non-Aboriginal community service providers around the specific needs of patients
  - Providing appropriate Aboriginal targeted resources for patients and staff
- Aboriginal Hospital Liaison Officers work in collaboration with Social Workers and all hospital staff. If a patient presents with drug and alcohol, mental health and/or maternal health issues the Aboriginal Hospital Liaison Officers will refer on to appropriate services as required.



The Aboriginal Hospital Liaison Officer service is available Monday to Friday during business hours at The Tweed Hospital and Murwillumbah District Hospital.

The service is located in the Tweed Byron Health Service Group and is available to all Aboriginal People. An automatic referral is activated by admission staff during the initial patient details, identification and questioning process. However for several reasons this is not always successful and a number of Aboriginal patients are not engaged. Appropriate Cultural Awareness training to existing and new staff is imperative, including communication skills/cultural consideration and appropriate Aboriginal Community Services links.

Our staff and their interaction with Aboriginal and Torre Strait Islander people are indeed the front line in 'Closing the Gap' for our people, starting with health and therefore helping communities evolve into a thriving culture.

### **TWEED BYRON ABORIGINAL HEALTH PROGRAM**

The service provides culturally appropriate health education to Aboriginal communities targeting lifestyle issues associated with chronic disease affecting Aboriginal people to improve life expectancy. To achieve this Aboriginal Health Education Officers work with Aboriginal people to address challenging behaviours and promote early intervention and awareness of avoidable preventable processes that lead to premature illness and death. The focus is on addressing smoking, alcohol and other drugs, poor nutrition, obesity, cancer awareness and prevention programs.

The service also provides cultural awareness programs, home visiting, advocacy to arrange transport, follow up and support and networking with other service providers working in partnerships with government and non-government Agencies in health service delivery.

The service is located at The Tweed Hospital, Florence Street Tweed Heads and provides services to residents of the Tweed Byron Health Service Group and southern Queensland to Tallebudgera Creek.

### **BUGALWENA ABORIGINAL HEALTH SERVICE**

Bugalwena Aboriginal Health Service delivers services/programs to meet the needs of individuals, families and communities. The purpose of the service is to provide awareness and understanding of domestic violence, family violence and sexual assault. Staffing is comprised of an Aboriginal Family Health Worker, Family Support Worker, Child Health Worker, Early Childhood Nurse, Male Aboriginal Health Education Officer and a Health Promotion Officer.

The Bugalwena Aboriginal Health Service is comprised of:

- Aboriginal Health Promotion – Open to all age groups, referral process from health disciplines e.g. Speech Pathology, conductive hearing loss
- Child and Family Counselling services follow up and referral
- AMIHS - 0.8 years
- Families First – 0.8 years
- Otitis Media screening - 4years and older.

These services can be accessed by:

- Phone Call

- Walk in/Self-referral/Family/Friend
- Referral from other agencies
- Appointment
- Word of mouth
- Other local services.

### **BUGALWENA ABORIGINAL FAMILY HEALTH WORKER**

The role of the Aboriginal Family Health Worker is to provide advocacy, resources and appropriate referrals for Aboriginal people. Services include prevention and education increasing the understanding of the dynamics of domestic and family violence. The position provides education and training to community and other workers and access to child sexual assault services.

The Aboriginal Health Worker role is:

- Support and referral
- Court Support
- Community education and community development
- Liaison and networking with other key stakeholders
- Participate in NAIDOC week
- To provide education and awareness-raising activities for the community and families on ways to reduce family violence and sexual assault
- To actively work with the local Aboriginal community and relevant government and non-government agencies on community development strategies and initiatives to reduce the incidence and prevalence of family violence
- Attend and contribute to Aboriginal Family Health Network meetings
- Maintain current information regarding legislation and update service policies in relation to legislation
- Coordinate the services of Bugalwena House and to monitor tenants.

These services can be accessed by:

- Phone Call
- Walk in/Self-referral/Family/Friend
- Referral from other agencies
- Appointment
- Word of mouth
- Other local services.

### **CLARENCE VALLEY ABORIGINAL HEALTH PROGRAM**

The service provides culturally appropriate health education to Aboriginal communities targeting lifestyle issues associated with chronic disease affecting Aboriginal people to improve life expectancy. To achieve this, Aboriginal Health Education Officers work with Aboriginal people to address challenging behaviours and promote early intervention and awareness of avoidable preventable processes that lead to premature illness and death. The focus is on addressing smoking, alcohol and other drugs, poor nutrition, obesity, cancer awareness and prevention programs.

The service also provides cultural awareness programs, home visiting, advocacy to arrange transport, follow up and support and networking with other service providers working in

partnerships with the local Bulgarr Ngaru Medical Aboriginal Corporation and other Agencies in health service delivery.

The service is located at the Community Health Centre, Arthur St Grafton, and provides services to Aboriginal communities throughout the Clarence Valley including Iluka, Maclean, Yamba, Grafton, South Grafton, Baryulgil and Malabulgilmah and other small satellite villages within the Clarence Valley. Halfway Creek is the boundary between NNSW LHD and Mid North Coast (MNC) LHD. Service providers in Coffs Harbour sometimes require assistance for their patients requiring medical transport.

Entry criteria for these services are:

- Aboriginal Health Promotion – Open to all age groups, referral process from health disciplines e.g. Speech Pathology, conductive hearing loss
- Child and Family Counselling services follow up and referral
- Aboriginal Maternal Infant Health Service - 0.8 years
- Families First – 0.8 years
- Otitis Media screening - 4years and older.

These services can be accessed by:

- Phone Call
- Walk in/Self-referral/Family/Friend
- Referral from other agencies
- Appointment
- Word of mouth
- Other local services.

### **RICHMOND ABORIGINAL HEALTH PROGRAM**

The service provides culturally appropriate health education to Aboriginal communities targeting lifestyle issues associated with chronic disease affecting Aboriginal people to improve life expectancy. To achieve this Aboriginal Health Education Officers work with Aboriginal people to address challenging behaviours and promote early intervention and awareness of avoidable preventable processes that lead to premature illness and death. The focus is on addressing smoking, alcohol and other drugs, poor nutrition, obesity, cancer awareness and prevention programs.

The service also provides cultural awareness programs, home visiting, advocacy to arrange transport, follow up and support and networking with other service providers working in partnerships with government and non-government Agencies in health service delivery.

The Richmond service is located in Community Health for Casino, Ballina and Coraki and also at the Population Health and Planning Office in Lismore. The areas covered by these services are located within the Richmond area, being Tabulam, Bonalbo, Casino, Coraki, Evans Head, Ballina and Lismore and small villages and communities located within these areas.

Entry criteria for this service is:

- Aboriginal people from birth to death
- Certain age groups relate to certain services we refer.

These services can be accessed by:

- Phone Call
- Walk in/Self-referral Family/Friend
- Referral from other agencies
- Appointment
- Word of mouth
- Other local services.

### **NNSW LHD ABORIGINAL FAMILY HEALTH COORDINATION**

The NNSW LHD Aboriginal Family Health Coordinator position aims to reduce the incidence and impact of family violence by working in partnership with Aboriginal people and their communities and utilising prevention, early intervention and community development approaches that focus on the Aboriginal family, culture and healing.

The focus for the Aboriginal Family Health Coordinator role is:

- Building formal partnerships and linkages across the NNSW LHD between NSW Health and NGOs to integrate approaches, assist with building capacity of stakeholders to facilitate the Aboriginal Family Health Strategy and to enable better access for Aboriginal people to a range of responses to the Policy
- Ensuring government plans and activities incorporate 'Keep Them Safe' and the 'NSW Interagency Plan to Tackle Sexual Assault in Aboriginal Communities'
- Identify gaps in the system and system issues and advocate for change and additional resources according to need
- Promote a focus on community healing, intervention and early intervention with the Aboriginal community and key stakeholders.

The Aboriginal Family Health Coordinator coordinates in-service training specifically targeting mandatory child protection and domestic and family violence training for staff in the Aboriginal Health Unit, AMIHS and AMSSs. The role also coordinates specific training to reduce domestic and family violence in Aboriginal communities in partnership with the Education Centre Against Violence. The position also coordinates the provision of child sexual assault education in partnership with the local Joint Investigation Response Team (JIRT).

Key linkages within the LHD include the Women's Health Coordinator, Aboriginal Health Unit, Child Protection Counselling Services; other agencies include the Education Centre Against Violence, AMSSs, NCNSWML, JIRT, FACS and Aboriginal organisations throughout the NNSW LHD catchment.

### **NNSW LHD MENTAL HEALTH, SOCIAL AND EMOTIONAL WELLBEING**

There is evidence of high levels of psychological distress present in Aboriginal communities which impact significantly on the social and emotional wellbeing of Aboriginal people. These include:

- Burden of grief
- Loss and trauma from the historical context of the forcible removal of children
- The erosion of family and community structures
- Disproportionate rates of incarceration
- Frequent deaths of Aboriginal family members.

NNSW LHD Mental Health Services do not have sole responsibility for improving the social and emotional wellbeing of Aboriginal people. This is the responsibility of all Clinical Streams, Networks, Facilities and program areas. Aboriginal Hospital Liaison Officers are key to improving access to mainstream services for Aboriginal people. Self-determination by Aboriginal communities is the key to improving emotional and social wellbeing and to further support self-determination.

Drug and alcohol, mental health, social and emotional wellbeing are key priority health areas for Aboriginal people. The key objectives in these areas are:

- To improve Aboriginal peoples access to services
- To operationalise respective Strategic Plans
- To achieve greater integration working collaboratively with the Aboriginal community
- Controlled Health Services for effective management.

The Mental Health Inpatient Units at Lismore and Tweed Heads are declared and admit voluntary and involuntary patients. The Lismore Adult Mental Health Unit (LAMHU) has 40 beds including an eight bed High Dependency Unit (HDU). The Tweed Clinic has 25 beds which include five HDU beds.

The Lismore Child and Adolescent Inpatient Unit opened in June 2008. It is an eight bed acute mental health inpatient facility collocated with the LAMHU and Lismore Base Hospital. The Unit is a declared mental health facility allowing for care on a voluntary or involuntary basis, in accordance with the provisions of the Mental Health Act 2007. The Unit provides a safe, developmentally appropriate and therapeutic environment allowing comprehensive diagnostic assessments, therapeutic programs and management of children and adolescents aged primarily between 12-17 years (inclusive) with severe and or complex mental health presentations. For most children under 12, inpatient care should be provided in a general hospital setting, with mental health services providing consultation/liaison and support to the treating teams.

The eight beds service both NNSW and MNC LHDs as a regional facility. Rehabilitation inpatient services provide longer term care of up to 6 months to people with mental illness. Rehabilitation inpatient services - also called non-acute intensive rehabilitation units - have a primary focus on intensive and structured rehabilitation in a safe environment for consumers with enduring symptoms. A 20 bed non-acute adult intensive rehabilitation unit opened at Coffs Harbour Health Campus (MNC LHD) in August 2009 to service the former NCAHS catchment.

Community Mental Health Services incorporate Acute Care and Extended Care services. Within each Health Service Group, the Acute Care Service Team and the 24 hour Mental Health Line function as the main intake system for Mental Health Services. The Acute Care Service Team is responsible for assessing and managing people in the community during the acute stage of mental illness. The Acute Care Service Team also provides Clinical Nurse Consultation Liaison, Mental Health Emergency Care and an in-reach service to the inpatient general medical and surgical units.



Extended Care Service is a rehabilitation and recovery clinical team. The majority of their work is delivered through a case management model. Included in the Extended Care Service are the following services:

- Youth and Family Mental Health Services (12 to 17 years)
- Youth Mental Health Services (18 to 24 years)
- Aboriginal Mental Health Services
- Specialist Mental Health Services for Older People (over 65 years)
- Rehabilitation and Recovery Services
- Adult Services (18 to 64 years).

NNSW LHD Mental Health Services are currently working in partnership with the following NGOs servicing the needs of people with mental health problems in our local communities:

- Child and Adolescent Special Programs and Accommodation (CASPA)
- GROW North Coast
- Casino Neighbourhood Centre
- Cranes Community Programs
- On Track Community Programs
- Mission Australia
- New Horizons
- NCNSWML.

### **NNSW LHD DRUG AND ALCOHOL PREVENTION AND MANAGEMENT**

NNSW LHD – Richmond Network, Riverlands Drug and Alcohol Centre provides:

- Information and Education
- Consultation and Liaison
- Assessment and Referral
- Counselling and Support
- Inpatient Medicated Detox
- Opioid Treatment Program
- Cannabis Clinic
- MERIT Program (Magistrates' Early Referral Into Treatment)
- MUMS Program (Drug Use in Pregnancy)
- MUMS is LHD wide and has worker at Grafton, Riverlands and Tweed Heads
- Clinical Nurse Consultant consultation with hospitals for complex withdrawal management, education and training
- Cannabis Clinic outreaches from Riverlands site
- Riverlands has a medical addiction specialist team-consultation with other medical/nursing staff and liaison with external service providers
- Detox Unit takes Coffs Harbour to Tweed Heads residents who require inpatient medicated withdrawal admissions.

The service is located in the Riverlands building in Lismore:

- Counselling Team outreaches to Nimbin, Evans Heads, Coraki, Casino, Kyogle and Bonalbo
- The Opioid Treatment Program has a site in the Riverlands building and at Nimbin MPS
- MERIT is LHD wide and outreaches to Grafton, Casino, Byron Bay, Ballina, Mullumbimby, and Murwillumbah and has office sites within Riverlands and at Tweed Heads.

The entry criteria includes at this stage 15 years and under are directed to age appropriate services. Consent issues remain for 15 -16 year olds and would require parental approval, if a young person refuses then the Network Manager requires consultation (as per Substance Use Young People Framework-2014) and people can access the service through the Intake Worker Service by phone **(02) 6620 6700** or as a 'walk-in'. An Aboriginal specific Drug and Alcohol Counsellor works from the Riverlands site.

Drug and alcohol, mental health, social and emotional wellbeing are key priority health areas for Aboriginal people. The key objectives in these areas are:

- To improve Aboriginal peoples access to services
- To operationalise respective Strategic Plans to achieve greater integration working collaboratively with Aboriginal Community Controlled Health Services for effective management.

Namatjira Haven is an Aboriginal specific alcohol and other drug rehabilitation centre, located in Alstonville. At present it is for men only. The service works in collaboration with NNSW LHD Riverlands Drug and Alcohol Centre.

### **NNSW LHD DRUG AND ALCOHOL – MAGISTRATES REFERRAL INTO TREATMENT**

Magistrates' Referral Into Treatment (MERIT) program (Lismore). The MERIT program operates in the NSW Local Court system. MERIT is a court based, pre-sentence diversion program under which arrested defendants with illicit drug use problems undertake treatment and rehabilitation. Hearings and final sentencing are deferred while the defendant completes the program. While on the program, defendants are subject to ongoing judicial management and expected to fulfil objectives on an individual case plan that involves treatment and interventions in an attempt to elicit personal change and improve physical and mental health.

Treatment plans may include community management (including groups, individual counselling and referrals to other services) or residential rehabilitation placement. Treatment may also include drug withdrawal management and Pharmacotherapy (e.g. methadone, buprenorphine and suboxone).

MERIT is a District wide program, which covers the Lismore, Tweed Heads and Grafton/Maclean region and surrounding areas. Lismore MERIT office – Riverlands Drug and Alcohol, Corner Hunter and Uralba Streets, Lismore (**ph: 6620 7650**), Tweed Heads MERIT office – Level 3, 145 Wharf St, Tweed Heads (**ph: 07 5506 6800**), Grafton/Maclean services can be accessed by phoning the Lismore office.

Eligibility (determined by the Magistrate) includes:

- Be an adult
- Not involved in offences related to sexual offences, or offences that will be heard in the District Court
- Be suspected of using drugs or have a history of drug use
- Be eligible for Bail and suitable for release on Bail or not require bail consideration
- Voluntarily agree to participate.

The MERIT Team determines the client's suitability for treatment through establishing that the client:

- Voluntarily consents to participate in MERIT
- Has a treatable drug problem
- Usually resides in the defined catchment area (or has sufficient connection to the area, for example, has full time employment in the area).

Referrals can come from a variety of sources including police, magistrates, solicitors, and the client themselves (or their friends and family). Access can be made via phone or drop-in to the relevant MERIT office.

Intended program outcomes for the client and community are:

- Decreased offending behaviour
- Decreased drug use
- Improved health and social functioning
- Increased community protection
- Sentences that reflect the improved rehabilitation prospects of successful MERIT participants.

### **NNSW LHD SEXUAL ASSAULT SERVICES**

Sexual Assault Services have a responsibility to provide forensic medical services that will assist in the investigation of the sexual assault of both adults and children. The Service priority is to respond to all matters of suspected or disclosed sexual abuse of children, the sexual assault of young people 16-18 years of age and to all recent sexual assault of adults. A lower priority has to be given to non-recent sexual assault and the sexual assault of adults abused as children because of client demand, except where criminal proceedings are being pursued.

A specialist consultation service is available to other health and welfare practitioners who also play a role with these client groups in order to facilitate appropriate referral, assessments and trauma informed care, to recognise and support victim's rights and to ensure protective interventions for children and for some vulnerable adults.

Sexual Assault Services are committed to the prevention of sexual assault and hence provide community education and training to other service providers, as well as early intervention and secondary prevention through a wide variety of services including Disability and Aboriginal Services.

Sexual Assault Services work in collaboration with the NSW Police and the Department of Community Services in regard to evidentiary investigation and protection considerations for both children and adults. Sexual Assault Services intervention with adults and children is underpinned by Memorandums of Understanding (MoUs) between NSW Health, NSW Police and the Department of Community Services.

Sexual Assault Services are based within each of the Tweed Byron, Richmond and Clarence Networks. Services are provided 24 hours 7 days per week based on client needs and service resources and are delivered as part of Community Health Services. Out of hours services to the Clarence Valley are delivered through the Richmond Sexual Assault Service.

On-call Sexual Assault Service requests outside of business hours are attended to at either a hospital or Police facility. Hospitals where acute counselling and medical services are provided are The Tweed, Murwillumbah District, Byron Bay District, Ballina District and

Lismore Base Hospitals. Delivering the acute service in this way ensures counsellor safety, increases access and provides optimal care for the presenting client. The capacity for medical and forensic service to be provided locally in the Clarence Valley during business hours is currently being developed. During business hours Sexual Assault Services are offered at Community Health facilities or through home visiting and outreach services.

Sexual Assault Services offer support, advocacy, medical and forensic examinations and therapeutic counselling to victims and their families. They contribute to criminal justice and child protection processes by providing court reports, expert testimony and court support. The Services provide community education with particular attention to secondary prevention activities with vulnerable populations such as the disabled, mental health clients and Aboriginal communities. There is only one identified Aboriginal Sexual Assault counselling position within the LHD. This position, based with Richmond Sexual Assault Service, is only part-time.

Whilst providing a limited service to some adults who have experienced childhood sexual abuse who are also engaged in legal proceedings, Sexual Assault Services have worked to ensure increased access to individual and group counselling elsewhere for these clients through partnerships with the NGO and private counselling sector and with other mental health practitioners. This has been undertaken by providing supervision and consultation.

Cultural understanding shapes the way we design and deliver health services and improving cultural sensitivity of mainstream health services will be pivotal to improving access. An important goal is to move mainstream services to a position whereby Aboriginal Health is considered core business. Aboriginal Health Education Officers play a pivotal role in the provision of cultural education programs to NSW LHD staff.

## **NNSW LHD PROMOTION OF GOOD HEALTH AND HEALTHY ENVIRONMENTS**

The NSW LHD Aboriginal Health Team works with the Health Promotion Unit, Community Health Services and Aboriginal communities to deliver health promotion activities. The following are NSW LHD Health Promotion priorities:

- Tobacco control and smoking cessation
- Injury prevention
- Healthy weight
- Promotion of physical activity.

NSW LHD Health Promotion Programs include:

- **Go4fun** is a free healthy lifestyle program for overweight children aged 7-13 years. Parents and carers also attend the 10 week program which is held after school for 2 hours once a week. The program provides fun active games for children and support and guidance for parents on healthy eating choices and how to limit sedentary activities and enjoy a healthy lifestyle for the whole family. Aboriginal specific Go4fun programs are run where required
- **The Strong Smiles program** is an oral health promotion program aimed at Aboriginal children 3-5 years of age in the early childhood and preschool setting. The program uses resources such as readers, songs, games and role modeling to raise awareness of the five key NSW messages for a healthy mouth: Eat Well, Drink Well, Clean Well,

Play Well and Stay Well. Program packages and training are provided to relevant Early Childhood Services upon request

- The **HEALInG Program** is a 10-week course designed to provide realistic and practical information on healthy eating and lifestyle activities for Aboriginal people. The program is framed positively focusing on healthy eating rather than on just weight loss, however it is anticipated that weight loss will occur as the participants go through the program. The program includes a 1 hour exercise class, a practical food preparation section followed by information sessions on healthy eating and strategies for targeting a healthier lifestyle. Training and a program manual are both available for all health service staff, Aboriginal Health and NGO workers on request
- The **Quit for New Life program** aims to contribute to a reduction in tobacco related harm from maternal smoking and environmental tobacco smoke among women who identify as having an Aboriginal baby. The program targets women who identify as having an Aboriginal baby during both the antenatal and postnatal stages and cohabitants who smoke. The program provides cessation support, referral to Aboriginal Quitline and 12 weeks of free NRT if clinically appropriate. The program also targets services which provide antenatal and postnatal support and aims to build the capacity of participating Quit for new life services to provide evidence-based smoking cessation care to all clients who smoke as part of routine care
- **Tobacco Brief Interventions** are conducted at culturally specific events and community health days to help people quit smoking. These interventions are short, evidenced based and are aimed at starting the conversation regarding tobacco, smoking and cessation
- **Smoke Free Worksites.** Health Promotion provides support to Aboriginal organisations to help their worksite become “Smoke Free”. This includes development of Smoke Free Worksite policies and plans as well as counseling to help workers quit smoking. This service is provided on request
- **Get Healthy Information and Coaching Service** is a phone based service with an Aboriginal specific module to help Aboriginal people improve their diet, fitness and or lose weight. The program is delivered by staff contracted to the NSW Ministry of Health and promoted locally through NSW Knockout Health Challenge and other events
- **Falls Prevention** workshops aimed at Aboriginal Elders, their carers and Aboriginal Health staff to reduce the risk factors associated with falls injury
- **Motivational interviewing and Brief Intervention Skills/ Mentoring** sessions for staff to learn skills to conduct brief interventions to reduce smoking. The sessions practice through role plays and then discuss them in either small or large groups. People with little or no experience in brief intervention skills might be able to observe how more experienced people conduct one and then reflect and give feedback about it. They will then be able to practice some simple interactions and get feedback on things they did well and how to improve. The whole idea is Staff to attend about four of these sessions every year so that people get to practice these skills in community events or when interacting with clients in a centre or in the car between meetings. The quarterly meetings then get used to reflect on how people are going in the field and how to improve their skills. The sessions will be very participatory and practical.

Health Promotion covers the entire NNSW LHD footprint. Health Promotion Officers are located in Kingscliff, Byron, Ballina, Lismore and Maclean.



Go4fun is for overweight children aged 7-13 and their parents/carers. Quit for New Life is for pregnant Aboriginal women and people they share a house with.

Other Health Promotion programs target all children because they are implemented in all learning settings and so will be delivered to Aboriginal children. These include Munch and Move; a healthy eating and physical activity program for early childhood, Live Life Well @ School; a healthy eating and physical activity program for primary schools, Reduce Risk, Increase Student Knowledge (RRISK); a program to reduce risk taking including drug, alcohol and driving risks amongst teenagers in Year 11.

Also, State-wide Infant Screening for Hearing (SWISH) targets all babies born in hospital settings and screens babies for hearing. Babies who need further testing are referred on to audiologists for follow up.

### **NSW KNOCKOUT HEALTH CHALLENGE 2014**

NSW Health is partnering with NSW Rugby League to reduce the rates and severity of chronic disease in Aboriginal communities as part of the Culture Health Communities strategy that brings together Aboriginal culture and communities to improve health.

The Challenge aims to engage Aboriginal communities to target NSW Health priorities of nutrition, physical inactivity and obesity. The Challenge involves a structure which supports local decisions about physical activity and nutrition activities that will work for each community. There are a series of mini challenges; which include weight loss and fitness/sports competitions for Aboriginal people aged 18 years and older who live in NSW. Each team consists of 20–30 participants, in which 20 need to complete to see the team compete for funds to put back into their community to promote healthy lifestyles.

### **NNSW LHD ORAL HEALTH SERVICES**

Oral Health Services are committed to improving oral health and wellbeing in communities in Northern NSW, to reduce inequities for people accessing oral health services, to reduce disparities in oral health, and to build a collaborative culture in NNSW LHD reflecting stated values of Northern NSW.

The Child Oral Health Service provides routine dental examinations, emergency relief of pain services and general dental treatment to children 0-18 years of age. Child Oral Health Services are provided primarily by dental therapists, and oral health therapists. The Adult Service offers general dental care, emergency relief of pain services and assessment for dentures under the Pensioner Denture Scheme.

The Priority Oral Health Program has been introduced to ensure that people with the greatest oral health need receive the earliest attention rather than treatment being given on a “first come, first serve basis”.

The Priority Oral Health Program provides an equitable system that assists in assessing patients on the basis of medical and oral health needs as well as socio-economic and other risk factors. Patients reporting less urgent needs are prioritised following a standardised procedure and are registered into the Information System for Oral Health, to have their oral health condition assessed via an appointment with a dentist.

There are 11 dental clinics across the NNSW LHD. The clinics are located at Ballina, Yamba, Maclean, Grafton, Goonellabah, Casino, Nimbin, Mullumbimby, Pottsville, East Murwillumbah and Tweed Heads.

All children 0-18 years old are eligible to access NNSW LHD Oral Health Services. The entry criterion for children is to be a holder of a Medicare Card. There are geographical areas attached to each individual dental clinic, and in certain circumstances clients can access other clinics due to school attended, emergency, trauma etc. Adult clients must have a current Medicare Card and Pension Concession Card or Health Care Card to access oral health services.

NNSW LHD Oral Health Services are provided at no cost to patients who meet the above eligibility criteria.

Patients access Oral Health Services via a Call Centre **1300 651 625**. Clients are triaged via the Information System for Oral Health (ISOH) and prioritised according to the questionnaire completed. The priority is determined by their treatment needs, symptoms, and other risk factors such as medical conditions, disabilities, Aboriginality, under 5 years of age, homeless, boarding house, refugee, hostel or nursing home status.

Direct referrals come from Community Health, Allied Health, local hospitals, external organisations such as drug and alcohol facilities, aged care facilities, out of home care and homeless shelters.

## **NNSW LHD PUBLIC HEALTH UNIT**

Public Health Unit services are essential to the primary purposes of the Health Service, namely “to promote, protect and maintain the health of the community”<sup>1</sup> and to reduce disparities in health status between social groups.<sup>2</sup>

Public Health Services adopt a population health approach, designing and implementing strategies to protect and promote the health of the population as a whole or for population sub-groups. These population level strategies recognise the influence of the broad determinants of health which are also the province of other parts of the Health Service and other agencies (notably local councils, GPs, AMSS, Local Aboriginal Land Councils, schools and child care centres).

The Public Health Unit is committed to working in collaboration with partners and customers to ensure the environment in which people live is as safe and hazard free as possible, the population is vaccinated against harmful diseases, health status risks are monitored and disease outbreaks in the community are controlled effectively.

Public Health related legislation underpins many Public Health Unit services and complements our collaborative approach to protecting the health of the community in partnership with other organisations which have related and specific roles and responsibilities.

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<sup>1</sup> *Health Services Act 1997, Chapter 2 Clause 9 “The primary purposes of area health services*

<sup>2</sup> *Public Health Practice Today”, National Public Health Partnership Secretariat, Melbourne 2002*

Core functions of the Public Health Unit are Environmental Health, Communicable Disease Control and Epidemiology. The Public Health Unit also takes a lead role in planning the local response to outbreaks of infectious diseases. The LHDs Infectious Diseases Emergency Action Plan has been developed under the auspices of the Counter Disaster Planning Committee and reflects National and State recommendations and strategies.

In working with others on population based health issues the Public Health Units primary responsibilities are to assess, monitor and communicate health risk, facilitate the development of strategies to address priority issues, provide specialist technical advice and supervision and to direct service action as required by public health legislation.

The significantly poorer health status of Aboriginal communities and other disadvantaged groups are the major areas for attention for the Public Health Unit. There are Aboriginal communities throughout NNSW LHD, many of which are remote from regional centres and carry responsibility for the provision of housing, drinking water and sewerage services for local inhabitants. Working with communities and relevant agencies to improve environmental conditions in Aboriginal communities remains a key focus for the Public Health Unit. Action is taken in line with the principles of the “Close the Gap” campaign.

In some parts of the LHD, community attitudes are reflected in low childhood vaccination rates that do not provide community-level protection and expose communities and vulnerable individuals to higher risks of contracting vaccine-preventable diseases. Other major preventable risk factors for communicable diseases include exposure to mosquitoes, exposure to agricultural or wildlife reservoirs (livestock, flying foxes), illicit drug use and poor hygiene (housing, sanitation and water).

Environmental risks include relatively high proportions of the population without a reticulated water supply or an unfluoridated water supply; water supplies that are not fully filtered and/or are prone to blue-green algal blooms; relatively high reliance on on-site sewage disposal; recreational waters at risk of contamination; urban development that borders natural habitats for disease vectors and the absence of systematic mosquito breeding habitat control programs.

### **ABORIGINAL ENVIRONMENTAL HEALTH PROGRAM AND NNSW HOUSING FOR HEALTH PROGRAM**

The NNSW Housing for Health Program aims to assess, repair or replace health hardware so that houses are safe and the occupants have the ability to carry out healthy living practices. This Program aims to reduce environmental factors and contamination risks that result in injury and disease. The NNSW LHD Environmental Health Program Team works with Aboriginal communities, Aboriginal Land Councils and Local Government.

Priority for Environmental Health Programs that focus on reducing risk factors for chronic disease and preventable deaths in Aboriginal people include:

- Identifying and remedying environmental health issues
- Implementing the Dog Health Program, Colisure Program (water quality)
- Implementing Housing for Health Projects on the North Coast
- Supporting the NSW Health Aboriginal Health, Environmental Health Officer Trainee Program.

## IMMUNISATION SERVICES

The National Immunisation Program provides a range of funded vaccines for children, adolescents and adults. NSW Immunisation Program rollout involves the cooperation of a range of immunisation providers including General Practice, AMSS, Community Health and LHD services.

Childhood immunisation is offered in accordance with the National Immunisation Schedule as set out in the Australian Immunisation Handbook (10<sup>th</sup> edition). A key focus from 2013 onwards is to improve the timeliness of vaccinations, particularly in Aboriginal children and children at 4 years of age.

It is essential that all children who are overdue for vaccinations are followed up and offered vaccination. To ensure accurate monitoring of vaccination levels, all occasions of service must be recorded on the Australian Childhood Immunisation Register (ACIR). More information about these services can be found on the following web sites:

[www.health.nsw.au/immunisation](http://www.health.nsw.au/immunisation)

Australian Childhood Immunisation Register (ACIR) Phone: **1800 653809**

[www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au)

Local Community Health Centres and the Public Health Unit: **1300 066 055**.

## NNSW LHD HIV AND RELATED PROGRAMS

The HIV and Related Programs (HARP) is a component of the North Coast Public Health Division, with services provided within NNSW LHD under a held services partnership agreement by the MNC LHD. HARP is responsible for the provision of services aimed at the prevention, early detection, treatment and management of Human Immunodeficiency Virus (HIV), Hepatitis C Virus (HCV), Hepatitis B Virus (HBV) and Sexually Transmitted Infections (STIs). HARP also oversees Harm Reduction Services including safe injecting practices among injecting drug users and safe disposal of community sharps within NNSW LHD.

North Coast HARP goals are based on National and NSW State goals and include the following:

- To maintain high levels of safe behaviour amongst priority populations in order to eliminate or minimise the transmission of HIV, STIs and HCV
- To minimise the personal and social impacts of HIV infection, HCV and STIs
- To enhance and maintain the health and wellbeing of people who are infected or affected by maximising the capacity of individuals and communities to maintain and enhance sexual health practices
- To maximise mental and physical wellbeing associated with sexuality, sexual practice and serodiscordant relationship issues
- To minimise the morbidity and mortality associated with HIV, HCV and STIs.

The National and State strategies identify activities for priority target populations. These are based upon the epidemiology of the particular health concern. Target populations for HARP include:

- Gay and other homosexually active men
- Aboriginal people
- People who inject drugs
- Sex workers
- Young people

- People from culturally and linguistically diverse backgrounds (CALD)
- People living with HIV, STI or HCV.

Services are mainly community based and are provided to key target populations. Sexual Health Services include education, screening, diagnosis, treatment, management and counselling of HIV and other STIs, HIV Post Exposure Prophylaxis (PEP) and supply and distribution of free condoms, dams and lubricant. Clinics are run at Lismore Sexual Health Service (formerly SHAIDS), Clinic 229 in Grafton, and Clinic 145 at Tweed Heads with an outreach service to Byron Bay. HIV Specialist Clinics are run in Lismore and Tweed Heads.

Lismore Liver Clinic and its outreach clinics at Byron Bay, Casino and Maclean provide education, work-up to treatment and management whilst on treatment. Using a nurse-coordinated model of care within an interdisciplinary team of specialist gastroenterologists, dietician, counsellor and experienced specialist nurses. The Lismore Clinic provides daily nursing clinics and weekly specialist, dietician and counselling clinics. Outreach clinics are conducted at a number of smaller centres with a weekly nurse clinic and a monthly specialist clinic in Byron Bay, a monthly nursing clinic in Casino and a twice-monthly nurse clinic in Maclean.

Harm Minimisation / Needle Syringe Program (NSP) Services provide access to sterile injecting equipment, condoms and lubricant. Primary NSPs also provide information on HIV, HBV and HCV prevention, safe injecting, vein care, safe sex, patient referrals and access to community safe sharps disposal. This program is provided in Tweed Heads, Byron Bay, Murwillumbah, Ballina, Nimbin, Lismore and Grafton, with secondary outlets and vending machines available in additional locations.

The Aboriginal Sexual Health Program offers Aboriginal communities community education in HIV, HCV, STI, harm reduction, sexual health and related topics. Aboriginal Sexual Health Workers in NNSW LHD are based in Tweed Heads.

A HARP Health Promotion Officer is located within NNSW LHD and is responsible for the coordination and provision of targeted education in HIV, STI, HCV, harm reduction, sexual health and related topics to priority populations as well as organising broader Social Marketing and Prevention campaigns within NNSW LHD. The Health Promotion Officer also coordinates intersectoral partnerships with various clinical, educational, community and NGO sectors to improve sexual health and BBV (Blood Bourne Virus) services to priority populations within NNSW LHD.

### **NNSW LHD CARERS PROGRAM**

The Carers Program is a District-wide program that aims to raise the profile of carers including Aboriginal carers as key members of the care team. Specific programs for Aboriginal carers include the Celebrating Aboriginal Carers Initiative and the Indigenous Mental Health Carers Planning Group.

### **NNSW LHD BREASTSCREEN SERVICES**

The aim of the BreastScreen Program is to reduce the incidence of and mortality from breast cancer. The intent is to detect breast cancer when its small allowing the woman to have greater treatment options and to improve the outcome - *Early detection is vital*.



BreastScreen Screening Services are provided in Tweed Heads, Lismore and from the mobile unit which visits, Byron Bay, Ballina, Grafton, Maclean, Yamba, Iluka, Casino, Kyogle, Bonalbo and Urbenville. The service actively encourages women aged 50-74 to participate in the program every two years. All women over 40 years of age are eligible. The service is free and referral is not necessary i.e. an eligible woman can call **132050** to make an appointment.

Assessment services are provided at Lismore and at the Tweed Heads BreastScreen units. The assessment service offers further breast investigation for women that have a reported abnormality on the screening images. These investigations may include further images, ultrasound and a biopsy. Attendance at these clinics and all investigations are free.

### **NSW CANCER COUNCIL (NORTH COAST)**

Tackling Tobacco Program is about building capacity of social and community service organisations to address tobacco and support clients to quit. The aim is to make smoking part of usual care (environmental, policy and practice) contributing to the reduction in smoking rates amongst clients. The main strategies are to support organisations to go smoke free with small grants and fund local Tackling Tobacco Training. This 1 day workshop is for staff of organisations who work with disadvantaged people like Aboriginal people, people with mental illness, people with drug and alcohol problems, homeless people, low-income families with dependent children, at risk young people and Lesbian, Gay, Bisexual, Transgender and Intersex people (LGBTI). More information can be found on their website: <http://www.cancercouncil.com.au/reduce-risks/smoking/>

### **HEALTH FUNDED NON-GOVERNMENT ORGANISATIONS**

NSW Health provides funding for a number of health programs under the NSW Health NGO Grants Program for a broad range of health and health related services. NNSW LHD values the vital contribution that the non-government sector makes to building a fairer, more sustainable and inclusive society.

#### **ONTRACK - ABORIGINAL HOUSING ACCOMMODATION SUPPORT INITIATIVE**

The Service works together in partnership with Community Mental Health and Housing providers to assist Aboriginal people who live with a mental health illness or disorder to participate more fully in the community.

Support workers will assist the consumer/person with daily living skills, maintain tenancy, advocacy, build on relationships with family and community to improve quality of their life and assist in their recovery journey. The service is located in Lismore and covers Grafton to the Northern Rivers. The entry criteria is from 16 years of age. Referrals can be made from anyone, but need the support of a clinician to complete the referral form. More information about this service can be found on their web site: <http://www.ontrack.ngo.org.au/>

#### **REKINDLING THE SPIRIT LIMITED**

Family and Community Services (FACS) Rekindling the Spirit provides a range of services to Aboriginal families to address issues such as violence, drug and alcohol abuse, child abuse and neglect.

The target group is for Aboriginal families with young children 0-8 years with a priority on children 0-3 years old. The Service provides case management, home visiting and group programs to Aboriginal families with children 0-8 years.

The service is located in Lismore and covers Lismore and Kyogle LGAs. Referral can come from FACS or NGOs. More information can be found on their website:

<http://rekindlingthespirit.org.au/>

#### **NORTHERN RIVERS COMMUNITY TRANSPORT INCORPORATED – JUBULLUM AND BONALBO HEALTH BUS**

Northern Rivers Community Transport operates Health funded bus runs for the Aboriginal (includes Torres Strait Islander) communities of Tabulam (Jubullum) and Bonalbo, enabling regular access to health and essential facilities. Both regions are extremely isolated, extremely socio-economically and transport disadvantaged.

The funded health runs are an essential ‘enabler’ for Aboriginal people living in the outlying regions of the Northern Rivers to access health and medical facilities. Funding enables North Coast Community Transport to coordinate a fortnightly health run for the Bonalbo Aboriginal community and a weekly run for the Jubullum Aboriginal community.

This service is available for members of the Aboriginal communities of Bonalbo and Jubullum for health related transport purposes and is located in Wollongbar NSW. More information can be found on their website: <http://www.casino.nsw.au/northern-rivers-community-transport>

#### **TWEED BYRON AND BALLINA COMMUNITY TRANSPORT INCORPORATED - HEALTH RELATED TRANSPORT**

The prime goal is to transport patients resident in the Ballina Shire (including Wardell and Cabbage Tree Island) to renal dialysis treatment in Ballina. Transport is also provided to residents of Byron Shire when resources are available on an existing run. Transport disadvantaged people living in the Ballina Shire requiring renal dialysis treatment are the target of this service. All persons assisted are transport disadvantaged and have a chronic disease. A high percentage of Aboriginal or Torres Strait Islanders access this service.

The project/service objectives are:

- Reduce inequalities in the provision of health related transport
- Increase community access to health related transport
- Provide quality and appropriate service delivery
- Creating transport efficiencies for renal patients.

The service is located in Byron Bay and funding enables transport for scheduled renal dialysis treatment for residents of Ballina Shire, including Wardell and Cabbage Tree Island. More information can be found on their website:

[http://www.community-transport.org.au/Tweed\\_Byron\\_%26\\_Ballina\\_Community\\_Transport/Welcome.html](http://www.community-transport.org.au/Tweed_Byron_%26_Ballina_Community_Transport/Welcome.html)

#### **CLARENCE COMMUNITY TRANSPORT INCORPORATED - HEALTH RELATED TRANSPORT**

The prime goal is to transport rural, remote, isolated and Indigenous patients resident in the Clarence Valley to and from renal treatment.

The project/service objectives are:

- To provide transport to target groups for renal treatment
- Reduce inequality

- Increase community access
- Provide quality and appropriate service delivery
- Creating transport efficiencies for renal patients.

The service operates 6 days per week (excluding Sunday). Times vary in response to availability of 'chairs' at the renal dialysis units. Typically the service operates on a morning and afternoon session basis.

Transport disadvantaged, rural, remote, isolated and Indigenous people living in the Clarence Valley requiring renal dialysis treatment are the target of this service. All persons assisted are transport disadvantaged and have a chronic disease. A high percentage of Aboriginal or Torres Strait Islanders access this service. The service is located in Townsend NSW and covers the Clarence Valley. More information can be found on their website: <http://www.clarencecommunitytransport.net.au/>

#### **NAMATJIRA HAVEN INCORPORATED - NAMATJIRA HAVEN DRUG AND ALCOHOL HEALING CENTRE**

Namatjira Haven Drug and Alcohol Healing Centre provide a residential rehabilitation program for up to 12 weeks duration in accordance with the objectives of the MERIT Program

The aim of the program includes:

- Reduction in use of drugs and alcohol
- Improved physical and psychological wellbeing
- Reduction in risk behaviours including criminality.

This is an adult service for Aboriginal patients referred through the Magistrates Court into the MERIT Program. The service is located at Alstonville NSW and accepts MERIT referrals from across the entire Northern NSW region. More information can be found on their website: <http://www.namatjirahaven.com>

### **ABORIGINAL COMMUNITY CONTROLLED HEALTH SERVICES**

Aboriginal Community Controlled Health Services have a central role in improving health outcomes for Aboriginal people. Aboriginal Community Controlled Health Services are independent organisations, providing primary health care services initiated and operated by local Aboriginal communities to deliver holistic, comprehensive, and culturally appropriate health care to their community. Aboriginal residents of the NNSW LHD have access to three major AMSs:

- Bulgarr Ngaru Medical Aboriginal Corporation Grafton
- Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley
- Bullinah Aboriginal Health Service (Ballina), presently under the auspice of NCNSWML but works within the framework of an Aboriginal Community Controlled Health Service.

They also have access to:

- Bugalwena General Practice, South Tweed Heads is a partnership between NCNSWML and the Commonwealth Government
- Gurgun Bulahnggelah is managed by NCNSWML and Rekindling the Spirit and provides a range of GP and Allied Health services

- Aboriginal Health Posts at Muli Muli, Jali (Cabbage Tree Island) and Tabulam
- Box Ridge Community Centre, Coraki
- Bennelong's Haven
- Namatjira Haven.

#### **BULGARR NGARU MEDICAL ABORIGINAL CORPORATION**

The Bulgarr Ngaru Medical Aboriginal Corporation is home to the Grafton AMS which was established in 1990 to provide health services to the Aboriginal communities of the Clarence Valley, in Grafton. The service also provides outreach clinics to Baryulgil, Malabugilmah, Yamba and Maclean communities in the surrounding area.

The opening hours are from Monday to Friday 8.00am to 12.30pm – 1.30pm to 4.00pm and closed on weekends.

Some of the programs and services the AMS deliver include:

- Aboriginal nutrition research
- Alcohol and other drug counselling
- Child and adult dental services
- Dietician/ nutritionist services
- Preventative health programs
- Medical clinical services
- Mental health case management
- Sexual health program.

The service is predominantly funded through the Commonwealth Department of Health and Ageing and the NSW Ministry of Health. More information can be found on their web site:

<http://bnmac.com.au/>

#### **DIABETES MULTIDISCIPLINARY CLINIC**

The NSW Rural Doctors Network administers the Indigenous Chronic Disease funding for the service.

The Service provides:

- Diabetes education
- Respiratory education – four - six weekly
- Renal Nurse Specialist – three visits per year
- GP Management Plans/ Reviews – GP's and Nurse follow – up.

The service had received recent funding for a Cardiologist. There is a weekly Exercise/ Healthy Eating Group in Mala and the weekly Maclean Cooking Group with a Dietician, Aboriginal Health Worker and Personal Trainer. Many of the patients who attend have a chronic disease.

The service is provided at Grafton – there are three Diabetes Multi-Disciplinary Clinics that are in Grafton, South Grafton and Maclean. To access the service a patient must be Aboriginal or Torres Strait Islander and have a GP referral.

Respiratory education involves a collaborative care planning process and Team Care Arrangements. A Renal Nurse Specialist provides three visits per year and is involved in the care planning process and Team Care Arrangement.

#### **BULGARR NGARU MEDICAL ABORIGINAL CORPORATION RICHMOND VALLEY**

Bulgarr Ngaru Medical Aboriginal Corporation, known as Casino AMS, is an independent, autonomous organisation and is governed and directed in the delivery of health services by the Aboriginal communities served. These communities have access to mainstream acute, community health and GP services. The limited access to mainstream services in the northern and western areas of the Richmond Valley is acknowledged and is consequently a primary target of this service. Services provided include:

- Aboriginal Family Health
- Mental Health
- Oral Health
- Outreach Oral Health
- Sexually Transmitted Infections/Blood Borne Viruses (STI/BBV)
- Outreach Primary Health including:
  - Health Promotion
  - Maternal Child Health
- Outreach Chronic Care.

The Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley service is located in Casino NSW and has regular outreach services to Woodenbong, Kyogle, Tabulam and Coraki. The service can be accessed by contacting Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley.

#### **DIABETES AND COMPLICATIONS ASSESSMENT CLINIC IN PARTNERSHIP WITH NSW LHD**

The Service provides:

- Renal Nurse Practitioner (LHD) to organise and assist in follow up clinics – once monthly
- HMR – Pharmacist – organise and follow up with patients – once monthly
- Respiratory Specialist – organise and participate (spirometry and six minute walk) – 2 days every 2 months
- Telehealth – organise, coordinate Telehealth and follow up, as needed
- Respiratory education – involved in the Care Plan process and Team Care Arrangement
- Renal Nurse Specialist – three visits per year – involved in the Care Plan process and Team Care Arrangement
- This does not include case management.

The service is located at Casino and covers Casino and Richmond Valley Aboriginal communities and outreach services are provided to Tabulam, Muli Muli, Coraki and one other community. To enter the service you need to be an Aboriginal person with a chronic disease/s and to have a GP referral. More information can be found on their website:

<http://bnmac.com.au/>

#### **BULLINAH ABORIGINAL HEALTH SERVICE**

Bullinah Aboriginal Health Service works within the framework of an Aboriginal Community Controlled Health Service to deliver holistic and culturally appropriate health care to Aboriginal people within the Ballina, Byron Bay, Evans Head, Cabbage Tree Island, Wollongbar and surrounding region.

Services provided include:

- GP clinics

- Social and emotional wellbeing – counselling and psychology
- Hearing health – Australian Hearing visits Bullinah every 2 months and will conduct tests on anyone aged 5 years and over
- Eye health – Better 2CU
- Dietetics
- Sexual health
- Maternal and Child Health – Mums and Bubs
- Podiatry – podiatry is for the whole family even the children. The podiatrist offers a 30 minute appointment once per month at both Bullinah in Ballina and Cabbage Tree Island. The service is free and all you need to do is fill out a form when you make your appointment with the receptionist or nursing staff
- Dental
- Diabetes
- Complex care
- Health promotion and education
- Smoking cessation.

Bullinah Aboriginal Health Service currently operates four practices/clinics across the region. More information can be found on their website: <http://bullinahhs.org.au/>

#### **MAIN GENERAL PRACTITIONER CLINIC**

The GP Clinic operates from 120 Tamar Street, Ballina the opening hours are 8.30am-4.30pm Monday to Friday. The GP Clinic focus is on diagnosis and treatment or presenting complaints, adult health checks, immunisations both adult and child, chronic disease care, shared care pregnancy and palliative care and chronic care co-ordination.

#### **BYRON BAY OUTREACH CLINIC**

The Outreach GP Clinic is operated 1 day per week from Fletcher Street Drop in Centre, Byron Bay from 10.00am to 1.00pm each Wednesday. The GP Clinic focus is on diagnosis and treatment or presenting complaints, adult health checks, immunisations both adult and child, chronic disease care, shared care pregnancy and palliative care and chronic care co-ordination.

#### **SOLID MOB FOR OUR HEALTH**

Solid Mob is the Northern NSW Regional Tackling Smoking Team based in Ballina. The Team promotes the benefits of a healthy lifestyle, such as being physically active, eating delicious and nutritious food and more importantly supporting community in tackling smoking through education, encouraging and empowering Indigenous communities to making healthy lifestyle choices.

Solid Mob runs workshops and engages the community to share information and support so that people are better able to make healthy lifestyle choices. Solid Mob can attend schools, community events and even host programs designed to support and educate.

#### **PRIMARY HEALTH POSTS**

##### **BOX RIDGE PRIMARY HEALTH POST**

The Box Ridge Primary Health Post provides a base for a number of health providers to deliver a range of health and welfare related services within the Box Ridge Community.



Services include:

- Diabetes Outreach Clinic
- Early Childhood Clinic / Antenatal Clinic
- Immunisation Clinic
- Before School Assessments/ Diagnostic Audiometry
- Women's Health Clinic
- Visiting Services include:
  - Social Worker
  - Drug and Alcohol
  - Therapy Service
- Aboriginal Health Education Officer/s
- Outreach services provided by AMSs.

The service is located at Box Ridge Primary Health Post Coraki NSW and services Box Ridge Aboriginal community and surrounds. It provides a range of services across the age spectrum for community members, the service can be accessed by contacting Bogal Local Aboriginal Lands Council.

#### **JALI PRIMARY HEALTH POST**

The Jali Primary Health Post provides a base for a number of health providers to deliver a range of health and welfare related services within the Cabbage Tree Island community Mondays and Thursdays 9.30am – 4.30pm.

Bullinah AMS services include:

- Weekly Clinics in consultation with Medical Officer/s
- Diabetes Clinic
- Early Childhood Clinic / Antenatal Clinic
- Immunisation Clinic
- Women's Health Clinic
- Men's Clinics
- Children's Clinic
- Eye Clinics
- Aboriginal Health Education Officer/s.

The service is located at Cabbage Tree Island Primary Health Post Ballina NSW and services Cabbage Tree Island Aboriginal community and surrounds. It provides a range of services across the age spectrum for community members, the service can be accessed by contacting Jali Local Aboriginal Lands Council.

#### **MULI PRIMARY HEALTH POST**

The Muli Primary Health Post provides a base for a number of health providers to deliver a range of health and welfare related services within the Muli Muli community.

Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley services provided at Muli Muli include:

- Medical Officer Clinics
- Diabetes Clinics
- Early Childhood / Antenatal Clinics
- Immunisation Clinics

- Men's Clinics
- Eye Clinics
- Women's Health Clinics
- Children's Clinics
- Eye Clinics
- Aboriginal Health Education Officer/s.

The service is located at Muli Muli Primary Health Post Woodenbong NSW and services Muli Muli Aboriginal community and surrounds. It provides a range of services across the age spectrum for community members, the service can be accessed by contacting Muli Muli Local Aboriginal Lands Council or Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley

## LOCAL ABORIGINAL LAND COUNCILS

The principal client of NSW Aboriginal Land Council is a network of 119 Local Aboriginal Land Councils which collectively manage the range of support services delivered at local level to their communities. These services include housing, legal affairs, employment, training and property acquisition and management.

Each Local Aboriginal Land Council elects its own Board under changes to the Aboriginal Land Rights Act which came into effect on July 1, 2007. Local Aboriginal Land Council Boards, staff and members are encouraged to access advice, information and support from the NSW Aboriginal Land Council in relation to all aspects of land rights. The number of Board members depends on the number of voting members of the Local Aboriginal Land Councils: If a Local Aboriginal Land Council has more than 100 voting members they have 7 to 10 board members. If a Local Aboriginal Land Council has 100 or less than they have 5 to 7 board members.

Local Aboriginal Land Councils are autonomous bodies which are governed by boards elected by local Aboriginal community members, every 2 years. Local Aboriginal Land Councils were established under the *Aboriginal Land Rights Act 1983* as the elected representatives for Aboriginal people in NSW. This role extends beyond representation of the interests of Land Council members, to all Aboriginal people living in NSW.

The network of 121 Local Aboriginal Land Councils is divided into nine regions. The number within each Region varies and ranges from ten to 21. Local Aboriginal Land Councils work for their members and the wider Aboriginal community living in their local area. They assist in matters relating to the areas of housing, legal, employment and other day-to-day matters involving Aboriginal people in accordance with functions detailed under the Act.

The objects of each Local Aboriginal Land Council are to improve, protect and foster the best interests of all Aboriginal persons within the Council's area and other persons who are members of the Council.

The functions of a Local Aboriginal Land Council Board are to:

- Direct and control the affairs of the land council in accordance with the *Aboriginal Land Rights Act* and the council's Community Land and Business Plan

- Facilitate communication between the members and the New South Wales Aboriginal Land Council
- Review the performance of the land council in carrying out its functions and achieving its objectives
- Any other function conferred by the Act.

The Act established the land council structure in a way that has sought to achieve a high degree of participation and involvement by every Aboriginal person in the affairs of their local community. The on-going priority for NSW Aboriginal Land Council is to ensure that all of our Local Aboriginal Land Councils are afforded timely advice and direction on matters relevant to the Aboriginal Land Rights Act, and supported through high level training and development to build their capacity to strategically plan and manage their affairs at their local level.

A major impact on NSW Aboriginal Land Council's annual budget is the direct funding to Local Aboriginal Land Councils, comprising around \$15M of its total expenditure. This funding is delivered in a direct grant allocation of \$130,000 to each funded Local Aboriginal Land Council to assist with its administrative costs.

Local Aboriginal Land Councils are also required to prepare and implement Community Land and Business Plans in consultation with:

- Local Aboriginal Land Councils members
- Persons who have a cultural association with land in the land council's area and
- Other stakeholders.

To find out more about your Local Aboriginal Land Council visit the website.

<http://www.alc.org.au/land-councils/overview.aspx>

## **NORTH COAST NSW MEDICARE LOCAL**

Medicare Locals form a national network of primary health care organisations and are an integral part of the National Health Reform Agreement. Medicare Locals have been established as independent legal entities with links to local communities, health professionals, service providers and consumer and patient groups.

NCNSWML was established on 1 April 2012. The NCNSWML boundaries align with NNSW LHD and MNC LHD, providing the opportunity for efficient care coordination and effective service integration across the region by building on strong relationships with the Boards and Executives of the two LHDs. On the 1st July 2015 NCNSWML will become North Coast Primary Health Network (NCPHN), servicing the same geographical area as NCNSWML.

The National Health Reform Agreement notes that the strategic objectives for Medicare Locals are:

- Improving the patient journey through developing integrated and coordinated services
- Providing support to clinicians and service providers to improve patient care
- Identifying the health needs of their local areas and development of locally focused and responsive services
- Facilitating the implementation of primary health care initiatives and programs

- Being efficient and accountable with strong governance and effective management.

NCNSWML provides a range of primary care services to Aboriginal people across the North Coast including:

- Care Coordination and Supplementary Services
- Closing the Gap – Improving Access to Aboriginal Mainstream Primary Care
- Child and Maternal – A Better Start to Life – New directions: Mothers and Babies Services
- Bugalwena General Practice
- Jullums – Lismore
- NCNSWML Psychological Services
- The Healthy Communities Initiative.

More information can be found on their website: <http://www.ncml.org.au/>

#### **CARE COORDINATION AND SUPPLEMENTARY SERVICES**

The target group is Aboriginal people who suffer from at least one of these five chronic diseases: cancer; diabetes; respiratory; cardiac and renal disease.

The Program provides two types of services:

- Care coordination - means working collaboratively with patients, general practices and AMS/Aboriginal Community Controlled Health Services, and other service providers to assist in the management of coordinated care for patients with chronic disease
- Supplementary Services - Patients in the Care Coordination and Supplementary Services Program may be referred by their GPs to services that are not accessible due to the lack of an available appointment with a publicly funded provider or the lack of affordable transport. When barriers such as these exist, and a delay is clinically inappropriate, the Care Coordinator may use the Supplementary Services funding to expedite the patient's access to these services in the private sector.

The Supplementary Services funds can be used flexibly to assist patients in the Care Coordination and Supplementary Services Program to access medical specialist and allied health services (as well as certain associated medical aids) where these services are in accordance with the patient's care plan. The funds may also be used to assist with the cost of transport to appointments.

NCNSWML provides Care Coordination and Supplementary Services to NNSW LHD and MNC LHD. Office locations in NNSW LHD are Lismore and Tweed Valley.

The entry criteria for the Care Coordination and Supplementary Services is Aboriginal and or Torres Strait Islander and must have a chronic disease present – (at least one):

- Cancer
- Diabetes
- Renal
- Respiratory
- Cardiac.

Access is via referral from a GP.

### **CLOSING THE GAP - IMPROVING ACCESS TO ABORIGINAL MAINSTREAM PRIMARY CARE**

The aim of the Closing the Gap – Improving Indigenous Access to Mainstream Primary Care Program is to contribute to closing the gap in life expectancy by improving access to culturally sensitive primary care services for Indigenous Australians.

The objectives of the Program are to:

- Increase access to mainstream primary care services by Indigenous Australians
- Improve the capacity of general practice to deliver culturally sensitive primary care services
- Increase the uptake in Indigenous specific Medical Benefits Schedule items including Indigenous health checks and follow up items
- Support mainstream primary care services to encourage Indigenous Australians to self-identify
- Increase awareness and understanding of Closing the Gap measures relevant to primary care and
- Foster collaboration and support between the mainstream primary care and the Indigenous health sectors.

NCNSWML provides Care Coordination and Supplementary Services to NSW LHD and MNC LHD regions. Office locations in NSW LHD are Lismore and the Tweed Valley. There are no specific entry criteria other than being an Aboriginal people. People access our service through direct contact with Indigenous Health Program Officers or Aboriginal Outreach Workers or by word of mouth referrals.

There is access to available Workers at:

- Community events
- Interagency events
- Cultural events.

### **CHILD AND MATERNAL – A BETTER START TO LIFE – NEW DIRECTIONS: MOTHERS AND BABIES SERVICES**

The New Directions Program aims to assist in closing the life expectancy gap between Indigenous and non-Indigenous Australians within a generation, and halving the rate at which Indigenous children die before the age of five within a decade.

NCNSWML is funded by the Federal Government to deliver the New Directions Program in the Lismore, Richmond Valley and Kyogle areas.

The objectives of the New Directions Program are to:

- Improve access to antenatal care for mothers of Aboriginal and/or Torres Strait Islander children
- Improve access to postnatal care for mothers of Aboriginal and/or Torres Strait Islander children
- Improve Aboriginal and/or Torres Strait Islander children's health and early development and
- Facilitate healthy entry into school for Aboriginal and/or Torres Strait Islander children.

NCNSWML outsources services to the Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley and Jullums – Lismore AMS to implement the New Directions Program.

The Program supports the employment of a Nurse and/or Aboriginal Health Worker to provide Child and Family Health services at Jullums and through outreach services at the Jarjums Preschool, Lismore. At Casino a Child and Family Health Nurse provides Child and Family Health services at the Bulgarr Ngaru Aboriginal Corporation Richmond Valley and outreach clinics at Box Ridge and Jabullum.

Both services work collaboratively with other child and family programs such as the NSW LHD AMIHS Program.

The Service covers Lismore, Richmond Valley and Kyogle areas and is open to Aboriginal children aged 0-8. People access services provided by Bulgarr Ngaru Medical Aboriginal Corporation Richmond Valley or Jullums – Lismore AMS.

#### **BUGALWENA GENERAL PRACTICE**

The Bugalwena General Practice (Bugalwena) provides high quality and accessible primary health services to Aboriginal people in the Tweed region through a community driven, culturally appropriate and multidisciplinary primary health care service.

Bugalwena is a bulk billing practice. Three GPs provide services 5 days per week to thousands of patients each year. Registered Nurses, a Dietician, Diabetes Educator, Exercise Physiologist and Aboriginal Health Practitioner also provide services. An Optometrist clinic is held periodically. In addition the practice runs health workshops and fitness groups for the community and is a key participant at community events such as Close the Gap Day and NAIDOC week.

Bugalwena is managed by NCNSWML and has a strong partnership with the Bugalwena Advisory Group. The service utilises the Medicare Benefits Schedule and also receives grant support from the Federal Government Department of Health.

Bugalwena General Practice (Bugalwena) provides high quality and accessible primary health services to Aboriginal people in the Tweed region. There are no specific entry criteria other than being an Aboriginal person. People access the service by making an appointment via telephone or in person. More information can be found on their website:  
<http://www.ncml.org.au/index.php/programs-services/our-services/item/432>

#### **JULLUMS – LISMORE ABORIGINAL MEDICAL SERVICE**

Jullums provides high quality and comprehensive primary health care to Aboriginal people living in and around the Lismore region through a community driven, culturally appropriate and multidisciplinary health service.

Jullums provides general practice, nursing, allied health, psychology and specialist medical services to thousands of Aboriginal patients each year. Jullums utilises the Medicare Benefits Schedule and receives funding from NCNSWML, the Federal Government Department of Health, NSW Rural Doctors Network, North Coast GP Training and NSW LHD.

Jullums has a Practice Manager, five part-time doctors (including a gynaecologist), reception staff, practice nurses and an allied health team made up of a Dietician, Diabetes Educator, Podiatrist and an Exercise Physiologist. The Mental Health Team is made up of a Counsellor, Mental Health Nurse and a Psychologist who between them see both Jullums patients and residents from Balund - a Corrections facility.



Jullums is managed by the NCNSWML and has a strong partnership with Rekindling the Spirit which provides cultural governance for the practice.

The service covers Lismore and surrounding areas and there are no specific entry criteria other than being Aboriginal or Torres Strait Islander. People access the service by making an appointment via telephone or in person. More information can be found on their website:

<http://www.nrgpn.org.au/index.php/56-hot/276-community-helps-jullums-celebrate-open-day>

#### **NORTH COAST NSW MEDICARE LOCAL PSYCHOLOGICAL SERVICES**

The Psychological Service target group is to provide services to low income earners and those in distress.

The Service has psychologists and Mental Health Social Workers located with AMSs across the region from Tweed Valley to Hastings Macleay. The Service covers the region wide NCNSWML footprint which is from the Tweed Valley to Port Macquarie. Entry criteria are low income and those in financial distress. The Aboriginal population are able to access the ATAPS services through the Aboriginal Health Worker; they then have 2 weeks to obtain a mental health treatment plan. More information can be found on their website:

<http://www.ncml.org.au/index.php/programs-services/our-services/item/285>

#### **THE HEALTHY COMMUNITIES INITIATIVE**

The Healthy Communities Initiative aims to help reduce the prevalence of overweight and obesity within communities by maximising the number of people, predominantly not in the paid workforce who are engaged in proven or innovative physical activity and healthy eating programs.

Healthy Communities Coordinator positions have been established and are positioned with the following local councils:

- Clarence Valley Council (Phase 2: June 2011-2014)
- Lismore Council (Phase 3: December 2011-2014).

The Program targets:

- Unemployed adults
- Part time/casual employees
- Aboriginal people
- Older Australians
- People with a disability; and
- Carers.

The Program aims to:

- Increase awareness of the importance of physical activity and healthy eating
- Increase availability of proven and appropriate physical activity, healthy eating and healthy lifestyle programs and increase target group participation
- Provide sustainable options for local people by utilising and linking local service organisations and program providers (government, non-government, community and commercial fitness businesses) to deliver local programs that meet local needs.

More information can be found on their website:

<http://www.health.gov.au/internet/healthyactive/publishing.nsf/Content/healthy-communities>

## DEPARTMENT OF FAMILY AND COMMUNITY SERVICES

The Department of Family and Community Services (FACS) is committed to promoting the safety and wellbeing of children and young people and working to build stronger families and communities.

Their objectives for 2014-16 are:

- Children and young people are protected from abuse and neglect
- People with a disability are supported to realise their potential
- Social housing assistance is used to break disadvantage
- People are assisted to participate in social and economic life
- People at risk of, and experiencing, domestic and family violence are safer
- Aboriginal people, families and communities have better outcomes
- Putting people first
- Creating local solutions tailored to meet local needs
- Working with government, non-government and community partners to reach more people with better services
- Building an agile and cohesive department that leads and delivers social policy reform.

More information can be found on their website: <http://www.facs.nsw.gov.au/>

## COMMUNITY SERVICES

### ABORIGINAL CHILD AND FAMILY CENTRE – BUNJUM ABORIGINAL COOPERATIVE

The Ballina Aboriginal Child and Family Centre (ACFC) operates a 59 place early learning and child care centre that is co-located with community facilities and a family liaison connector who assists families to access health, housing and support services. Consultation and meeting rooms accommodate parenting and training programs, meetings and outreach health care and other services. The service is located in West Ballina and supports children and families from Ballina and Cabbage Tree Island.

### BUYINBIN ABORIGINAL CORPORATION - CASINO ABORIGINAL FAMILY WORKER

The Aboriginal Family Worker assists to improve outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate services.

The service provides a Family Worker and parenting programs and is located in Casino and covers the Richmond Valley. The entry criteria for this service is the parent/carer of a child 0 - 8 years, referral can be self-referral or otherwise.

### NGALLINGNEE JARJUM TABULAM AND DISTRICT COMMUNITY PRESCHOOL INC - ABORIGINAL FAMILY WORKER

The Aboriginal Family Worker assists to improve outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate services.

The service provides a Family Worker supported playgroup and parenting programs and is located in Jubullum Village and covers Kyogle Shire and Tenterfield. The entry criteria for this service is parent/carer of a child 0 - 8 years, referral can be self-referral or otherwise.

#### **NGUNYA JARJUM ABORIGINAL CHILD AND FAMILY NETWORK INC - NGUNYA JARJUM OUT OF HOME CARE SERVICE**

The services provides Out of Home Care (OOHC) services to young people who are no longer able to live with birth parents and are in the care of the Minister e.g.

- General Foster Care
- General Foster Care +1 and +2.

The service is located in Casino and covers NSW LHD. The entry criteria for the service is young people 0-18 years of age and referral is through FACS (CFRU). More information can be found on their website: <http://oohc.ngunyajarjum.com/organisation/>

#### **NUNGERA COOPERATIVE SOCIETY LTD - LOWER CLARENCE ABORIGINAL YOUTH SERVICE**

The Service provides activities, excursions and sporting activities and programs that are designed to extend living skills, self-esteem and strengthening cultural identity. The target group is for young Aboriginal people 12-18 years and provides youth and family advice and support.

The service is located in Maclean and covers the Clarence Valley with open accessibility. More information can be found on their website: <http://nungera.org.au>

#### **MACLEAN COMMUNITY PRESCHOOL - CLARENCE ABORIGINAL EARLY CHILDHOOD PROJECT**

The Projects main purpose is for Community Capacity Building. The Project provides community information sessions, a community hub, open days and community events and is targeted at parents and carers of Aboriginal children aged 0-5 years.

The service is located in Maclean and covers the Clarence Valley and has open accessibility.

#### **CRANES – COMMUNITY WORKER LOWER CLARENCE**

The service is about improving outcomes and wellbeing of families with young children by providing support with parenting, facilitating supported playgroups and access to appropriate services. It provides support to two Playgroups and Community Capacity (HUB) and to children 0-8 years old, their families, parents and carers

The service is located in Maclean and covers the Lower Clarence with open accessibility. More information can be found on their website: <http://www.cranes.org.au/familyservices/lower-clarence-community-worker.html>

#### **NEW SCHOOL OF ARTS – HUB AT MALABUGILMAH/BARYULGIL**

The service is about people connected with information. The service assists with referrals to services coordinated through the community hub. The target group for this service is socially and financially disadvantaged members of the community of location. Of Aboriginal and/or Torres Strait Islander people under 18 years of age for Baryulgil and Malabugilmah Community Hub.

The service is located in South Grafton and covers Malabugilmah and Baryulgil and is open to community members.

#### **JUBULLUM ABORIGINAL LANDS COUNCIL - JUBULLUM KIDS LIFESTYLE ENHANCEMENT PROJECT**

The Project is to improve outcomes and wellbeing of young people and families with young children by providing support with parenting, and access to appropriate services. The target group is families with children under 13 years or expecting a child. Young people 12 - 18

and/or their families. The Project provides advice, case management, home visiting and practical skills development groups.

The service is located in Jubullum Village and covers Tenterfield and Kyogle Shires and is open to young people and their families that live in the Jubullum Village.

**MID RICHMOND NEIGHBOURHOOD CENTRE INC - MID RICHMOND ABORIGINAL FAMILY WORKER**

The main purpose of the Aboriginal Family Worker is to improve outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate services. The Service provides information and advice, group or individual programming, support groups and linkages to services and the community.

The service is located in Evens Head and covers the Lower Richmond Valley and is open to parents and/or their Aboriginal children aged 0-5 years. More information can be found on their website: <http://www.mrnc.com.au/>

**KYOGLE FAMILY SUPPORT SERVICE INC - MULI MULI SUPPORTED PLAYGROUP**

The service is about increasing the number of parents who have positive relationships with their children. Increase participants' knowledge and use of local services, resources or activities, to increase the number of participants who expand their supportive social networks and Increase the number of children that engage in age appropriate play. Target group is parents, carers and children 0-8 years.

The service provides a centre based supported Playgroup based at the local preschool 1 day/week and is located in Woodenbong and covers Kyogle. More information can be found on their website: <http://www.connectingup.org/organisation/kyogle-family-support-services-inc>

**ABORIGINAL FAMILY WORKER TWEED VALLEY**

The Aboriginal Family Worker position is to improve outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate service, and provides parenting programs and three capacity building initiatives.

The service is located in Tweed Heads and covers the Tweed Valley and is targeted at parents and/or their Aboriginal children aged 0-5 years.

**NNSW LHD FAMILY SUPPORT WORKER CLARENCE VALLEY**

The Family Support Worker assists in improving outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate services.

**NNSW LHD ABORIGINAL FAMILY SUPPORT PROJECT LISMORE**

This Project is to improve outcomes and wellbeing of families with young children by providing support with parenting, facilitating informal support groups and access to appropriate services, and provides parenting programs and three capacity building initiatives.

The service is located in Goonellabah and covers Lismore LGA and is targeted at parents and/or their Aboriginal children aged 0-5 years.

### **BRIGHTER FUTURES - FAMILY DEVELOPMENT WORKERS**

The Brighter Futures program delivers targeted early intervention services to families with children aged under 9 years, or who are expecting a child, where the children are at high risk of entering or escalating within the statutory child protection system. The program provides intervention and support that will achieve long-term benefits for children.

Brighter Futures is delivered by [non-government lead agencies across NSW](#) to provide a range of tailored services including case management, casework focused on parent vulnerabilities, structured home visiting, quality children's services, parenting programs and brokerage funds.

Eligible families will have at least one of the following program vulnerabilities which impact adversely on their capacity to parent and/or the child's safety and wellbeing:

- Domestic violence
- Drug or alcohol misuse
- Parental mental health issues
- Lack of parenting skills or inadequate supervision
- Parent(s) with significant learning difficulties or intellectual disability.

The Brighter Futures unit processes Brighter Futures potential helpline reports and community pathway referrals for Brighter Futures lead agencies, and provides lead agencies with information such as child protection history for all referred clients to assist in determining eligibility for the program.

### **THE FAMILY CENTRE- ABORIGINAL AND TORRES STRAIT ISLANDER YOUTH SUPPORT**

The Family Centre is a not-for-profit community organisation established in Tweed Shire in 1988. We have grown significantly over the years and now run programs for Tweed, Byron, Ballina Shire and Southern Gold Coast residents, from our locations in Tweed Heads South, Murwillumbah and Ballina.

We provide a range of services that inspire change and provide opportunities for children, young people and families to build on their relationship and parenting skills. All our services are focussed on improving the safety and wellbeing of children, young people and families – particularly those who are vulnerable and disadvantaged.

Our Aboriginal Youth Support provides information, referral, support and mentoring to Aboriginal young people and their families and a range of life and relationship skills programs in Tweed shire schools and community. Also, assists in the organisation of Aboriginal cultural and sporting events.

### **YOUTH SERVICES**

The Family Centre provides services to assist young people to improve life and relationship skills supporting their peer, family schooling and dating relationships and increasing their access to community and health services. Aboriginal young people and their families can access an Aboriginal Youth Worker.

Criteria for this service is young people aged 12 - 17 who live in the Tweed Shire. Young people can access a Youth and Family Worker where strengths and needs are identified during an initial assessment.

The Family Centre can then assist the young person to develop goals that indicate how they would like things to be. Once goals are determined they negotiate a support plan with the young person, outlining how they can assist them to achieve their goals. The support plan guides and provides a focus for their work with the young person.

Their education courses and workshops focus on relationship education and life skills - areas covered include communication, managing conflict and negotiation, self-awareness, self-esteem, managing anger, healthy relationships, sexuality, family and peer relationships, decision making and goal setting. They also provide information and referral for young people who have participated in their courses or have been referred by schools, parents, other services and young people themselves. Courses and workshops are run regularly throughout the year. For further information contact the Family Centre on: **(07) 5524 8711** <http://www.thefamilycentre.org.au/index.php/our-services/>

### **NEW HORIZONS –INDIGENOUS COMMUNITY LINKS PROGRAM**

Indigenous Community Links is an Australian Government program designed to help close the gap between Aboriginal and non-Indigenous Australians. New Horizons – Indigenous Community Links Program offers:

- Lasting social, health and financial improvements through supported referrals and advocacy
- Information and referrals to local community services and programs across a range of Indigenous and other services and programs, such as legal, health, employment and housing
- Help and opportunities for clients to develop skills to help themselves.

Indigenous Community Links is a referral and information service. Indigenous Community Links is not a replacement program for other services. Indigenous Community Links providers work closely with other community service organisations in their area to share client referrals and facilitate client needs. Indigenous Community Links is located at 1-2/8 Rivendell Road Tweed Heads South and covers the Tweed Heads areas to Murwillumbah and Cabarita and is open to all of the local Aboriginal Communities– Under 16s must be with parent or have parental consent. People can access the service through referrals, advertising, word of mouth, groups, events, other service providers and local workers. More information can be found on their website: <http://newhorizons.net.au/>

## **NORTHERN NSW SPECIALIST HOMELESSNESS SERVICES**

### **NORTHERN NSW HOMELESSNESS SERVICES**

Advice and support for people who are homeless or who are imminently homeless can be received during business hours by contacting:

**1300 355 305** - Tracks to Home (auspiced by On Track Community Programs)

**1800 048 310** - Connecting Home (auspiced by–Northern Rivers Social Development Council)

**(02) 6623 2424** –Housing NSW.

### **LINK2HOME**

Link2home is a single State-wide information and referral service available 24 hours a day, 7 days a week, on **1800 152 152**. Link2home provides information about local services assesses people's needs and refers people to appropriate services. More information can be



found on their website: [http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS\\_FS.pdf](http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS_FS.pdf)

### **NORTHERN NSW ABORIGINAL HOMELESSNESS AND PREVENTION SERVICE**

This service is provided by On Track Community Programs Ltd, the service will support Aboriginal young people, men, women and families who are homeless or at risk of homelessness across Northern NSW. The focus is on prevention and early intervention, and rapid rehousing, and will partner with first to know organisations to help early identification and referral of Aboriginal people at imminent risk of becoming homeless. The Service will assist clients to sustain their tenancies and prevent evictions from all types of tenures (public and private), help clients to access private rental or social housing with support as needed, and provide follow-up support after clients have been housed to ensure they do not become homeless again. They can be contacted on **(07) 5536 9851**. More information can be found on their website. [http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS\\_FS.pdf](http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS_FS.pdf)

## **FAMILY AND DOMESTIC VIOLENCE SERVICES**

Getting help because of domestic violence is difficult for any woman. However, Aboriginal women have additional problems and barriers that arise from complex social problems such as historical and intergenerational trauma, poverty, unemployment, illness and racism. Elaborate extended family and community networks can also make taking action difficult, as can mistrust of the service system and experiences of poor service response in the past.

To overcome some of these barriers, service providers need to:

- Treat Aboriginal people with respect
- Listen carefully to what an Aboriginal woman is telling you and respond to her needs
- Be aware that Aboriginal women may prefer to talk to an Aboriginal worker and access information from an Aboriginal specific service. Sometimes they may also prefer not to
- Offer clients the choice.

### ***What if you need urgent police protection?***

If anyone feels threatened or worried about their safety and are in need of immediate protection dial triple zero (000). If an urgent order is needed for your protection, the Police can apply for a provisional order.

If granted, this type of order is effective immediately and protects you in the same way as an ADVO until the application by the police for an ADVO can be heard in court. An ADVO does not give an offender a criminal record. By taking out an ADVO you help protect yourself, family and community.

### ***Do you need to go to court to get an ADVO?***

**Yes.** You will need to go to court so that the court can decide whether to make the order.

### ***Who can give me more information about going to court?***

Contact your local police station. They will be able to help you or refer you to services in your area that can help. You can also ask to speak to a Domestic Violence Liaison Officer or Aboriginal Community Liaison Officer. They will be able to tell you what your rights are.

### **Domestic Violence Evidence Kits (DVEK)**

NSW Police Force has DVEK's which include digital video and still cameras. Police may seek your permission to video or photograph injuries and/or damage. They may also seek to video record you giving your statement. More information can be found on their website: [http://www.police.nsw.gov.au/\\_data/assets/pdf\\_file/0016/307033/FamilyViolence\\_6ppBrochure\\_D3.pdf](http://www.police.nsw.gov.au/_data/assets/pdf_file/0016/307033/FamilyViolence_6ppBrochure_D3.pdf)

### **NORTHERN NSW SUPPORT SERVICE FOR ABORIGINAL WOMEN EXPERIENCING DOMESTIC AND FAMILY VIOLENCE**

This service is provided by On Track Community Programs Ltd and will identify young and adult Aboriginal women with or without children who are escaping domestic and family violence and are homeless or at imminent risk of homelessness, and support them to remain safely in their existing housing or assist them to secure and sustain safe and stable housing.

The Service will provide crisis and transitional accommodation and support while working with Aboriginal women to resolve their homelessness as quickly as possible, and provide Aboriginal women who have been re-housed after being homeless with multifaceted supports to stay housed. This may include intensive responses for women with complex needs. The service can be contacted on **(07) 5536 9851**. More information can be found on their website: [http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS\\_FS.pdf](http://www.housing.nsw.gov.au/NR/rdonlyres/8C1495A3-2DBD-49BC-B4F8-E888BD8DAC9/0/NorthernNSWSHS_FS.pdf)

## **AGEING, DISABILITY AND HOMECARE**

### **CASINO NEIGHBOURHOOD CENTRE INC. - ABORIGINAL HOME AND COMMUNITY CARE ACCESS WORKER**

The Aboriginal Home and Community Care (HACC) Access Worker provides information and referral and service support and development for Aboriginal people to disability services. They also provide cultural awareness training to organisations to improve access by Aboriginal people. Target group is Aboriginal people with a disability aged 0-50 years.

The service is located in Casino and covers the NNSW LHD and is targeted at Aboriginal people with a disability aged 0-50 years. More information can be found on their website: <http://www.casino.nsw.au/casino-neighbourhood-centre>

### **CASINO NEIGHBOURHOOD CENTRE INC. - ABORIGINAL SOCIAL SUPPORT**

The service is about provision of social support programs. The target group is Aboriginal people with a disability aged 0-50 years. There are programs based in the community to provide social support services which assist people with disabilities who may be at risk of social isolation. The service is located in Casino and covers the Richmond Valley. More information can be found on their website: <http://www.casino.nsw.au/casino-neighbourhood-centre>

### **CRANES - ABORIGINAL SOCIAL SUPPORT**

The service is about provision of social support programs. The target group is Aboriginal people with a disability aged 0-50 years. There are programs based in the community to provide social support services which assist people with disabilities who may be at risk of social isolation. The service is located in Grafton and covers the Clarence Valley. More information can be found on their website: <http://www.cranes.org.au/agedcare/elders-food-services.html>

### **CRANES - ABORIGINAL FOOD SERVICES**

CRANES provides social support programs and meals for Aboriginal people. The service is located in Grafton and covers the Clarence Valley and is targeted at Aboriginal people with a

disability aged 0-65 years. More information can be found on their website:

<http://www.cranes.org.au/agedcare/elders-food-services.html>

**MID RICHMOND NEIGHBOURHOOD CENTRE INC. - ABORIGINAL SOCIAL SUPPORT**

The Aboriginal Social Support Project provides programs based in the community to provide social support services. Provides assistance to eligible Aboriginal people who are feeling isolated to gather together for regular recreation activities and planned community outings.

The service is located in Evans Head and covers the Richmond Valley and is targeted at Aboriginal people with a disability aged 0-50 years. More information can be found on their website: <http://www.mrnc.com.au/>

**RICHMOND COMMUNITY OPTIONS ABORIGINAL AND TORRES STRAIT ISLANDER**

Richmond Community Options (COPS) provides culturally appropriate case management services to patients, including, long-term case plan development, progress monitoring and advocacy and referrals.

The service is located in Ballina and covers the NNSW LHD and is targeted at Aboriginal people with a disability aged 0-50 years. More information can be found on their website: <http://www.communityoptions.com.au/programs/programs.html>

**LIFE BRIDGE EAST (TWEED VALLEY RESPITE SERVICE INC.) - ABORIGINAL RESPITE**

This service is a respite program which provides kinship care respite for Aboriginal people by their family members and is based on a culturally appropriate, flexible and person-centred model.

The service is located in Tweed Heads and covers the NNSW LHD and is targeted at Aboriginal people with a disability aged 0-50 years. More information can be found on their website: <http://www.lifebridge.org.au/v1/our-services/disability-services-adults>

**BUNJUM ABORIGINAL CO OP LTD - ABORIGINAL EARLY LINKER POSITION**

The Aboriginal Early Linker position is to work with children with a disability; their families and carers to help them to plan for their future, build on their strengths and skills and develop networks in their own communities. To also assist in improving outcomes for families of children (aged up to 9 years) with a disability; to link children and families into appropriate mainstream support services. Work with local communities to help become more welcoming and inclusive to people with a disability. The service is located in Ballina and covers the NNSW LHD and is targeted at Aboriginal children 0-8 years. More information can be found on their website: <http://www.jaitn.com.au/member/bunjum-aboriginal-cooperative-ltd>

**DISABILITY AND AGED INFORMATION SERVICE - ABORIGINAL SUPPORT PLANNER POSITION**

The Aboriginal Support Planner position for the Disability and Aged Information Service (DAISI) is to provide support planning and case management for Aboriginal people with a disability. To also support and facilitate individual planning and case management with Aboriginal people with a disability, their families, carers and support networks and to build individual support options aligned with current service system directions.

The service is located in Ballina and covers the NNSW LHD and is targeted at Aboriginal people with a disability aged 0-50 years through referral from Ageing Disability and Home Care (ADHC). More information can be found on their website: <http://www.daisi.asn.au/>

## ABORIGINAL LEGAL SERVICES

The Aboriginal Legal Services is a proud Aboriginal organisation. They opened their doors in 1970 in Redfern as the first Aboriginal Legal Service in Australia – that makes them over 40 years old.

- Non-government Aboriginal community organisation and a public benevolent institution
- Provide free and means-tested legal services to Aboriginal men, women and children in NSW and ACT
- Represent people in Criminal law, Family law and Children's Care and Protection law matters
- Field Officers work with lawyers to assist Aboriginal people, and their families and communities, in and outside the courtroom.

The Aboriginal Legal Services also make films, newsletters and educational resources. They talk to people about their legal rights and responsibilities, particularly young people. The administration staff are very experienced in information and referral and know their communities. If they can't assist someone needing help, they can usually find another service provider who can.

The Custody Notification Service provides early legal advice for Aboriginal people taken into Police custody. The Aboriginal Legal Service is constantly advocating for Aboriginal people's rights to justice to Government and service providers. They have 23 offices and 180 Aboriginal and non-Aboriginal staff across NSW and ACT working towards achieving justice for Aboriginal people and the community.

There are two offices located in the Northern Region which include Grafton (Northern Region Head Office) and Lismore. The contact number for Aboriginal Legal Service Ltd Lismore is **02 6623 4400**.

### ABORIGINAL LEGAL ACCESS PROGRAM

Community Legal Centres NSW receives funding from the Public Purpose Fund, which is administered by Legal Aid NSW, to run the Community Legal Centres NSW Aboriginal Legal Access Program; the program was funded until 30 June 2014. The Aboriginal Legal Access Program is a State-wide program aiming to ensure better access by Aboriginal people to Community Legal Centres services, increase the number of Aboriginal people receiving Community Legal Centres services, improve and enhance the capacity of Community Legal Centres to provide effective and culturally appropriate services to Aboriginal people, and increase awareness among Aboriginal people of their legal rights and the legal services available to them.

The following Community Legal Centres currently operate an Aboriginal Legal Access Program project and have an Aboriginal Legal Access Program worker available:

- Northern Rivers
- Hawkesbury Nepean
- Shoalcoast
- Illawarra
- Macarthur.

Aboriginal Legal Access Program workers engage in community development, whilst raising the awareness within Aboriginal communities of the existence of their local Community Legal Centres and legal services available to them. Aboriginal Legal Access Program workers are cultural experts and promote and improve understanding of ways Community Legal Centres are able to improve access to legal services for Aboriginal people. Aboriginal Legal Access Program workers reach out to communities to identify unexpressed legal needs and provide assistance as an early intervention service. Partnerships are built and there is community networking. Flexible outreach approaches are provided along with warm referrals.

A Community Development Worker is based at the State Office and provides an integral link in the design, delivery and evaluation of impacts of the various local Community Legal Centres strategies. It also forms linkages with the broader justice sector in the development of the capacity of services to move beyond service delivery in a context of cultural awareness. The Community Development Worker position is to ensure ongoing program and service development; expansion of best practice approaches within Community Legal Centres; linkages with community and government agencies; and maintains a focus on Aboriginal justice issues. More information can be found on their website:

<http://www.alsnswact.org.au/offices/nsw-north>

## NEW SOUTH WALES POLICE FORCE

The New South Wales Police Force initiated its Aboriginal Strategic Direction policy as a consequence of the findings of the 1987 Royal Commission into Aboriginal Deaths in Custody. The Royal Commission was effectively, the genesis of the NSW Police Force Aboriginal Strategic Direction policy. This was rolled out across the Force in the early 1990s.

### NEW SOUTH WALES POLICE FORCE NORTHERN REGION

Based on the 'closing the gap strategy' (COAG 2007-2008) to reduce indigenous disadvantage in relation to:

- Life expectancy
- Child mortality
- Access to early childhood education
- Educational achievement and
- Employment outcomes

NSW Police focused on the safer communities 'Building Block' (as one of several building blocks identified by COAG) where relationships between Police and the Aboriginal community is a **key component** to uphold a safe and secure environment.

The Northern Region's perspective is to continue to focus on encouraging participation by Aboriginal people and collaboration with Police in identifying and improving their over-representation in crime and safety. Trust is the key element that has been the focus of this Region's Police. The Region's focus is to continue to encourage/develop Aboriginal participation in Police Aboriginal Consultative Committees (PACCs).

PACC is a Police Command managed committee which is intended to reflect true local issues and activities. There are 76 Local Area Commands across NSW and of these, 37 Commands hold PACC's. These Commands reflect those communities with greater issues. PACCs

emphasise participation of young people and aims to ensure that Domestic Violence Liaison Officers participate in PACC process.

PACCs aim to:

- Encourage greater collaboration with local agencies to ensure consistent progress in local ATSI issues
  - Encourage linkages with OCHRE
- Focus on youth issues to reduce involvement in crime, as victims or offenders<sup>3</sup>
  - Improve communication with Aboriginal youth through programmes such as Police Citizens Youth Club (PCYC), Personal Health, Sexual Health and self-development
  - Encourage diversion from involvement in the Criminal Justice System (young offender diversions)
  - Develop opportunities for employment
    - Driver training
    - Education
    - Indigenous Police Recruiting Our Way Delivery (iPROWD)
- Focus on child sexual assault:
  - Heighten community awareness of issue
  - Work with Out of Home Care (OOHC) to ensure consistent adherence to reportable conduct
  - Build networks with Health and Child Abuse Squad to determine issues and prioritise activities to encourage reporting, reduce victimisation and crime
- Focus on family violence
  - Target DV re-offending and repeat victims
  - Encourage development of crime prevention programs
    - Grants to target alcohol/drug abuse
    - Counselling appropriate to the community
    - Collaboration with mental health services.

Although led by the Local Area Commander, this is the area where NSW Police Force seeks to collaborate with the Aboriginal community to determine priorities and activities to progress the local situation.

Aboriginal Action Plans are the planned activities to deal with issues impacting on the local Aboriginal community

#### **NSW POLICE ABORIGINAL COMMUNITY LIAISON OFFICERS**

The Aboriginal Community Liaison Officer is a member of the Local Area Command, Crime Management Team with the responsibility for providing advice and support to Police in the management of Aboriginal issues across the Local Area Command.

Aboriginal Community Liaison Officers assist in developing, implementing, monitoring and reviewing programs that bring about positive outcomes between Police and Aboriginal people which are in line with NSW Police Force policy.

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<sup>3</sup> Annual Report from Australian Institute of Health and Welfare on Youth Detention identified that since 2010 ATSI youth detention from 22 to 25 times that of non-indigenous youth across Australia. In NSW the trend has been decreasing



The Aboriginal Community Liaison Officer works closely with the Aboriginal communities, Aboriginal and non-Aboriginal service providers in their day to day activities. The Aboriginal Community Liaison Officer encourages positive working relationships and partnerships between the NSW Police Force and Aboriginal people as well as promoting an awareness of Aboriginal issues to Police.

**Key Areas:**

- Advises the Aboriginal communities about the functions of NSW Police Force
- Identify barriers that prevent open communication and consultation between Aboriginal people and Police
- Foster partnerships between Police and Aboriginal communities
- Encourage Aboriginal people to work with Police to address crime and violence in the Aboriginal community
- Promote strong partnerships between Aboriginal communities and the NSW Police Force to develop programs that address issues caused by Aboriginal disadvantage
- Positively promote and provide a link between Police and the Aboriginal community through the application of the NSW Police Force Aboriginal Strategic Direction
- Provide a link between Police and the Aboriginal community through the establishment of PACC.

More information can be found on their website:

[http://www.police.nsw.gov.au/community\\_issues/aboriginal](http://www.police.nsw.gov.au/community_issues/aboriginal)

[http://www.police.nsw.gov.au/\\_data/assets/pdf\\_file/0003/307029/ACLO\\_6ppBrochure\\_D4.pdf](http://www.police.nsw.gov.au/_data/assets/pdf_file/0003/307029/ACLO_6ppBrochure_D4.pdf)

### **RICHMOND LOCAL AREA COMMAND**

Richmond Local Area Command programs include:

- Cell Support
- PCYC programs (Cultural tours/ cooking/ midnight basketball/ Blue Light Disco's/ case management; ASD programs such as Bro and Sista Speak; Cultural Awareness training (internal and external).

### **JUVENILE JUSTICE**

Community Justice Centres can help you resolve conflict. Mediation is a way to bring people together to talk about conflict between them. Trained mediators who have nothing to do with the argument will sit down with both parties and help you talk about the problem. The mediators don't take sides, and they won't make a decision or judgment about the dispute. Mediators make sure each person has a chance to have their say, keep the discussion on track, and help people come to an agreement if they can. Mediation has been used in Aboriginal communities for a long time.

Community Justice Centres can help resolve disputes involving:

- Families
- Neighbours and clans
- Schools
- Workplace
- Money matters and more.

Mediators are either Aboriginal or non-Aboriginal people, who are either local or live outside the local area. All Community Justice Centres mediators are qualified to mediate. Call Community Justice Centres on **1800 990 777**.

Mediation with Community Justice Centres is:

- Free
- Quick – there are no waiting lists
- Convenient - mediations can take place in your community
- Confidential
- Voluntary – it is your choice to attend mediation
- Not part of the court system.

To contact Community Justice Centres call **1800 990 777 (A free call)**.

Anyone can ask to speak to an Aboriginal member of staff if they prefer. Alternatively email to [cjc\\_info@agd.nsw.gov.au](mailto:cjc_info@agd.nsw.gov.au)  
[www.cjc.nsw.gov.au](http://www.cjc.nsw.gov.au) or [http://www.cjc.nsw.gov.au/cjc/com\\_justice\\_factsheets.html](http://www.cjc.nsw.gov.au/cjc/com_justice_factsheets.html)  
<http://www.justice.nsw.gov.au/>

## DEPARTMENT OF HUMAN SERVICES - CENTRELINK

### INDIGENOUS SPECIALIST OFFICERS

Indigenous Specialist Officers help Aboriginal Australians who live in urban, rural, regional and remote communities to access DHS payments and services. If assistance is needed in claiming payments and services, you can talk to people who specialise in helping Aboriginal Australians.

Department of Human Services offers a network of Indigenous Specialist Officers who operate across Australia. These officers work as contact points between Indigenous communities and the Australian Government Department of Human Services. These officers can give you and your community information about departmental payments and services. They can let you know about any changes to these payments and services or refer you to other officers with the appropriate knowledge.

### REMOTE SERVICING TEAMS

These teams travel to remote areas throughout Australia to help with departmental payments and services. Indigenous Specialist Officers often travel as members of these teams.

### INDIGENOUS CUSTOMER SERVICE OFFICERS

These officers are located in some Department of Human Services Service Centres. They can give you help directly. They can also put you in touch with other customer service officers and community agencies. More information can be found on their website:

[http://www.humanservices.gov.au/?utm\\_id=7](http://www.humanservices.gov.au/?utm_id=7)

### ABILITY LINKS NSW (ABORIGINAL) SERVICE PROVIDERS

Ability Links NSW is a new way to support people with disability, their families and carers as part of the ongoing reforms of the disability services system in NSW. It provides people with a locally based first point of contact to support people to access supports and services in their local communities. Ability Links NSW Coordinators, or “Linkers” as they are known, work with people with disability who are aged 9 to 64 years, their families and carers to help

them plan for their future, build on their strengths and skills, and develop networks in their own communities so they can do what they want with their lives - outside of the traditional disability service system.

Linkers also work with local communities to help them become more welcoming and inclusive of people with disability. This new model of support forms part of the on-going reforms of the disability service system in NSW and will be delivered by 268 ALNSW Linkers, including 47 Aboriginal identified positions throughout NSW.

Linkers work with people with disability, their families and carers to help them to plan for their future, build on their strengths and skills, and develop networks in their own communities to do what they want to do with their lives. Linkers also work with local communities to help them become more welcoming and inclusive to people with disability. Families throughout NSW are able to access support from a Linker.

Ability Links NSW is specifically focused on targeting people with disability, their families and carers aged 9-64 years, who do not access traditional disability support services. Anyone can contact their local Linker and there are no eligibility or assessment requirements.

To support the trial of the National Disability Insurance Scheme (NDIS), Ability Links NSW officially launched in the Hunter New England/Central Coast areas in June 2013 and is now active throughout NSW. To access a Linker in your local area, contact your local ALNSW service provider. More information can be found on their website:

[http://www.adhc.nsw.gov.au/individuals/inclusion\\_and\\_participation/ability\\_links\\_nsw](http://www.adhc.nsw.gov.au/individuals/inclusion_and_participation/ability_links_nsw)

[http://www.adhc.nsw.gov.au/\\_data/assets/file/0019/302383/ALNSW-Information-Sheet.pdf](http://www.adhc.nsw.gov.au/_data/assets/file/0019/302383/ALNSW-Information-Sheet.pdf)

## **NSW DEPARTMENT OF EDUCATION AND COMMUNITIES**

NSW Department of Education and Communities is committed to providing Aboriginal people with opportunities to be actively involved through collaborative processes and will respond to the academic and vocational needs of their Aboriginal students with rigor, accountability and cultural respect. The NSW Department of Education and Communities endeavours to ensure that the viewpoints and contributions of Aboriginal families and communities are valued and respected, as they collectively strive for equity and excellence. They aim to succeed in the provision of learning environments that contribute and foster Aboriginal students to become more confident, more creative and better able to excel in leading satisfying, productive and responsible lives.

NSW Department of Education and Communities is determined to bring in Indigenous pedagogy to all schools. All students will benefit from Indigenous styles of human, environmental and educational engagement. This is in the form of 8-Ways pedagogy.

### **Way 1: Story Sharing**

Our Elders – yours and mine, transmit knowledge and lessons through narrative where learners are actively involved in undergoing a process of self-analysis and personal introspection. People are encouraged to present to the world their unique and idiosyncratic selves. They offer this to all those to whom they have the pleasure of their company. Not necessarily a machined and engineered, moulded and manipulated part of themselves that deems to be socially acceptable. Story sharing facilitates and enhances this process.

### **Way 2: Learning Maps.**

The teacher and the learner create a concrete, holistic image of the tasks to be performed. The image birthed through creative visualisation creates an anchor point for the learner. Such plans are not only verbalised, they are also visualised.

### **Way 3: Non Verbal cues**

Learners test the appropriateness and success of their acquired learning non-verbally through experience, introspection and practice. They become critical thinkers who can independently determine the validity of new knowledge.

### **Way 4: Symbol and Image**

Learning environments are embedded with symbols and icons that carry deep metaphorical meaning. Knowledge and know-how are being communicated endlessly and tirelessly throughout our environment. Dedicated time and effort will bring such awareness to the fore-front of a person's conscious awareness.

### **Way 5: Land Links**

Our place and position is intensely ecological and place-based. It is drawn from the living landscape and within a framework of profound ancestral and personal relationships with place.

### **Way 6: Non-Linear thinking**

A personally and culturally safe learning environment is not only about presenting learning in cyclic and indirect ways – it is also about avoiding oppositional relations by finding common ground and creative potential between diverse cultural viewpoints and knowledge domains.

### **Way 7: De-construct/Re-construct**

A healthy pedagogy embraces holistic, global, scaffolded, communal and independent learning orientations. Educational facilitators create a balance between supported learning and independent work, moving from social support systems to independent self-direction.

### **Way 8: Community Links**

Motivation for learning, appreciation for being and dedication to community is group-oriented, localised, personalised and connected to real-life purposes and social contexts.

**Bro Speak** which aims to strengthen boys cultural Identities, build respect, and improve their approach to achieving their life goals, all delivered within a culturally strong environment. The Program includes a cultural project within the school community.

**Sista Speak** aims to strengthen young women's cultural identities, improve self-esteem and support social and financial independence and provides effective support for year 6 to 7 transition.

**Weaving a Way Forward** is a culturally specific Program which is culturally specific, creates a valued place of belonging, combines learning with employment opportunities, positions students in leadership roles and ensures continued richness in collective diversity.

[www.facebook.com/AboriginalEducationandTrainingNSW](http://www.facebook.com/AboriginalEducationandTrainingNSW)

## ABORIGINAL LEARNING CIRCLE - NORTH COAST INSTITUTE OF TAFE

The Aboriginal Learning Circle, North Coast Institute of TAFE is an Education and Training Organisation that provide non-accredited training, cultural capability training, Aboriginal mentoring, Consultancy, Workforce Development, Connector Aboriginal Employment Services and Pre-Employment Programs.

The Aboriginal Learning Circle, North North Coast Institute of TAFE is one of an alliance of five TAFE NSW Institutes that have agreed to collaborate in the achievement of culturally appropriate solutions for Aboriginal people, communities, organisations and employers. Their leadership team is five Aboriginal educators with extensive experience in vocational education and training (Accredited and non-Accredited), community engagement, workforce development, consultancy, Aboriginal mentoring, pre-employment programs and Aboriginal cultural capability services.

Their staff community includes over 50 Aboriginal staff whose roles include community engagement, learning design and student support; and an extensive network of Aboriginal and non-Aboriginal teaching, support and administrative staff who collaboratively deliver their services.

Aboriginal Learning Circle, North Coast TAFE has a large geographical footprint that consists of 17 campuses from Tweed Heads in the North down to Great Lakes in the South. Campuses in the Northern NSW Health area include Kingscliff, Murwillumbah, Ballina, Lismore, Wollongbar, Casino, Grafton, Trenayr, Maclean and many campuses heading south down to the Great Lakes.

The Aboriginal Learning Circle, North Coast TAFE is able to offer on-site training where appropriate. The entry criteria are open for persons aged from 15 onwards, no limits on age. Aboriginal and/or Torres Strait Islander have access to the Aboriginal Learning Circle for study, or businesses who employ Aboriginal and/or Torres Strait Islander people.

The Aboriginal Learning Circle, North Coast TAFE is a well-known government organisation. Access to their service can be arranged by contacting staff, speaking with one of their staff on campus or see their Website: [www.aboriginallearningcircle.com](http://www.aboriginallearningcircle.com)

For businesses, contacting one of their Leader, Business Relationship and Pathway Design staff e.g. Sharon Taylor, Lismore **6623 0214** or **0409 122 933**.

The Aboriginal Learning Circle, North Coast TAFE are currently planning and developing various qualification pathways in health and wellbeing:

- Cert II, Cert III, Cert IV in Aboriginal and/or Torres Strait Islander Primary Health
- Cert IV in AOD; Mental Health
- Diploma Counselling; Nursing, Disability, Family Conferencing, Community Services and Community Services (Case Management).

The Aboriginal Learning Circle, North Coast TAFE provides the service of custom design planning and delivery for your service and deliver non-Accredited workshops and training. The Aboriginal Learning Circle is developing partnerships with some Universities for articulation into Degrees with recognition of TAFE studies.