



Health
Far West
Local Health District

Draft Two Rivers Health Council 2018-2020 Action Plan



October 2017

OUR VISION

EXCELLENCE IN RURAL AND REMOTE HEALTHCARE

OUR VALUES

- **Collaboration**
- **Openness**
- **Respect**
- **Empowerment**

Our Health Council works with the Local Health District Board; Executive; Managers; and Staff to ensure the CORE values underpin all aspects of our activities.

OUR PRIORITIES

- 1. Enhancing our communities' access to evidence based, high quality, integrated health care**
- 2. Communicating effectively with all stakeholders**
- 3. Establishing the LHD as an employer of choice**
- 4. Maintaining accountability for all resources available to the LHD**
- 5. Collaborating effectively with all stakeholders who can help us to enhance the health of our communities**

Two Rivers Health Council

The Two Rivers Health Council works with the Managers of the Dareton Primary Health Care Service; Wentworth Health Service and Dareton Mental Health and Drug & Alcohol to ensure the needs of the community are considered in service and program development. The Two Rivers Health Council Health Councils provide a structure for community participation and consultation to assist the Far West Local Health District in meeting the health needs of our communities.

Health Services

Dareton Primary Health Care Service

The Dareton Primary Health Care Service provides services to the Wentworth and Balranald LGAs and is a “hub” for a diverse range of primary healthcare services. Services include palliative care, sexual health, diabetes education, women’s health, child and family health, aged care assessment, ante/postnatal care as well as prevention and early detection services. A range of visiting specialists also provide regular services on site. The Mental Health and Drug & Alcohol team is also located in Dareton and provides services across the two LGAs.

Wentworth Health Service

The Wentworth Health Service is a 15 bed facility that provides aged care and subacute services as well as four transitional aged care packages. The local Day Care Centre is co-located on the campus which also accommodates the Home and Community Care Team. The main primary health facilities within the LGA are located in Dareton and the Coomealla Aboriginal Health Corporation.

Buronga/Gol Gol

A new health facility will be planned and developed during 2018. The new facility will be based in either Buronga or Gol Gol – according to community feedback for best placement. A number of the services currently located in Dareton will move to the new facility when it is built.

PRIORITY 1: ENHANCING ACCESS TO EVIDENCE-BASED, QUALITY, INTEGRATED HEALTH CARE

Strategy	Action	Health Council Action	By Whom	When	Progress
1.2 Enhance the range and mix of clinical services available within the LHD	<ul style="list-style-type: none"> Adopt co-design principles in service development and planning to ensure consumers' needs and expectations. (1.2.3) 	<ul style="list-style-type: none"> Invite Senior Managers and Executive to meetings during the year including the General Manager and Manager Planning and Service Development . 			
1.3: Develop innovative plans to provide (or deliver) services	<ul style="list-style-type: none"> Increase the involvement of Aboriginal staff and consumers in all service planning and development. (1.3.1) Develop and strengthen mental health and drug and alcohol service delivery across the LHD. (1.3.2) Consolidate service focused on children and families. (1.3.4) Initiate redesign initiatives for services where Aboriginal people have outcomes different to Non-Aboriginal people. (1.3.6) 	<ul style="list-style-type: none"> Promote Health Council to ensure Aboriginal representation. Ensure Health Council representative on all clinical service planning or meetings. 			
1.4 Monitor, Report, Evaluate	<ul style="list-style-type: none"> Provide consumers with access to information about our services. 	<ul style="list-style-type: none"> Review and provide comment for all Health Service and clinic information including pamphlets and information documents. 			

PRIORITY 2: COMMUNICATING WITH STAKEHOLDERS

Strategy	Action	Health Council Action	By Whom	When	Progress
2.1 Establish a coherent approach to promoting the LHD	<ul style="list-style-type: none"> Establish the LHD Brand (Live Your Best Life). (2.1.1) Implement a coherent Public Relations Strategy to guide LHD promotional and media activities. (2.1.2) Redevelop the LHD's Internet site. (2.1.3) 	<ul style="list-style-type: none"> Promote and participate in Best Life promotions and events. Review and provide feedback to PR strategy and the developing internet. 			
2.2 Improve communication with communities	<ul style="list-style-type: none"> Consolidate the role of Health Councils engaging communities and individuals in the planning, development and promotion of services through the LHD. (2.2.1) Undertake community forums in each of our communities at least annually to improve awareness of health services and health literacy. (2.2.2) 	<ul style="list-style-type: none"> Health Councillors attend the Forums when held in the community. Promote and encourage members to attend forums. Provide information sessions about the Health Council at: parent and friends groups at schools; Senior Citizens. Invite Health Service staff to present and attend at community groups. 			
2.3 Improve communication with other government agencies	<ul style="list-style-type: none"> Develop and implement a comprehensive Stakeholder Engagement Strategy. (2.3.1) 	<ul style="list-style-type: none"> Develop and maintain a Wentworth Shire Stakeholder list. Update stakeholder list every six months. 			

PRIORITY 3: ESTABLISH THE FWLHD AS AN EMPLOYER OF CHOICE

Strategy	Action	Health Council Action	By Whom	When	Progress
3.2 Maintain a focus on staff retention	<ul style="list-style-type: none"> Ensure new employees are supported to integrate into the LHD and the community in which they live. (3.2.2) 	<ul style="list-style-type: none"> New employees invited to attend a Health Council meeting. Health Council members attend a staff luncheon. 			
3.3 Build a valued, diverse workforce	<ul style="list-style-type: none"> Celebrate cultural diversity in LHD publications and events. (3.3.4) 	<ul style="list-style-type: none"> Health Council members attend events held at facilities to celebrating diversity. 			

PRIORITY 4: MAINTAIN ACCOUNTABILITY FOR ALL RESOURCES

Strategy	Action	Health Council Action	By Whom	When	Progress
4.2 Ensure physical infrastructure is managed effectively	<ul style="list-style-type: none"> Ensure maintenance programs for all plant and equipment are adhered to. (4.2.2) 	<ul style="list-style-type: none"> Health Council representatives on planning working groups for HealthOne development. Invite Planning Team to Health Council meetings. Reports for HealthOne development on Health Council meeting agenda. Health Council advocate for new Wentworth Health Service facility. 			

PRIORITY 5: COLLABORATING EFFECTIVELY WITH ALL STAKEHOLDERS

Strategy	Action	Health Council Action	By Whom	When	Progress
5.1 Promote our staff actively engaging with consumers to ensure they are well informed, feel safe and are understood.	<ul style="list-style-type: none"> Implement AIDET in all clinical areas. (5.1.1) Promote the involvement of families and carer's as partners in patient care. (5.1.2) Promote "What Matters to Me" and "Small Acts of Kindness" across the LHD. (5.1.3) 	<ul style="list-style-type: none"> Health Council representatives participate in patient experience surveys at Wentworth Health Service. 			
5.2 Enhance collaboration with communities and community organisations	<ul style="list-style-type: none"> Maintain formal links with key stakeholder organisations across the LHD. (5.2.1) Establish and implement a formal pathway for engaging stakeholder organisations in key LHD planning activities. (5.2.2) 	<ul style="list-style-type: none"> Media and promotion campaign across the Wentworth Shire regarding new Health Council members. Develop community flyers and Facebook to promote the Health Council. 			