



Health  
Far West  
Local Health District

# **Menindee Health Council 2017-2018 Action Plan**

**February 2018**

## **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**

## **Menindee Health Services**

The Menindee Health Service is a primary health care facility staffed by Registered Nurses and Aboriginal Health Practitioners. The service is open Monday to Friday 9am – 5pm. Staff are on-call for emergencies out of these hours.

The Royal Flying Doctor Service (RFDS) and Maari Ma run multiple GP clinics each week. Maari Ma specifically focuses on chronic disease and quarterly specialist services including cardiology, renal, endocrinology and smoking cessation. Other specialities include GP obstetrician, ophthalmology registrar and optometrist. Emergencies and acute patients are stabilised and those requiring hospitalisation are transported to Broken Hill either by road ambulance dispatched from Broken Hill or by RFDS fixed wing aircraft. The Broken Hill Health Service regularly provides outreach services to the facility. A 4WD ambulance is operated from this facility.

## 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"> <li>Adopt co-design principles in service development and planning to ensure consumers' needs and expectations. (1.2.3)</li> </ul>	Identify health issues of concern in Menindee community – undertake health concerns questionnaire	Health Council	June 2018	
1.3: Develop innovative plans to provide (or deliver) services	<ul style="list-style-type: none"> <li>Increase the involvement of Aboriginal staff and consumers in all service planning and development. (1.3.1)</li> <li>Develop and strengthen mental health and drug and alcohol service delivery across the LHD. (1.3.2)</li> <li>Consolidate service focused on children and families. (1.3.4)</li> <li>Initiate redesign initiatives for services where Aboriginal people have outcomes different to Non-Aboriginal people. (1.3.6)</li> </ul>	Investigate availability of NSW Government funding to support building sewerage system for the town			
1.4 Monitor, Report, Evaluate	<ul style="list-style-type: none"> <li>Provide consumers with access to information about our services.</li> </ul>				

## PRIORITY 2: COMMUNICATING WITH STAKEHOLDERS

Strategy	Action	Health Council Action	By Whom	When	Progress
<p>2.1 Establish a coherent approach to promoting the LHD</p>	<ul style="list-style-type: none"> <li>Establish the LHD Brand (Live Your Best Life). (2.1.1)</li> <li>Implement a coherent Public Relations Strategy to guide LHD promotional and media activities. (2.1.2)</li> <li>Redevelop the LHD's Internet site. (2.1.3)</li> </ul>	<p>Supporting 'Live Your Best Life' Promotion and launch. Movie night and dinner at hall during school holidays.</p> <p>Annual Survey to conclude 30th July 2017. Incentives: Two \$25 vouchers – Coombes &amp; Darling River Supermarket</p>	<p>Health Council members / HSM</p>	<p>July 2017</p>	<p>Completed</p> <p>Some 100 community members were in attendance and was thoroughly enjoyed by all, including Branko Licul, (FWLHD Media), who was very impressed; the movie and popcorn were well received by the kids; Amanda Williams gave Welcome to Country in Barkandji and English; Jack extended a thank you to all staff; Suggestion that the movie nights be run bi-monthly (?); Maari Ma has been approached to fund purchase of movie equipment for Menindee Community.</p>

2.2 Improve communication with communities	<ul style="list-style-type: none"> <li>Consolidate the role of Health Councils engaging communities and individuals in the planning, development and promotion of services through the LHD. (2.2.1)</li> <li>Undertake community forums in each of our communities at least annually to improve awareness of health services and health literacy. (2.2.2)</li> </ul>	Invite Directors and other relevant personnel to speak at meetings.	HSM	June 2018	
		Far West LHD 'In Focus' Newsletter to be distributed to Health Councils via email and at Health Council meeting.	Manager Community Engagement.	December 2018.	
		Annual presentation on Studer for Menindee Health Council	HSM	June 2018	
		Advertise recruitment of Health Councillors.	Health Council / HSM		
		Profile Health Councillors in school and health service newsletters.	Health Council / HSM		
		Develop Calendar featuring photos of staff and Health Councillors with information <ul style="list-style-type: none"> <li>Include all important dates for Menindee</li> <li>Sell copies as a fundraiser to beautify the yard at the staff flats</li> </ul>	Health Council / HSM	July 2018	
2.3 Improve communication with other government agencies	<ul style="list-style-type: none"> <li>Develop and implement a comprehensive Stakeholder Engagement Strategy. (2.3.1)</li> </ul>				

### 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"> <li>Ensure new employees are supported to integrate into the LHD and the community in which they live. (3.2.2)</li> </ul>	Assisting with fundraising for staff accommodation grounds. Picnic/Camping Package raffle – draw 30th July with Survey draw.			
3.3 Build a valued, diverse workforce	<ul style="list-style-type: none"> <li>Celebrate cultural diversity in LHD publications and events. (3.3.4)</li> </ul>				

### 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"> <li>Ensure maintenance programs for all plant and equipment are adhered to. (4.2.2)</li> </ul>				

### 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"> <li>Implement AIDET in all clinical areas. (5.1.1)</li> <li>Promote the involvement of families and carer's as partners in patient care. (5.1.2)</li> <li>Promote "What Matters to</li> </ul>	Undertake health concerns questionnaire	Health Council	June 2018	

Strategy	Action	Health Council Action	By Whom	When	Progress
	Me” and “Small Acts of Kindness” across the LHD. (5.1.3)				
5.2 Enhance collaboration with communities and community organisations	<ul style="list-style-type: none"> <li>• Maintain formal links with key stakeholder organisations across the LHD. (5.2.1)</li> <li>• Establish and implement a formal pathway for engaging stakeholder organisations in key LHD planning activities. (5.2.2)</li> </ul>				