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THE WOLLONDILLY HEALTH ALLIANCE



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WHAT A REPORT CARD!

Welcome! This document has been designed to give the reader an overview of the highlights and achievements of the Wollondilly Health Alliance (WHA) over the past 3 years. We are really proud to showcase what we have done to date and invite you to read on for an insight into what the future holds for the WHA.

The WHA was established in 2014 and is a partnership between Wollondilly Shire Council, South Western Sydney Primary Health Network and South Western Sydney Local Health District.

The WHA is all about working together on projects and programs that will help deliver the "vision" of:

- A healthier community
- A community that has quicker and easier access to quality health services
- A community that has a say in the development and provision of health services that affect them

The Alliance provides a meaningful way of providing health and social services by guaranteeing the joined-up working that brings about joined-up care to provide for the diverse needs of people in Wollondilly.

One of the key aims of the WHA is to get the whole community to work together to improve health outcomes and services in Wollondilly. Our partners – member agencies, service providers, community, consumers and carers – have been pivotal to the achievements of the WHA.

Our achievements are extensive, including engaging and empowering individuals in their own care, establishing the best way to deliver services to Wollondilly and reducing the number of residents whose illness becomes worse and/or takes them to hospital. Our work has also helped increase the knowledge and opportunities to understand and participate in preventative health, enabled a platform for connecting with others in the community and helped improve wellbeing in Wollondilly.

There is a strong joint commitment for the WHA to continue and to build upon the great work and achievements to date. Looking ahead, the WHA will continue working together to support, shape and sustain a healthier Wollondilly community.

WHAT'S THE WOLLONDILLY HEALTH ALLIANCE?

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The WHA works to develop new and innovative ways to connect health services and improve health care in the region.

The WHA began in 2014 and is a partnership between Wollondilly Shire Council, South Western Sydney Primary Health Network (SWSPHN) and South Western Sydney Local Health District (SWSLHD). The WHA works to develop new and innovative ways to connect health services and improve health care in the region.

What's the WHA "vision"?

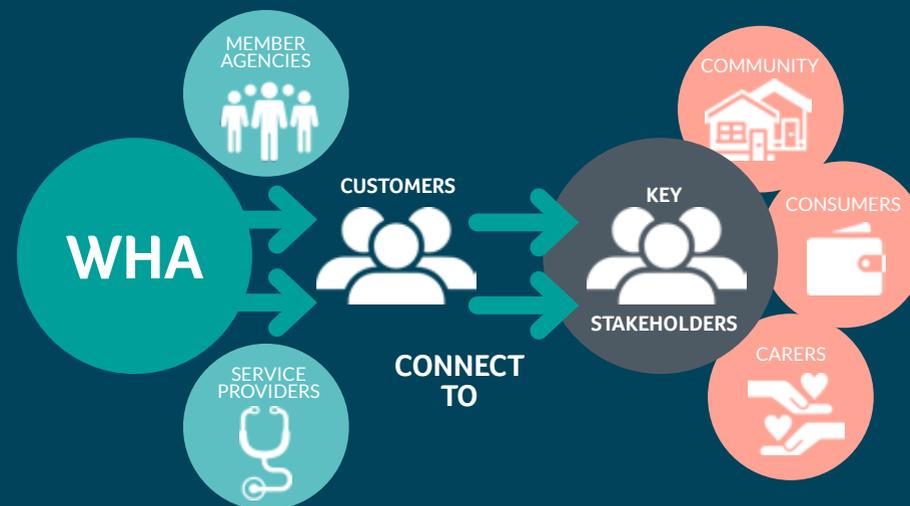
- A healthier community
- A community that has quicker and easier access to quality health services
- A community that has a say in the development and provision of health services that affect them.

How does the WHA work?

There are many stakeholders that play a role in influencing the "health" of a community. By working in partnership and with a coordinated strategic purpose, different agencies, different levels of government and community organisations can achieve much more for the community. So the WHA is all about working together on projects and programs that will help deliver the "vision".

The WHA reflects the fact that whole-person care is complex. If we are to provide for the diverse needs of people, we need complex groups of people to deliver services together. An alliance provides a meaningful way of providing health and social services by guaranteeing the joined-up working that brings about joined-up care.

WHA Customers and Stakeholders



WHAT PARTNERSHIPS HAVE WE DEVELOPED?

Our partners have been pivotal to the achievements of the WHA. One of the key aims of the WHA is to get the whole community, including Wollondilly Shire Council and service providers in the area, to work together to improve health outcomes and services in Wollondilly.

How do the WHA partnerships help?

- Engaging with the community to design and plan innovative models of integrated care that suit the community's needs.
- Promoting the benefits of healthier lifestyles and healthy choices.
- Delivering innovative projects that connect services and improve health care in the region.
- Working with health practitioners to implement our projects, so there is better access to health resources in Wollondilly.

WHO ARE OUR PARTNERS?



KEY MEMBER AGENCIES

South Western Sydney Local Health District
South Western Sydney Primary Health Network
Wollondilly Shire Council



SERVICE PROVIDERS

Aboriginal Organisations
Aged Care Providers
Allied Health Providers
General Practice
Mental Health Providers
Non-Government Organisations
Other Government Services
Specialists
Youth Services



COMMUNITY

Dilly Wanderer users
Volunteers
General community



CONSUMERS

Users of health services



CARERS

Cancer support network
Carers of patients with a chronic disease

WHAT HAVE WE ACHIEVED?

...all about some of the key
projects we've worked on.



TELEMONITORING

What was the project all about?

- Trialling a model for empowering communities to self-manage chronic health conditions
- Supporting patients (rather than the health professional) to manage their care needs, multi-morbidities, disease signs and symptoms and medications

What did the project involve?

- Identifying a select group of Wollondilly Shire residents suffering from a chronic health condition
- Equipping them with electronic self-monitoring tools in conjunction with their GP

What did the project achieve?

- 46 participants throughout the course of the project, to date
- This pilot project has assisted in telemonitoring becoming a SWSLHD model of care for supporting patients with a chronic health condition
- A preliminary model for engaging and empowering communities for self-management

What next?

- The SWSLHD is committed to the ongoing roll-out of this project in both Wollondilly and other SW Sydney locations
- Further evaluation is in place to determine lessons learnt from the Wollondilly project as well as determining if telemonitoring is a valuable self-management and education tool and/or a hospital avoidance tool



VIDEOCONFERENCING

What was the project all about?

- Using technology to address the issue of limited access to health specialists in the Wollondilly Shire

What did the project involve?

- Engagement with GPS, SWSLHD Clinicians and Patients to explore set up options and feasibility
- Setting up equipment to enable video conferencing between GPs and the SWSLHD

What did the project achieve?

- A review of connectivity in Wollondilly
- Comprehensive research to select the best possible provider for using a video conferencing platform
- Significant consultation with clinicians to determine the best way to deliver video conferencing for the community in to the future

What next?

- The project is now at the implementation stage. It is expected that once successful, the model will be available to all General Practices in Wollondilly and for the majority of services delivered by SWSLHD, enabling the community to access their specialist by visiting their local GP
- Success of phase one may also enable phase two, which involves planning and developing a video conferencing strategy for patients in their home



PROMPT-Care (Patient Reported Outcome Measures for Personalised Treatment and Care)

What was the project all about?

- Exploring Cancer patients' experiences in Wollondilly
- Empowering patients to provide direct feedback on their care, ultimately improving the care they receive

What did the project involve?

- A pilot project to capture information in real time about cancer patients' symptoms, distress, quality of life and needs, to inform and provide self-management tools and resources
- Partnership project with the Cancer Institute and Ingham Institute for Applied Medical Research

What did the project achieve?

- A high level of participation from Wollondilly residents
- 123 assessments/surveys completed
- Patient satisfaction measured:
 - > 69% very/satisfied with assessments
 - > 50% strongly/agreed the self-management resources were easy to understand and navigate
 - > 100% would consider using self-management resources in the future

What next?

- Moving from a pilot project to 'business as usual'
- Improving GP engagement and involvement
- Linking the video conferencing project being implemented to enable GPs and patients in follow-up care to connect with specialists at Macarthur or Liverpool

AT-RISK MODEL

What was the project all about?

- Developing a best-practice model for identifying people likely to suffer health deterioration or an unplanned hospital admission that can be implemented and sustained across the primary and community health sector

What did the project involve?

- Engagement with 28 GPs in Wollondilly and Camden
- Setting up of an algorithm/data repository enabling automatic monthly reporting identifying patients that meet criteria
- Implementation of a model which enables early identification and selection of people at risk of poorer patient health outcomes in order to identify actions to reduce health risks

What did the project achieve?

- A new model for delivering care to prevent hospital presentations and providing better health outcomes

What next?

- The model established in Wollondilly is now being trialled and tested in other areas of SW Sydney. Evaluation will be undertaken following implementation.

SECURE MESSAGING DELIVERY

What was the project all about?

- Promoting secure messaging as a way to ensure seamless, secure, and confidential information sharing across healthcare providers and consumers
- Supporting the uptake and routine use of secure messaging

What did the project involve?

Promoting uptake through:

- Support General Practice change their usual practice for sharing patient information
- Proving the “value” of using secure messaging
- Demonstrating how secure messaging can complement everyday work in General Practice

What did the project achieve?

- 83% of Wollondilly GPs now have secure messaging installed, in addition to 9 Specialists and 8 Allied Health providers

What next?

- Ongoing support for behaviour change in GPs to ensure they are sending secure messages as well as receiving
- The SWSPHN is committed to supporting secure messaging in all GPs across SW Sydney

SOCIAL PLANNING STRATEGY (SPS)

What was the project all about?

- Development of a strategic approach to Social Planning in Wollondilly Shire
- Developing a framework to identify and assess key social issues and opportunities and to prioritise actions to deliver social and wellbeing outcomes

What did the project involve?

- Community and stakeholder engagement
- Demographic and health needs analysis

What did the project achieve?

- Production of a Social Planning Strategy document which focuses on the following themes:
 - > Fostering social inclusion and cohesion
 - > Facilitating accessibility and connectivity
 - > Providing diverse and affordable living
 - > Supporting education, lifelong learning and economic wellbeing
 - > Creating healthy, safe and secure communities
- The Social Planning Strategy has been adopted by Council and is now used to guide decision-making and policy directions in relation to social planning

What next?

- Wollondilly Council is establishing a SPS working group to oversee implementation of the actions identified in the SPS

VOLUNTEERING WOLLONDILLY

What was the project all about?

- Promotion of the concept of volunteering (as a form of “giving” – one of the Five Ways to Wellbeing)
- Enabling and supporting volunteering opportunities within Wollondilly Shire

What did the project involve?

- Mapping of volunteering opportunities across the Shire
- Connecting potential volunteers with volunteering options
- Use of recruitment websites and Social Media for promotion

What did the project achieve?

- 21 opportunities for volunteers identified

What next?

- The Wellbeing Network will continue to provide ongoing support to agencies that are providing volunteering
- There will be a focus on timebanking as an additional concept to volunteering



DILLY WANDERER

What was the project all about?

- Expansion of Council's existing mobile community engagement and information service to bring tailored health messages to the geographically dispersed Wollondilly community
- Supporting a range of WHA programs by providing a recognisable contact point for service delivery and information provision at events and community activities

What did the project involve?

- Provision of a range of activities/programs including walking groups, fitness groups, Tai Chi classes, Child Development Information Sessions, Live Life Well 'Roadshow'
- Support to other WHA projects such as Healthy Towns and Wellbeing Network
- Engagement with the community at a range of community events to promote the work of the WHA

What did the project achieve?

- Addressing public health needs and health equity challenges of hard to reach communities
- Increasing knowledge of preventative health relevant to the community needs
- Increasing social connectedness within the community
- Improved client experience
- How?
 - > Provision of childhood information sessions in Wilton, Appin, Warragamba & Buxton
 - > Establishment of Tai Chi classes that have now become self-funded
 - > Delivery of a set of workshops on healthy lifestyles (as part of the Live Life Well program) to primary schools in Tahmoor, The Oaks and Warragamba
 - > Establishment of walking groups in Appin, Picton and Wilton
 - > Promotion of the WHA initiatives to a range of stakeholders (agencies, community groups etc.) at community events

What next?

- The Dilly Enhancement Project will continue for the next 12 months to further explore opportunities to engage the community and deliver health messages
- Evaluation will continue for each initiative that the Dilly is involved with and learnings applied to future initiatives
- Ongoing community participation and input to inform actions that appropriately address the different population needs

BE ACTIVE
TAKE NOTICE

CONNECT

GIVE

KEEP LEARNING



WOLLONDILLY WELLBEING

What was the project all about?

- Using the “Five Ways to Wellbeing” as an overarching framework for mental health promotion activity. The Five Ways to Wellbeing are:
 - > Connect
 - > Be Active
 - > Take Notice
 - > Keep Learning
 - > Give
- Using innovative ways to promote mental health wellbeing

What did the project involve?

- Holding a Wollondilly Wellbeing Forum to bring together community leaders, organisations and service providers to discuss how to implement the “Five Ways to Wellbeing” in the Wollondilly Shire
- Establishing a Wollondilly Wellbeing Network
- Developing a Wollondilly Wellbeing Action Plan
- Ongoing promotion of wellbeing at community events
- A wellbeing “launch” community event
- A wellbeing photography competition
- Educational sessions regarding health and wellbeing including youth health, parental challenges
- Wellbeing “champions” trained

What did the project achieve?

- An ongoing established Wollondilly Wellbeing Network
- Heightened awareness of the concept and importance of wellbeing
- A separate Wollondilly Volunteering Project launched as an offshoot

What next?

- The Wellbeing Network is a sustainable working group consisting of organisations and volunteers from across Wollondilly who are passionate about promoting key messages
- Specific project based work is being considered by the network:
 - > Timebanking
 - > Better utilisation of parks and green space
 - > Mentally healthy workplaces: staff wellbeing program
 - > Wellbeing in schools: better enhancement of wellbeing in primary schools
 - > Mentoring



HEALTHY TOWNS PROJECT

What was the project all about?

- A community development project focussing on supporting and promoting healthy eating, active lifestyles and wellbeing with a localised (town-specific) approach

What did the project involve?

- Community and stakeholder engagement to identify opportunities
- Statistical analysis regarding the health of the community
- Four separate healthy town projects across the Shire

What did the project achieve?

- Installation of outdoor gym equipment at Warragamba - promoting and enabling active lifestyles
- Establishment of a Community Garden at Bargo - promoting and providing access to healthy food, education/workshops around growing your own, and volunteering opportunities
- Get Healthy at Work program - promoting 8 businesses in Tahmoor to sign up to the NSW Government's Get Healthy at Work program
- Aboriginal Community Wellbeing photography project - supporting wellbeing through photography - learning, expression, community and cultural connectedness

What next?

- This Healthy Towns project can be used as an innovative model for dissemination in other villages throughout the Wollondilly LGA
- Having reached a range of positive process outcomes, further tailored evaluation of the interventions will need to be completed to identify health outcomes in the long term



WOLLONDILLY DIABETES PROJECT

What was the project all about?

- Preventing the 'at-risk population' from developing diabetes
- Managing people with type 2 diabetes to prevent high-level complexities that are often associated with diabetes

What did the project involve?

- Enhancing existing lifestyle and peer support programmes in Wollondilly
- Multidisciplinary diabetes clinics at Tahmoor Community Health Centre that included an Endocrinologist, Podiatrist, Dietitian and Diabetes Educator
- GP engagement and support for ongoing management of patients at-risk of or with type 2 diabetes

What did the project achieve?

- Raising community awareness of the programme through direct and indirect engagement
- Peer support facilitation through the training and education of community members who can provide ongoing support to others in their community
- 143 patients seen through multidisciplinary clinics
- Professional support and education for GPs in treating their patients with diabetes

What next?

- Ongoing roll-out to determine whether an integrated approach to diabetes care in a small population such as Wollondilly can be made sustainable and is associated with improved outcomes
- Continued engagement to increase the number of general practices, pharmacies other allied health providers involved in the project

WHAT'S NEXT FOR US?

All of the key alliance members are extremely proud of the WHA's achievements and its operation as a best practice health partnership model over the past 3 years. This has led to a strong joint commitment for the WHA to continue and to build upon the great work and achievements to date.

From 1 July 2017 therefore, the Wollondilly Health Alliance embarked on a renewed formal alliance model arrangement defined in a new Memorandum of Understanding.

Looking ahead, the WHA will continue working together to support, shape and sustain a healthier Wollondilly community by pursuing the following:

- Establishing agreed key strategic outcomes
- Building sustainability so that the WHA continues and maintains its effectiveness
- Developing and maintaining a joint Health Plan for Wollondilly
- Strengthening access to, and availability of, an integrated network of health services across the Wollondilly Shire

- Changing, embedding and sustaining healthy choices and behaviour by people living and working in Wollondilly
- Exploring and developing more collaborative partnerships with local general practices, non-government organisations, businesses and other organisations
- Pursuing options to resource and implement agreed projects
- Exercising good governance and demonstrating effectiveness
- Supporting Council to retain health as a priority issue
- Effective advocacy, networking and engagement with government agencies, Ministers and MPs
- Providing a structure for collective interaction at a national, state and local level (as appropriate)

WHAT ROLE CAN I PLAY?

Our stakeholders are crucial to making the WHA possible, read on to learn how you can join us in making a difference:

Service Provider

- Join the network of service providers for the Wollondilly
- Assist with implementing the agreed projects
- Express your interest for joining a WHA working group to inform future initiatives

Consumer or community member

- Partner with the WHA to inform and influence outcomes
- Volunteer your time and/or participate in our projects
- Make a healthy behaviour change through your learnings from information provided by the WHA

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Make a healthy behaviour change through your learnings from information provided by the WHA

WANT TO CONNECT WITH US OR NEED MORE INFO?

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