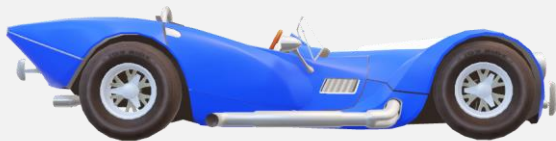


Developing AOD Guidelines for Working with Aboriginal and Torres Strait Islander People in a Non-Aboriginal Setting: A Co-Commissioning Journey

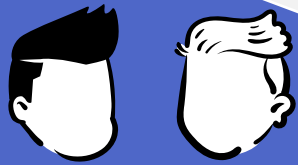
Joanne Telenta SENSW PHN - COORDINARE

17 March 2022

The challenge –where are we going and why?



The approach – who is coming on the journey?



Discussions between
Central and Eastern
Sydney PHN (CESPHN)
and Network of Alcohol
and Other Drugs
Agencies (NADA)



Proposal to NSW/ACT
PHN AOD Network

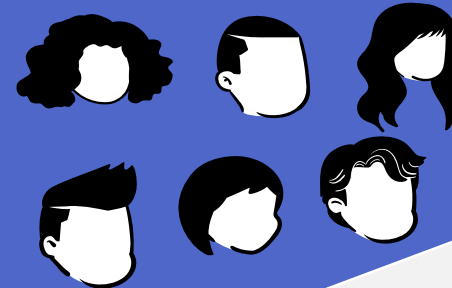
Co-commission

Project to optimise the
experiences of Aboriginal
people at non-Aboriginal
NGO AOD treatment
services

By standardising and
enhancing cultural
competence

Six PHNs support project

- CESPHN
- Hunter New England Central Coast
- Coordinare
- South Western Sydney
- Western Sydney - WentWest
- Western NSW



Key tasks

- Establish guidelines to support cultural inclusion and safety
- Disseminate and implement guidelines to mainstream AOD treatment services within the six PHN regions
- Recommendations detailing how services may be enhanced for Aboriginal people within the six PHN regions
- Evaluate use of guidelines



The approach – who and what else do we need?

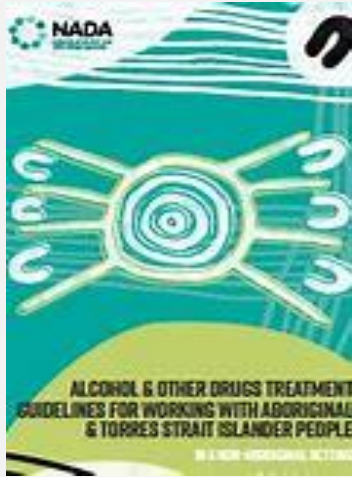


- Planning, advice, support
- Identify agreed number of AOD treatment services
- Mapping and review of existing resources and current evidence
- Consultation with Aboriginal services, communities and AOD treatment providers
- Develop draft guidelines
- Agree on evaluation design
 - uptake and use of guidelines by implementation sites
 - appropriateness and applicability of the guidelines
- Dissemination of guidelines to all AOD treatment services within the NSW PHN Network regions

The approach – what did we do on our journey?



The impact – what did we see on our journey?

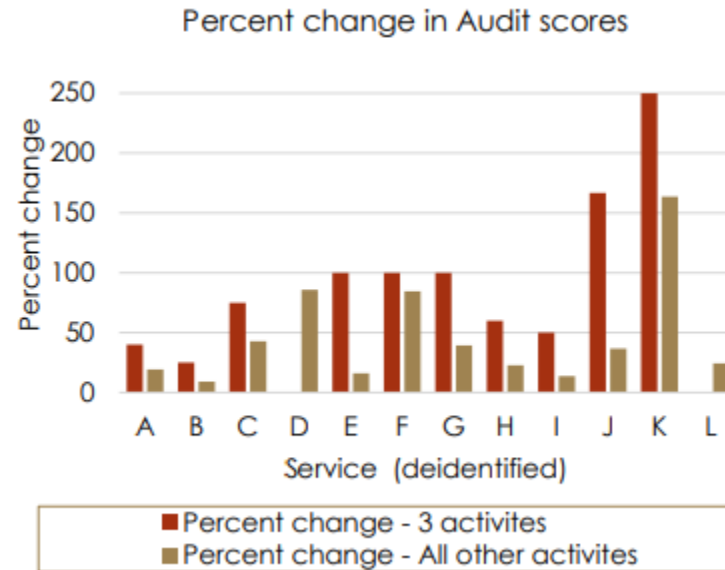


12 services

completed all
project
components

Positive staff
feedback

Did the project improve the cultural competence of services according to the baseline and follow-up audits?



Twelve services completed both baseline and follow-up audits.

Ten out of twelve services had an **improvement in their cultural competence audit score** in the three key action areas. On average, audit ratings increased by 2.4 points (out of 9), improving upon baseline scores by an average of 81%. All twelve services had an **improvement in their audit score** for all other activities, with an average increase of 8.3 points (out of 54), improving upon baseline scores by an average of 46%.

Qualitative evaluation

Enablers

- Timing of project with service changes or setting up new programs
- Interest in the project from multiple levels within services
- Resources/staff time available to progress activities

Barriers

- Limited access to funding and time to progress activities
- Challenges hiring Aboriginal staff or culturally competent staff
- The need to balance the needs of varied population groups
- Difficulty adapting activities to different service delivery models
- Limited time to implement change
- Varied skill level across staff

Feedback CEO/Managers - Acceptability

It's been really positive for us, and I think it's given us a really good framework of where we need to step up and what we can be doing a little bit more ... and what things will be looking like for us to move forward to be working in a safe place for our clients.
Manager, service L

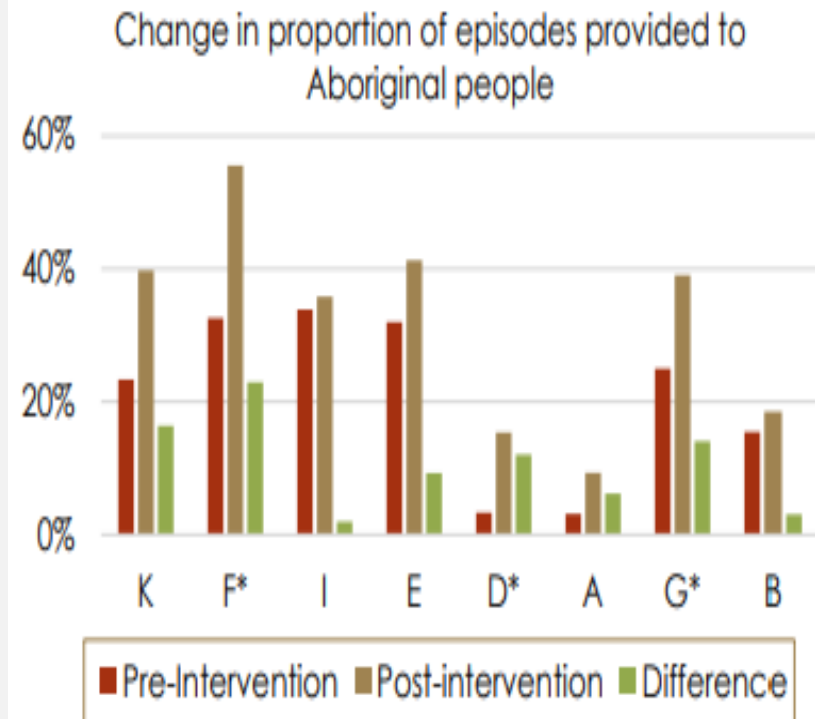
Interest among staff
implementing
cultural competence

Audits and audit
outcome reports
prompted change

There's been two new clients since the audit last week that are Aboriginal, and staff have started conversations, good policy conversations about the greetings, the welcoming environment..
Manager, service D



Was there a change in the proportion of episodes of care provided to Aboriginal people versus non-Aboriginal people?

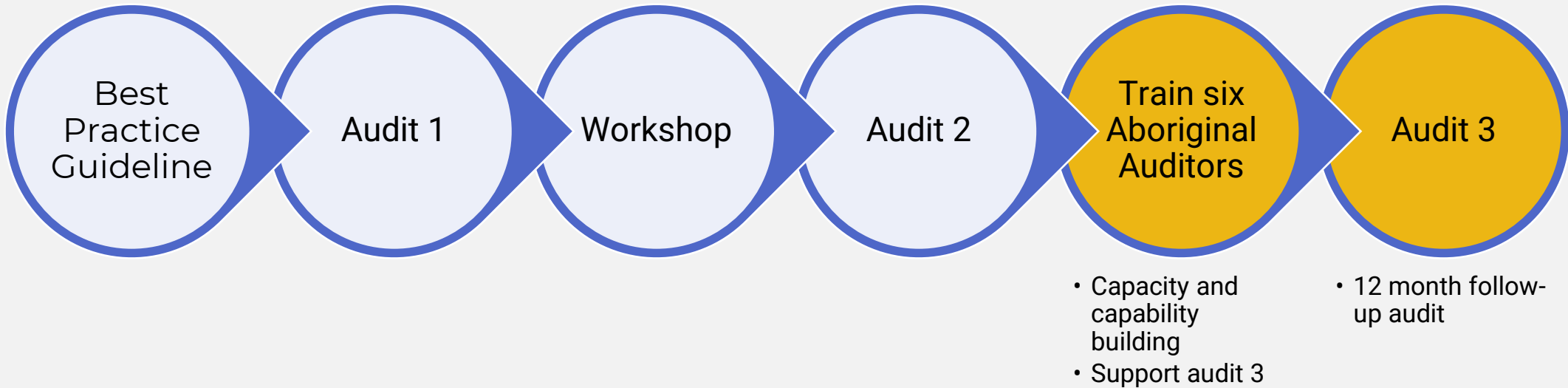


Eight services that consented to an examination of routinely collected administrative data. All eight showed an **increase in the proportion of episodes provided to Aboriginal people** versus non-Aboriginal people, with an average increase of 11%. This increase was statistically significant for three out of the eight services.

Three-month time frame to assess change was too short for some of the practice change activities services planned to undertake

Changes in Aboriginal client numbers and experience requires evaluation over a longer time period

Extending our journey -where we went next?



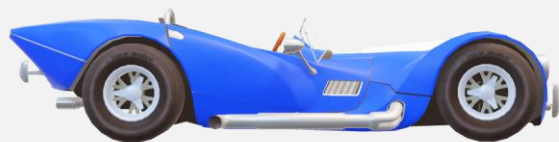
The impact – what did we see?

11 services completed 12-month follow-up

Service use does not appear to have changed

All 11 services had improvements to cultural competence

Substantial Aboriginal workforce development



The learnings – what can we share about our journey?

Importance of co-commissioning among PHNs

- Helped broaden scope of the project, ensure robust evaluation and contribute to the evidence

Collaborating with the sector and involving key stakeholders

- Ongoing review and assessment between the governance and advisory groups key to ensuring project met original aims
- Able to adapt to make beneficial changes

Cultural competency is an ongoing commitment

- Longer time needed to see improvements
- Opportunity for PHNs to consider how to integrate this process into the routine delivery of AOD services across NSW and nationally

The learnings – where can PHNs go?

Supporting commissioned providers

- Improve internal policies and procedures
- Improve access to culturally appropriate AOD treatment services for Aboriginal people

Further support

- Undertake audits and implement changes
- Highlight high level of acceptability to other services to encourage participation in improving cultural competence
- Include cultural competency requirements and ensure integrated into routine practice
- Focus on specific areas to action
- Incorporate experience measures

Where to next?



- Expanding to other AOD services
- Utilising trained Aboriginal Auditors -ADAN
- CALD audit project

Want to find out more?

- Visit the [NADA](#) website

Acknowledgements

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Professor Anthony Shakeshaft, NDARC
PHN colleagues
Aboriginal communities
AOD treatment services

“If you want to go fast, go alone.
If you want to go far, **GO TOGETHER.**”

~ African Proverb



2022 PHN Commissioning Showcase
16-17 March 2022
Mereweather Surfhouse
Newcastle