

An aerial photograph of a coastal city and harbor, showing a mix of residential and commercial buildings, green spaces, and a large body of water with a boat. The sky is filled with dramatic, white and grey clouds.

2023 PHN Commissioning Showcase

Momentum - Accelerating outcomes and equity through commissioning

Commissioning In Collaboration with First Nations Communities and Organisations

Agenda

The Challenge: History of First Nations Mental Health Programs

Why Co-design

Our Approach

Building Capacity

Learnings

Next Steps

The Challenge: History of First Nations Mental Health Programs

- The First Nations Mental Health and Suicide Prevention Programs were established in 2016
- At the time of establishment (2016), there was one Aboriginal Medical Service (AMS) and 4 non-First Nations Organisations
- In 2020-2021, HNECC PHN determined we needed to return to market, ensuring First Nations Organisation had an opportunity to tender
- First Nations Commissioning Principles developed by HNECC PHN to support commissioning services for First Nations peoples
- Procurement was designed with Aboriginal Community Controlled Health Organisations (ACCHO's) and Community to ensure cultural safety



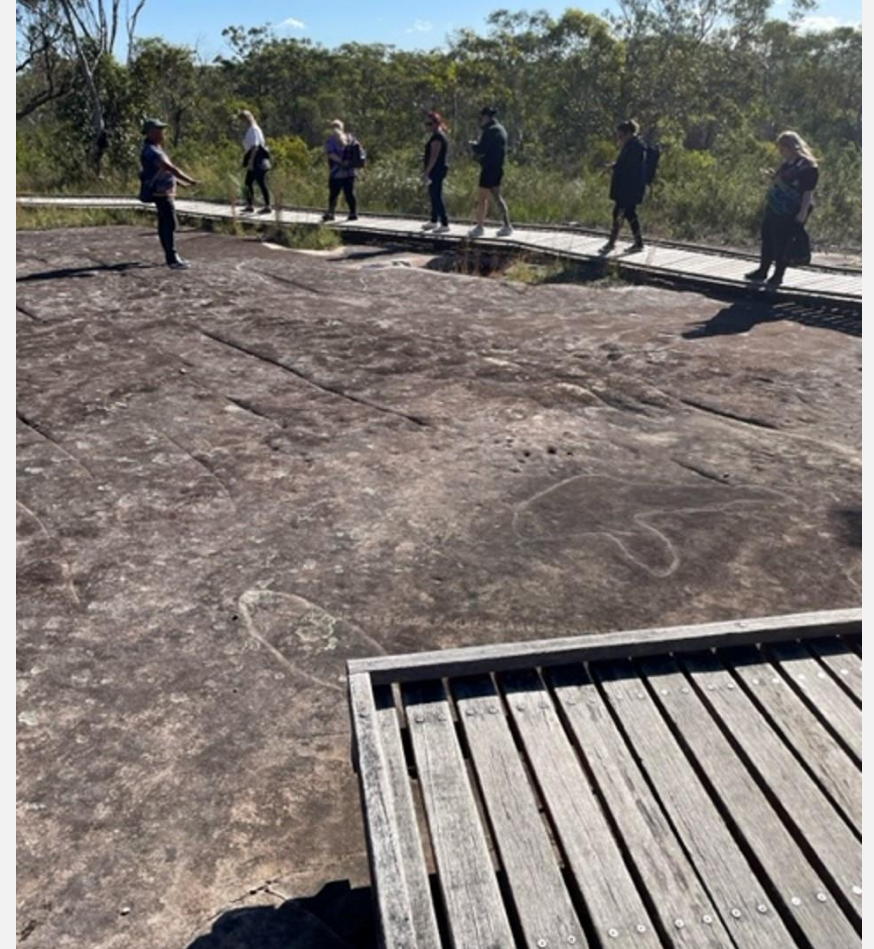
Why Co-design?

- Provide the option of choice for the community
- Increase relationships with ACCHOs and community
- Build the capacity and capability of First Nations Organisations
- Develop contracts that are flexible and culturally appropriate
- Ability to attract and retain staff
- Develop First Nations Mental Health and Suicide Prevention programs that meets the needs of community and consumers



The Approach

- Change the way we tendered:
 - Incorporating yarning sessions
 - Amend language used in tender packages
 - Allow video tender applications
 - Removed barriers to accessing unfamiliar digital platforms for response submissions
- Engage directly with community and First Nations Organisations
 - This was conducted via healing forums which were led by the Healing Foundation
 - Three held across the HNECC region
 - Identified key areas of need and specific themes relevant to each region to inform PHN service design
- Organisations were provided with the opportunity to design service models (utilising the core program elements) specific to their region



The Approach

- Building relationships with First Nations Providers is essential. This was achieved via tender yarning sessions, but also enhanced with a significant investment of time to develop trust and rapport
- First Nations Providers are provided with the opportunity and supported to have input into contract development, including targets and service scope
- Provide culturally appropriate ways of reporting via videos, yarning sessions and 'good news' stories/ narrative
- Continue to work on relationship development and support throughout the contract period
- Demonstrates a "value add" to working in partnership



Building Capacity and Capability

- Building capacity and capability within First Nations is essential to the growth in services and workforce
- Considering the cultural needs of the workforce along with the opportunities to network and partnerships with other services
- Provide opportunities to access education in other areas or bring in subject matter experts to share knowledge
- Building the capacity of the First Nations organisation to access non identified funding
- Achieved through the establishment of Communities of Practice. These assist with networking opportunities, ongoing education and training and allow providers the opportunity to "recharge" on Country. Each session includes a cultural emersion experience relevant to the host organisation or region.



Learnings

- Working with ACCHO's and Community to improve the way we commission and design services
- There is no engagement or transparency without a safe platform provided to give rise to the voices of Community and First Nations Organisations
- Providing tools to co-design programs and contracts to support the services to succeed
- Build contracts with flexibility that have the individual community and ACCHO in mind



Next Steps

- Continuous improvement
 - How can we improve the co-design and commissioning of First Nations Services across all funding streams
- Building a holistic approach to working with First Nations Organisation
 - Looking at the Communities needs as a whole
- Providing more opportunities for First Nations Providers to apply for funding
- Continuing to build relationships with First Nations Organisations





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