

Primary Health Network Action Examples Fact Sheet



Background

Embrace Multicultural Mental Health (the Embrace Project) is led by Mental Health Australia and provides a national focus on mental health and suicide prevention for people from culturally and linguistically diverse (CALD) backgrounds. It provides a national platform for Australian mental health services and multicultural communities to access resources and link to services and information in a culturally accessible format. The Embrace Project works towards an equitable mental health system which reflects and responds well to the needs of Australia's multicultural population.

A key aim of the Embrace Project is to support Primary Health Networks (PHNs) to build use of the Framework for Mental Health in Multicultural Australia (the Framework) into commissioning processes for mental health and suicide prevention services for CALD communities and to enhance their capacity for working with CALD individuals and communities.

Australia has 31 PHNs that are independent organisations working to streamline health services particularly for those at risk of poor health outcomes, and to better coordinate care so people receive the right care, in the right place, at the right time. PHNs assess the needs of their community and commission health services so that people in their region can get coordinated health care where and when they need it. PHNs commission a number of mental health and suicide prevention services and projects including some that [target and engage with CALD communities](#).

Purpose

This Fact Sheet has been developed to support PHNs to implement the Framework within their organisations and commissioned services. The examples of actions in this Fact Sheet have been collated from existing PHNs who have implemented the Framework within their organisations and with commissioned services.

This Fact Sheet specifically supports Step 3 and 4 in the next section and can be viewed in conjunction with the following resources:

- Primary Health Network Framework Implementation Guide
- Framework for Mental Health in Multicultural Australia Action Plan Template
- Primary Health Network Best Practice Case Studies Fact Sheet

Process of going through Framework Core Service Modules

The Framework consists of 4 core service modules which can be undertaken in any order. Each module guides the user through the steps in the table below, with information and supporting resources available throughout. Users work through each module at their own pace and receive a certificate of completion following the module review.

This Fact Sheet guides users with examples of actions to develop and implement during Step 3 and 4 of the process.

Step	What is involved	Outcome	Indicative time
1. Introduction	Read background information and watch short videos to welcome you to the module and help get you started.	Ready to start the self-assessment phase	15 minutes
2. Self-assessment	Complete the self-assessment and receive your results.	Receive a summary of your self-assessment results	30-60 minutes
3. Action plan	Develop an action plan which builds on your strengths and helps to address any areas for improvement, using your results and the supporting resources available, including considering moving towards the next standard.	Receive a summary of your action plan	60 minutes
4. Implementation	Take your action plan away to implement.	Implement your action plan	3-12 months (self-paced)
5. Review	Reflect on your achievements, including highlights and strategies to address any ongoing challenges	Certificate of completion	30-60 minutes

Primary Health Network Action Examples

The following list provides examples of actions that have been developed and/or implemented by PHNs as a result of implementing the Framework within their organisations to improve cultural responsiveness.

- Formation of an internal working group
- Organised Community of Practice meetings with different teams about the Framework
- Identified CALD priority areas
- Provided regular updates to staff on Framework implementation
- Engagement with Executive and broader teams
- Conducted cultural diversity training for staff
- Conducted Cultural diversity training for healthcare professionals including General Practitioners (GP) and nursing staff in primary care
- Conducted a webinar on “Inclusive practise for LGBTQIA+ communities from refugee backgrounds”
- Developed key connections and strengthened existing links with community organisations
- Inclusion of more CALD specific resources to Health Pathways platform
- Developed a CALD community profile specific to catchment
- Introduced a diverse recruitment policy
- Inclusion of “Cultural respect” within the Strategic plan
- Implementing performance management and talent development programs, that align with the Framework
- Alignment of actions with Regional Plan

Primary Health Network Action Examples for Commissioned Services

The following list provides examples of actions that have been developed and/or implemented by PHNs as a result of implementing the Framework with commissioned services to improve cultural responsiveness.

- Implemented CALD specific contracts
- Inclusion of contractual requirements for commissioned services. For example a target KPI to complete cultural diversity training
- Organised Framework workshops with commissioned service providers
- Developed commissioning guidelines
- Developing policies and establishing requirements for commissioned service providers to collect and report on minimum data set
- Developed a targeted guide on language services
- Encourage use of interpreters for commissioned services
- Organised Community of Practices for commissioned service providers

Things to keep in mind

Each PHN has different internal processes, resources, and capacity therefore, each journey will be unique.

The Framework and its components are transferable to other settings.

Consider your spheres of influence: PHN internal processes and policies, General Practitioners, commissioned services.

Align this work with PHN internal documents and policies such as Local Needs Assessment, Mental Health Strategy.

Talk to other PHNs who have completed the Framework to garner further information about Framework implementation.

Where can I find more information and support?



Contact the Embrace Project team

Email: multicultural@mhaustralia.org

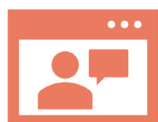
Phone: 02 6285 3100



Access the Framework User Guides

Four guides are available that provide a Framework summary, background, rationale, and additional guidance on getting started.

<https://embracementalhealth.org.au/service-providers/framework>



Access the Framework webinar

<https://embracementalhealth.org.au/service-providers/webinars>



Visit the Embrace Project website

Find additional resources in our Knowledge Hub and translated mental health resources for CALD communities.

www.embracementalhealth.org.au



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