

Primary Health Network Best Practice Case Studies 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.

The Embrace Project works towards an equitable mental health system which reflects and responds well to the needs of Australia's multicultural population by providing a national platform for Australian mental health services and multicultural communities to access resources, services, and information in a culturally accessible format.

A key aim of the Embrace Project is to support Primary Health Networks (PHNs) to embed the [Framework for Mental Health in Multicultural Australia](#) (the Framework) into commissioning processes for mental health and suicide prevention services 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

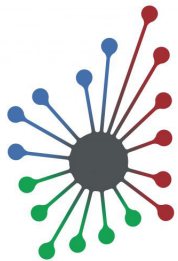
One of the best ways to support PHNs meet the needs of CALD communities in their catchment, implement the Framework, and improve cultural responsiveness of their commissioned services, is to follow examples of best practice.

This Fact Sheet has collated best practice case studies and approaches of PHNs who have implemented the Framework within their organisations and commissioned services.

Best Practice Case Study

WA Primary Health Alliance's - Perth North, Perth South, and WA Country Framework Implementation

A summary of some of the key actions implemented as part of the PHN EOI Process



**WA Primary
Health Alliance**
Better health, together

phn
PERTH NORTH, PERTH SOUTH,
COUNTRY WA
An Australian Government Initiative

As a result of implementing the Framework, the Western Australia Primary Health Alliance (WAPHA) developed a Multicultural Competency and Capability Framework (Framework) with associated implementation plan and commissioning guidelines (to be released mid-late 2023).

To inform the development of the Framework, WAPHA consulted with multicultural consumers and community members, commissioned service providers, GPs, and its own staff. Eighty people across six workshops in metropolitan and regional Western Australia, shared their experiences of primary health care, both positive and negative and identified opportunities to improve access for multicultural communities.

WAPHA also consulted with GPs via its GP Advisory Panel, and with staff via a survey and an online workshop.

A Multicultural Stakeholder Reference Group, made up of multicultural community members and primary health care professionals, was established at an early stage of the project. The Reference Group have provided ongoing advice and editorial input to inform WAPHA's approach, including provision of feedback for draft framework content and input into choice of priority locations for face-to-face consultations. As a result of this project, the Reference Group will continue as an ongoing source of information and expert advice.

Why are these actions best practice?

These actions are considered best practice because of the size, reach and diversity of the consultations. The community workshops were facilitated by a multicultural consultant in partnership with WAPHA, and ongoing advice and editorial input from the Multicultural Stakeholder Reference Group is considered.

How do these actions relate to the Framework for Mental Health in Multicultural Australia?

Module 3 – 'Working Together to Promote Mental Health in Multicultural Communities'

- Principle 6: Consumer & Carer Engagement & Co-Design
- Principle 6: Collaboration & Stakeholder Engagement

Best Practice Case Study

Central and Eastern Sydney PHN's Framework Implementation

A summary of some of the key actions implemented as part of the PHN EOI Process



An Australian Government Initiative

Central and Eastern Sydney PHN (CESPHN) has implemented a number of actions as part of the Framework which have been outlined below.

Improving cultural responsiveness of CESPHN staff by:

- The development of a cultural responsiveness training plan which identifies a number of recommended training organisations
- Delivering cultural responsiveness training to new and existing CESPHN staff
- Member of Multicultural Health Working Group sits on Policy Working Group to ensure multicultural lens is considered with policy reviews and development. This has included the development of a multicultural checklist for assessing policies
- Maintain and strengthen the priority population section (multicultural communities) within CESPHN's needs assessment after consultation with CALD organisations
- Key cultural and religious dates are noted in the weekly all-staff CESPHN update
- Multicultural Health Working Group will continue communication across the organisation about the progression of the action plan and ensure that multicultural health remains a key focus of the organisation

Improving cultural responsiveness of our commissioned service providers by:

- The development of a cultural responsiveness training plan which identifies several recommended training organisations
- Contracts with commissioned providers have been updated to include a requirement for their staff to complete multicultural responsiveness training
- Contracts with commissioned providers have been updated to include a requirement for providers to collect data on usage of programs by people from multicultural communities to ensure we adequately understand the diversity and needs of our population and commissioned service users
- Agenda item added to progress meetings with providers to prompt conversation on issues or initiatives related to multicultural communities' engagement with programs

Why are these actions best practice?

These actions are best practice as they use a number of different avenues and strategies to improve cultural responsiveness for staff working at the PHN, as well as those working for our commissioned providers. CESPHN recognise that this will be an ongoing and long-term process, and we have embedded processes to ensure it is an area with continued focus and priority.

How do these actions relate to the Framework for Mental Health in Multicultural Australia?

Module 1 — 'Planning strategically to meet multicultural community needs'

- Principle 1: Leadership and Resourcing
- Principle 2: Data Collection and Research

Module 2 — 'Developing safe, quality & culturally responsive services'

- Principle 4: Service Delivery

Module 4 — 'Building a culturally responsive mental health workforce'

- Principle 8: Professional Development
- Principle 10: Resources and Support



Best Practice Case Study

Western Sydney Primary Health Network Framework Implementation

A summary of some of the key actions implemented as part of the PHN EOI Process



Western Sydney Primary Health Network (WSPHN) has implemented a number of actions as part of the Framework which have been outlined below.

- Introduced Cultural Competency training within WSPHN and trained 49 staff members
- Formed a working group from different departments within WSPHN that regularly meet, share ideas, and provide input for strengthening the cultural framework from different perspectives
- Initiated and maintained the delivery of series of online educational sessions and webinars that focus on strengthening culturally responsive practice to our primary care service providers. This included Culturally Responsive Mental Health Care, Holistic Health Care for Refugees, Inclusive Practice for People from LGBTQIA+ from Migrant and Refugee Backgrounds
- Developed key connections and strengthened existing ties with community organisations and agencies in support of our cultural framework

Why are these actions best practice?

These actions contributed to strengthening the cultural framework of WSPHN services, a community with the highest multicultural ratio in Australia.

The actions also aligned well with WSPHN's strategic plan and Transformation of Primary Care and brought WSPHN one step closer to achieving its goal of improving the health outcomes of Western Sydney.

How do these actions relate to the Framework for Mental Health in Multicultural Australia?

The actions are associated with the following Framework indicators:

Module 1 – Planning strategically to meet multicultural community needs'

- Performance Indicator 1.1 - Strategic Plan

The service has a strategic plan (or equivalent) clearly stating its commitment to meet the mental health needs of people from CALD backgrounds.
- Performance Indicator 1.2 - Policy

The service has an overarching policy for ensuring delivery of culturally appropriate services to all cultural groups in the service region, including consideration of equity-oriented targets.
- Performance Indicator 1.5 - Activating the Framework

The service has engaged its staff in the Framework implementation process, and ensured there is genuine responsibility for monitoring and implementing the Framework at the service. The service recognises that an ongoing and team-based approach is needed to achieve sustainable and systemic change and has assigned responsibility to more than one staff member, from across multiple teams, including executive leadership.



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 can be transferred to other settings.

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

Align this work with PHN priorities, policies and procedures, such as the Local Needs Assessment and Mental Health Strategy.

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

The PHN Cultural Diversity Community of Practice meets regularly to discuss working with CALD communities. Consider joining to hear of work in this area.

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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