

Start Stronger Live Longer

Resource Manual Guide for
Aboriginal Health Workers

© Kulunga Research Network, Telethon Institute for Child Health Research 2010

First Published in March 2010 by the Kulunga Research Network (KRN) at the Telethon Institute for Child Health Research (TICHR), Perth.

This work is copyright. It may be reproduced in whole or in part for study or training purposes, or by Aboriginal and Torres Strait Islander community organisations subject to an acknowledgement of the source and no commercial sale or use. Reproduction for other purposes and by other organisations requires the written permission of the copyright holders.

Authors: Kulunga Research Network – Kate Riddell, Francine Eades and Josephine Maxted

Additional Research and Comments: Clair Scrine, Heather Monteiro, Glenn Pearson, Terry Boyle, Tracey-Lee Edwards

Additional Support: KRN, TICHR and Rio Tinto – Jackie Goldfinch, Tammy Gibbs, Elizabeth Chester, Leesa King, Joanna McKenzie, Holly Dodd, Laurie Ball, Dawn Nelson

Artworks: John Weeronga Bartoo

Design: Clarity Communications

Print: Abbott and Co Printing

Contents

Foreword	1
Acknowledgements	3
Context	5
About this Manual	7
Summary of the Research Results	10
Aboriginal Health Workers: Workforce Issues and Development	17
Aboriginal Health Organisations	22
Resources	22
Aboriginal Health Organisations – Government and Non-Government	23
Reports	24
Registered Training Organisations	25
Training Packages & Related Information	26
Professional Associations	27
Aboriginal Health Worker Resources	28
Scholarships	30
Government Legislation and Related Websites	32
Policy and Planning	34
Resources on Cultural Security	35
Services Directory	38
Metropolitan Aboriginal Medical Services and Centres	39
Infectious Diseases, Blood Borne Viruses and Sexual Health Clinics and Services	40
Child Health Services	41
Maternal and Child Health Services	42
Country Population and Public Health Units	43
Alcohol and Other Drug Services	44
Mental Health Services	46
Child and Adolescent Mental Health Services	48
Emergency/Crisis Phone Services	49
Chronic and Preventable Diseases – Associations and Organisations	50

Foreword

I am pleased to present to you the “Start Stronger, Live Longer” resource kit, to be used by Aboriginal health workers. It is an exciting milestone in our Rio Tinto Aboriginal Health partnership with the Telethon Institute for Child Health Research, through the Kulunga Research Network.

Rio Tinto’s seven year partnership with the Institute has concentrated on ways to improve Aboriginal child and maternal health, particularly through the support of Aboriginal health workers in their training and development.

This resource kit is a product of extensive focus group and interview sessions with Aboriginal people, community members and health workers. It has built on their experiences and ideas, with practical solutions targeted at improving the well-being of Aboriginal people and communities.

At Rio Tinto we are committed to building strong and vibrant Western Australian communities. We have large and small communities around our iron ore, salt and diamond operations, many of which are predominantly Aboriginal. Ensuring the long- term ‘health’ of these communities, and of the families and groups who live in them, continues to be an important collaborative focus for us.

I would like to congratulate the Telethon Institute For Child Health Research and the Kulunga Research Network for their passion and commitment in researching and producing this valuable resource kit. I would also like to acknowledge and thank the Aboriginal Health workers and the many other research participants who provided their valuable input.

I urge you all to absorb the information in the resource kit and keep it as a live and growing resource – share it with your peers and family and discuss and adapt the contents for your own use.

Sam Walsh
Chief executive- Iron Ore and Australia
Chair – Rio Tinto WA Future Fund

Foreword

On behalf of the Rio Tinto Child Health Partnership it is my pleasure to present to you this resource 'Start Stronger, Live Longer.' This resource is intended to broaden the existing knowledge of Aboriginal Health Workers and thereby empower them in their work to improve the health and wellbeing of their families and communities.

Aboriginal Health Workers are immensely important to the health and wellbeing of Aboriginal people and the communities in which they live. In addition to being frontline primary health staff, Aboriginal Health Workers are critical and integral to ensuring that Aboriginal people and communities receive culturally appropriate, and therefore more effective, health services. We now know that the reasons why most mainstream services (in health, social services, education) fail Aboriginal people is that they are implemented in ways that do not engage appropriately with those that they attempt to serve. The control and provision of health services by Aboriginal people to Aboriginal people is critical to sustaining improvements in health outcomes for all Aboriginal people: Empowering and supporting Aboriginal Health Workers is an important part of this.

Research from both Australia and Canada has shown that not only is individual self esteem increased in those Aboriginal health workers who are effectively employed in Aboriginal controlled services, but also the whole community has better mental health, and a greater participation in positive community activities.

Despite the acknowledged importance of Aboriginal Health Workers to improving the health of all Aboriginal people, many are prevented from working to their optimum capacity. There is an identified need for building the health skills of health workers, particularly in the areas of child and maternal health. Likewise, there is an urgent need to increase the number of Aboriginal Health Workers and, through improved training and accreditation, raise the profile of this as an attractive career path and empower them to provide the best quality, culturally secure primary health care. As well Aboriginal health worker training with good post-graduate experiences is a pathway into other health professional training such as nursing and medicine.

The aim of the Rio Tinto Aboriginal Health Partnership is to facilitate improvements in Aboriginal child and maternal health. It seeks to do so by addressing the training and workforce development needs of Aboriginal Health Workers to ensure they feel empowered, capable and confident. The 'Start Stronger, Live Longer' resource is one of many initiatives the partnership supports to build the capacity of Aboriginal Health Workers to ensure sustained improvements in the health of all Aboriginal people. I am extremely pleased with this project as I believe it has the potential to succeed.

Professor Fiona Stanley
Director, Telethon Institute for Child Health Research

Acknowledgements

Both the project and manual have been made possible through the collaborative efforts and kind assistance of many people across Western Australia.

Aboriginal Reference Group

The project is overseen by an Aboriginal Reference Group that has provided advice and feedback on the interpretation of results from the consultation, implementation and evaluation stages of the project, the transfer of results into dedicated activities and products, and the dissemination of the results back to Aboriginal communities.

Mr Ken Wyatt (Chair) Director, Office for Aboriginal Health	Mr Darryl Kickett Former Chief Executive Officer, Aboriginal Health Council of WA
Mr Graeme Cooper Chief Executive Officer, Ord Valley Aboriginal Medical Service	Ms Joyce Trust Chief Executive Officer, Mawarnkarra Health Service
Ms Stephenie Carroll Chair, Aboriginal Health Worker Association	Professor Colleen Hayward Head of Centre, Kurongkurl Katitjin, Edith Cowan University and representing HealthInfonet

Aboriginal Consultation and Input

In the interest of representing the many views of Aboriginal people, communities and health workers, the Project Team consulted with many people and organisations. We would like to acknowledge the contribution of their knowledge, ideas and opinions, and thank them for their advice on how to shape this resource.

The people named below have been generous with their time and in sharing their thoughts and wisdom. They have shared with us their stories and experiences in order to improve the health, wellbeing and status of Aboriginal people and communities. They have been open, frank and honest. We hope that this acknowledgement honours their generosity, kindness, determination and good intent.

Thank you

Sharon Clews, AHCWA
Juliette Hubbard, AHCWA
Christine Ivan, AHCWA
Hayley Matthews, AHCWA
Natasha Indich, Bega Garnbirringu Health Service
Margaret Culbong, Canning Division
Catherine Bolton, FPWA
Gerry Faulkner, FPWA
John (Frank) Hollingsworth, FPWA
Melissa McLean, FPWA
Eric Dalgety, GAMS
Brendan Cox, KAMSC
Mena Lewis, KAMSC
Christine Black, Wirraka Maya Health Service

In addition, we would like to thank all of the participants who attended our session at the Aboriginal Health Council's Health Promotion and Tobacco Control Conference, November 2009, and acknowledge their advice on and input into the design and development of this manual.

We would also like to thank all of the research participants involved in focus groups and interviews at the key sites of Karratha, Kununurra, Kwinana and Roebourne. This manual is a product of your knowledge, ideas, insight and time.

Context

Health statistics on Aboriginal¹ Australians have given rise to an image of a broken people in need of fixing. Whilst many researchers will point to large comparative discrepancies in life expectancy, morbidity, and mortality between Aboriginal Australians, non-Aboriginal Australians, and other Aboriginal populations, a growing number point to health gains over time and across population groups as a sign of hope. They find that when communities and authorities collaborate in a comprehensive and sustained way, health improvements result².

Sustained improvements in health outcomes for Aboriginal people will happen when communities and Aboriginal controlled health services are empowered to act on their own behalf. This means:

“...having health care provided by Indigenous people to Indigenous people...to improve the health and life expectancy of Australia’s Indigenous peoples...This approach to culturally appropriate care is internationally recognised as the most effective and ethical means of providing health care to Indigenous communities.”³

The majority of Aboriginal health professionals are employed as Aboriginal Health Workers. In Western Australia, there are approximately 280 Aboriginal Health Workers, the majority of whom live and work in the Kimberley, Pilbara and Perth metropolitan area. Around 60% of health workers are female: however, there is an increasing need and demand for male Aboriginal Health Workers.

Aboriginal Health Workers are immensely important to the health and wellbeing of Aboriginal people and communities. For people living in remote areas, Health Workers are often the first health professional they see. More importantly, Aboriginal Health Workers are both critical and integral to ensuring that Aboriginal people and communities receive culturally appropriate, and therefore more effective, health services. They are the gatekeepers of Aboriginal health and the key to Closing the Gap.

1 We have chosen to follow the convention of Poelina et al, 2007 in using the term Aboriginal to refer to all of the original inhabitants of Australia and all first nation and Torres Strait Islander peoples. This includes all people of Aboriginal and Torres Strait Islander descent who are recognised as such by their communities. Likewise, the term Aboriginal Health Worker refers to Aboriginal and Torres Strait Islander Health Workers. We have chosen to use the term Aboriginal throughout this resource, with the exception direct quotes replicated from other sources.

2 See for example, Rural Health Education Foundation (2006) ‘*Start Strong*’

3 AIHW and ABS (2001) cited in National Rural Health Alliance (2006) ‘Aboriginal and Torres Strait Islander Health Workers: Position Paper’ available at nrha.ruralhealth.org.au

Rationale

The Rio Tinto Aboriginal Health Partnership (RTAHP) is an undertaking between Rio Tinto, the Telethon Institute of Child Health Research (TICHR) and the Kulunga Research Network (KRN). The RTAHP embodies both the mission and vision of the research partners. TICHR's mission is "to improve and to promote the health and well-being of all children through the unique application of multidisciplinary research." KRN's vision is "To develop a Network which enables Aboriginal people to conduct research and training, which in turn will form a basis for improvement in health and whole of life expectations for Aboriginal children and families in Western Australia."

The RTAHP builds on the previous Rio Tinto Aboriginal Child Health Partnership (2002-2007). The initial partnership sought to enhance Aboriginal workforce capacity in maternal and child health. The Partnership sought a comprehensive and systematic approach to enhancing workforce development through individual, organisational and structural change. To assist in achieving this objective, the National Symposium on Workforce Development in Aboriginal Maternal and Child Health was held in Perth in May 2007.

Feedback and findings from the Symposium and the RTCHP in Roebourne and the East Kimberley highlighted the critical role of Aboriginal Health Workers in Aboriginal health, alongside a range of workforce development issues. An outcome of the Symposium was the expressed need for capacity building initiatives and on-site skills training for Aboriginal Health Workers to support their career pathways.

Purpose

The Rio Tinto Aboriginal Health Partnership seeks to facilitate improvements in Aboriginal child and maternal health by addressing some of the needs of Aboriginal Health Workers around training, development, and support. To this end, we have worked collaboratively with the Aboriginal Health Council of Western Australia (AHCWA). The partnership operates in three key regions in Western Australia (WA) - the East Kimberley, Pilbara and South Metropolitan Perth- but the benefits extend throughout the state.

Specifically, it seeks to address the needs of Aboriginal Health Workers around capacity building and localised training, and to support their career pathways to ensure they feel empowered, capable and confident.

The objectives of this Project are to:

- Enhance professional development opportunities for Aboriginal community health workers
- Bring about improvements in Aboriginal child and maternal health by increasing the awareness and building the capacity of Aboriginal Health Workers, Aboriginal Community Controlled Health Organisations and the Aboriginal community in this health area

TICHR and Kulunga have undertaken research at the key sites, consulting with Aboriginal Health Workers and other health professionals on the key health and workforce development issues facing them. The Kulunga team analysed these results and translated them into this resource. Kulunga have sought the guidance and input of AHCWA at key points in the research and development process.

About this Manual

A Summary of Existing Research

Research shows that a child's start to life will influence their health, wellbeing and development across their life course. Good maternal health leading to a full term pregnancy and the delivery of an infant at optimal weight is a desirable beginning to healthy development. Poor maternal health increases the vulnerability of the foetus and the child after birth with low birth weight infants more likely to have health problems and to develop chronic diseases in adult life. In short, a strong start in life is the foundation of a person's sustainable future⁴.

The disparities in the health outcomes of Aboriginal mothers and children are well documented. Aboriginal people face higher rates of morbidity and mortality and lower life expectancy than non-Aboriginal people. Many Aboriginal people are exposed to life and health diminishing factors before birth. Complications during pregnancy such as pre-eclampsia, diabetes and anaemia are more common in Aboriginal populations. In addition, Aboriginal women often have or develop multiple risk factors or behaviours that contribute to the low birth weight and impaired growth of their babies⁵.

For example, risk factors such as cigarette smoking, alcohol consumption, drug use and poor nutrition during pregnancy are present at higher rates amongst Aboriginal women: the adverse effects of these are well known. Consuming alcohol during pregnancy is associated with adverse perinatal outcomes such as foetal alcohol syndrome/spectrum disorder, alcohol withdrawal in the newborn and increased risk of perinatal mortality. The use of drugs is likewise associated with low birth weight and perinatal withdrawal, and there is a known link between smoking during pregnancy and low birth weights.

These risk factors and behaviours must be understood against the backdrop of adverse social and environmental factors many Aboriginal people face, but do not always have the resources to change. These factors critically and negatively influence the health and wellbeing of Aboriginal people and communities. Poverty is a significant factor directly impacting on a mother's ability to access healthy food, adequate hygiene and health care. Poor living conditions, unhealthy lifestyle behaviours and poor nutrition significantly influence the poor health status of pregnant women and their children.

Many of these issues reflect long term social and economic factors and require ongoing work and commitment that are beyond the scope of any single program or Health professional. However, a positive impact on birth outcomes is more likely to arise when women are accessing good, regular antenatal care, are informed about healthy pregnancies and feel confident rather than alienated in accessing services for themselves and their children.⁶

Maternal and child physical, social and emotional wellbeing is dependent on adequate nutrition, a functioning family, as well as the provision of safe, healthy family and community environments supportive of child rearing. Maternal and child health programs and services should aim to optimise nutrition, care and stimulation, and protect pregnant mums and children from exposure to stress, chaos or other forms of abuse. Achieving these aims will have life-long consequences in terms of children's cognitive, emotional and social development and their longer term adult health and wellbeing

4 See for example KRN/TICHR (2004-2006) Western Australian Aboriginal Child Health Survey, Telethon Institute for Child Health Research, Perth.

5 See for example The Australian Institute for Health and Welfare The Health and Welfare of Australia's Aboriginal and Torres Strait Islander People's, 2008

6 See for example NATSIHC (2003) National Strategic Framework for Aboriginal and Torres Strait Islander Health



This manual is for Aboriginal health and community workers and organisations, and other organisations working to support improvements in the health and wellbeing of Aboriginal people and communities. The development and design of this manual is informed by the consultations and research undertaken as part of The Rio Tinto Aboriginal Health Partnership. This process highlighted promoting a ‘health for life’ message and teaching and empowering people to adopt healthy and life changing behaviours as the fundamental priority for Aboriginal Health Workers and their communities. This manual is intended to support Aboriginal Health Workers in this.

The purpose of this manual is two-fold. First, it provides useful and practical information on health issues identified as having ‘priority status’ for Aboriginal people and communities, with a particular focus on maternal, child and adolescent health and wellbeing. Second, the manual provides step-by-step guidance on various aspects of health promotion, research, accessing funding and workforce development. It contains extensive references, web links and program information for all of these thematic areas.

The manual comprises this introductory booklet and seven themed booklets. This introductory booklet includes a section on **‘Aboriginal Health Workers: Workforce Issues and Development’**. This provides Aboriginal and non-Aboriginal people working in the area of Aboriginal health with information related to their workplaces. The programs and resources listed in this section aim to provide Aboriginal Health Workers with support to assist them to fulfil their role, as well as resources to help create a culturally appropriate work place where non-Aboriginal people can work in collaboration with them.

The first booklet **‘Pregnancy and Maternity: Supporting and Promoting Aboriginal Maternal Health and Wellbeing’** provides information to Aboriginal Health Workers about some of the main issues in Aboriginal maternal health. It provides information on the nature of these health issues, key messages and advice for patients, as well as information on and links to available resources and services. All of the information can be used in health education and promotion activities in maternal health.

The second booklet **‘Aboriginal Infants and Children: Supporting and Promoting their Wellbeing and Development’** provides Aboriginal Health Workers with practical, usable, and user friendly information on aspects of child development, parenting, safety and nutrition. Health Workers can use this information to advise parents on ways to develop and provide the safe and stable environments and behaviours necessary to child development and wellbeing. It includes useful resources such as development milestone charts as well as information on and links to available resources and services. All of the information can be used in health education and promotion activities in child health and development.

The third booklet **‘Aboriginal Adolescents and Young People: Supporting and Promoting their Health and Wellbeing’** provide Aboriginal Health Workers with practical information on a range of issues facing adolescents and young people. It provides a summary of the main physical and psychological changes that take place during adolescence and advice on how to work with young people to help them develop positive health behaviours. It also includes information on identified priorities in adolescent health and wellbeing: nutrition; sexual health and wellbeing; and alcohol, smoking and other drugs. It provides information on and links to available resources and services. All of the information can be used in health education and promotion activities in adolescent health.

About this Manual

continued

The fourth booklet **'Nutrition and Being Active: Supporting and Promoting Healthy Lifestyles in Your Community'** provides Aboriginal Health Workers with information on the importance of nutrition and an active lifestyle for health, wellbeing and life expectancy. It offers practical information, tips and advice that Health Workers can use to educate their communities to eat, shop and cook healthy and to get active. It includes useful resources such as healthy food pyramids and dietary guidelines, as well as information on and links to available resources and services. All of the information can be used in health education and promotion activities in nutrition and active lifestyles.

The fifth booklet **'Mental Health and Wellbeing: Supporting and Promoting Aboriginal Mental Health'** provides Aboriginal and non-Aboriginal health professionals with an understanding of the factors influencing the mental health and wellbeing of Aboriginal people and communities. It also offers guidelines on talking to Aboriginal people about mental health in a culturally safe and secure way. It includes information on the symptoms and signs of depression, anxiety and suicidal behaviour to guide Aboriginal Health Workers in early intervention, support and prevention activities. It includes tips on how to encourage good mental health and wellbeing. It includes useful resources such as 'self testing' charts for mental illnesses, step by step guides on how to identify a mental illness and ways to prevent and intervene, as well as information on and links to available resources and services. All of the information can be used in mental health education, promotion, prevention intervention, and support.

The sixth booklet **'Smoking, Alcohol and Other Substances: Supporting and Promoting Responsible Behaviour and Choices in Your Community'** will help Aboriginal and non-Aboriginal health professionals understand the factors that inform the use and abuse of alcohol, tobacco and other drugs in Aboriginal communities. It gives Aboriginal Health Workers information on the psychology of addiction and the health implications of substance use: This knowledge can be used to develop health promotion and education programs in this area. It provides useful resources such as drink diaries and the Alcohol AUDIT Test, as well as information on and links to available resources and services. All of the information can be used in health education and promotion activities for substance use.

Many Aboriginal Health Workers told us that they find themselves doing health promotion and research without sufficient training or support: The seventh booklet, **'Health Promotion and Research: How to Promote Good Health'** will support Aboriginal Health Workers to run their own health programs. It provides practical, easy to follow step-by-step guidelines on:

1. Planning, implementing and evaluating health promotion programs
2. How to do research with clear explanations and instructions on different research methods
3. How to apply for funding

It also provides information on and links to research organisations and funding bodies. It includes useful resources such as sample budgets, meeting agendas and surveys, as well as examples of successful Aboriginal run health promotion programs. It also includes information on and links to available resources and services to assist Aboriginal Health Workers and Organisations in developing, running and sustaining health promotion programs.

Summary of the Research Results

Informing the Content of this Resource

The Kulunga Research Network oversaw the research, development and design of this resource. This resource is informed by the data gathered through focus group surveys and interviews at Karratha, Kununurra, Kwinana and Roebourne. The research comprised both quantitative and qualitative components in the form of surveys, interviews and focus groups.

The aim of this research was to identify the needs of Aboriginal Health Workers and their communities with regard to health issues and information, and workforce development. To do this, the Kulunga Team spoke with Aboriginal Health Workers as well as other Aboriginal and non-Aboriginal health professionals and service providers and asked them the following questions:

1. What are the key issues surrounding Aboriginal child and maternal health in your community?
2. What resources could be developed to better support Aboriginal Health Workers to address these issues?
3. What are the training needs of Aboriginal Health Workers in general?

The themes covered in this resource are a response to the research findings.

In our interviews, we asked health workers *'What are the key issues surrounding Aboriginal child and maternal health in your community?'* A number of issues were raised and of these the following emerged as the primary health concerns:

1. Mental Health
2. Nutrition
3. Functioning Families
4. Substance Use in Pregnancy

Our survey asked participants *'What factors relating to Aboriginal child and maternal health are most relevant to your community?'* Five issues emerged as the most important, with at least 70% of participants rating these as very important. These issues were:

1. Social maternal stress
2. Alcohol use during pregnancy
3. Cigarette smoking
4. Teenage pregnancy and sexual health
5. Foetal Alcohol Syndrome/Spectrum Disorder

Summary of the Research Results *continued*

These findings were supported by the interview (qualitative) data, which drew out many of the nuances and specific, localised concerns around each of these issues. The interview data further highlighted maternal, child and adolescent populations as being high priority groups.

A central theme throughout was the need to for more information to help Aboriginal Health Workers promote and educate on the 'health for life' concept. Participants reported that many people did not understand the lifelong health impacts of poor health in childhood, or the impact of maternal health on the lifelong health of the unborn child.

Community Consultations: A Summary of the Findings

In addition to the surveys, Kulunga conducted a number of individual and focus group interviews which gave participants the chance to discuss their concerns in greater detail. The interviews revealed a number of health and work force development priorities, discussed below.

Mental Health

Stress and self-esteem emerged as prominent concerns in the focus group discussions. Participants offered several suggestions on how individual and community esteem could be raised including the need for opportunities and programs that empowered Aboriginal people.

The need to develop holistic approaches to health and wellbeing, through programs that targeted underlying social, economic, political and cultural cause of ill-health was another key theme. Participants identified social rather than medical determinants of mental health as areas of priority.

Participants identified the vicious cycle of stress and substance use as a mental health priority. Alcohol and tobacco are used to self-medicate, with overall 'stress' as caused by the above social factors being the main driver of substance use. Substance use in turn caused further community and family stress through antisocial behaviour, family dysfunction and child behaviour and development.

Social stress and anti-social behaviour emerged as another key mental health theme. Participants recognised anti-social behaviour as both a cause and consequence of stress, and identified the need for positive strategies to help people and communities deal with these as urgent.

Nutrition

Nutrition and fitness emerged as another key health theme, with a focus on promoting healthy maternal, child and adolescent diets as important determinants of lifelong health. Participants revealed a need to educate parents and carers on child nutrition and the connection between child nutrition and preventable chronic diseases in adulthood.

Participants also identified educating young people on the importance of nutrition to disease prevention as important. Educating young girls was of particular importance, with a particular focus on the connection between good nutrition, reproductive health, and the health of future babies.

The data also shows that nutrition needs to be approached holistically, and any promotion and education campaigns must account for the social, economic and environmental factors that influence nutrition in Aboriginal communities. Participants identified cost of and access to fresh and healthy food as being primary determinants in Aboriginal nutrition. Their suggestions for dealing with these included:

- Teaching people about budgeting
- Working with local stores to stock good food
- Health alternatives to fresh food
- Finding ways to help communities grow their own food
- Promoting the health benefits of bush foods

Participants discussed the influence of Aboriginal culture on nutrition and the importance of recognising cultural differences and the need to adapt nutrition programs according to 'blackfella way'. Participants discussed some examples of existing programs, but expressed the need to adapt these according to the Aboriginal culture.

Functioning Families, Parenting and Child Development

Across all sites, there was considerable discussion regarding the perceived breakdown of and dysfunction in Aboriginal families, the need to re-establish the family unit, and to support the role of parents and carers through education and services. Again stress, and its social and environmental determinants, was identified as detrimental to family cohesion.

Interestingly, at regional sites employment, rather than unemployment, was identified as having a negative impact on families. The mining boom has increased employment opportunities for Aboriginal people, but this has drawn women out of communities and away from families. Fitting employer schedules means that many parents leave home early and return late and, with no childcare alternatives available, many children are without adult supervision. In turn, this means that they are not attending school either because they can't get there or do not have a guardian pushing them to go.

Partying was also identified as being detrimental to families and child development. Increased employment has meant greater disposable income, some of which is being spent on parties and alcohol. Partying on weeknights is considered a concern because it disrupts children's routines and stops them from sleeping, impacting on their school participation and learning.

Positive parenting classes and support services, such as playgroups and parent groups, were considered vital.

Summary of the Research Results *continued*

Substance Use in Pregnancy and Foetal Alcohol Spectrum Disorder

Substance use during pregnancy, driven by maternal stress, was identified as a health priority. Participants said that many women, particularly young women, were unaware of the adverse effects of substance use on the foetus or of the lifelong health consequences. Participants said they needed more information and resources on substance use and foetal alcohol syndrome.

Kulunga also asked participants to discuss the particular workforce needs of Aboriginal Health Workers. A summary of the responses for each of the questions is given below.

What resources could be developed to better support Aboriginal Health Workers, and/or build the capacity to address these issues?

Funding and Finance

Training emerged as a critical concern and central to the ongoing professional development and capacity building of Aboriginal Health Workers. For many, their ability to access quality training programs is hindered by the cost and location of services. In remote areas, the higher cost of accommodation, transport and the subsequent increased expenditure to run programs, limits training options and opportunities and therefore professional development.

Many critical health and wellbeing programs are reliant on external funding, however most participants felt that 'funding' was the biggest obstruction to their work. Most raised concerns over the application process, pointing to limited funding sources and complex applications as deterrent factors. Many lacked the time, ability or confidence to tackle the application process. The need for external support or training to applying for funding.

There were also concerns about limited resources with the feeling that funding is spread thin across many competing, yet complementary, programs. Participants suggested this could be resolved through greater coordination with other agencies and that a central person, funded or supplied by private companies operating in the area, might help this process.

Suggested Resources and Strategies

Access to a range of health promotion materials in a variety of formats was identified as crucial to the work of Aboriginal Health Workers. Resources for clients need to be light on text and use graphics as key messages. These could include booklets, videos/ DVDs; Interactive components; or Flip charts.

Some participants suggested that although resources need to be readily understood and user friendly, and include graphics for people with low literacy, they should be done so in a way that is not patronising or an insult to the workers: the use of de-jargonised, plain English was considered very important.

Participants discussed the importance of being able to customise resources for the local population, and where possible use local images and language. The inclusion of CD-rom resources with files that can be easily adapted and modified to local needs is considered a useful tool.

Awareness of and sensitivity to cultural considerations, particularly on sensitive subjects and language, is considered an important feature of health education materials.

Participants also said they need information on good quality resources, specifically on how they can be accessed. Time, money and availability are factors hindering access to resources.

What are the training needs of Aboriginal Health Workers in general?

Aboriginal Health Workers were identified as highly important to both clients and service providers, and in need of greater support in the workplace and career development. Retaining Aboriginal Health Workers is becoming problematic due to poor pay, the lure of lucrative employment in other sectors, and lack of status, respect and recognition in the workplace.

The lower profile and presence of Aboriginal Health Workers within Aboriginal medical services created local perceptions about these being 'white' dominated. This is problematic given that participants identified Aboriginal Health Workers as critical to building patient trust for and comfort with a service.

Participants also identified the tensions between work and community faced by Aboriginal Health Workers. On the one hand, they are often able to develop and work from a position of trust because they live in a community. However, because they do live in a community, there are also bound by social customs and traditions that might obstruct their work. Employers need a greater understanding of this tension in order to better support their Aboriginal Health Workers.

What is the quality of the services relating to Aboriginal child and maternal health that are currently available in your town/community?

Child health services and antenatal services received the highest ratings, although none of the services were consistently rated as being excellent.



Summary of the Research Results *continued*

How accessible are the Aboriginal child and maternal health services in your town?

Child health services and general community services were rated as the most accessible, though it is important to note that none of the services were consistently rated as being highly or easily accessible. Private hospitals were rated as the least accessible.

Which factors relating to Aboriginal child and maternal health are in most need of resources/support in your town/community?

Most of the issues in this question were rated as being very important or important. Three issues were rated as very important by more than 80% of participants. These were:

1. Home visits
2. Sexual health
3. Aboriginal-specific programs

A further four factors were rated as very important by at least 70% of participants. These were:

1. Substance use during pregnancy
2. Infant care/parenthood
3. Self care
4. Nutrition during pregnancy

Which methods of design and presentation are most important when developing effective resources for use with Aboriginal people?

The use of clear, simple and culturally specific language was identified as the most important factor when developing effective resources for use with Aboriginal people. However, clear and simple should not be confused with being over simplified, which some Aboriginal people feel is patronising.

Posters, flip charts and fact sheets were thought to be the most accessible and user friendly format, and most participants thought that resources should be user-inclusive/interactive.

There is some contention over the use of graphics in resources. Some participants felt that the use of photos of Aboriginal people and Aboriginal paintings were important. However, there were some who felt the use of 'outside' images was insensitive and alienating: they said images should be of local people and local art.

Likewise, there were differing opinions on the use of colour. Some people said the specific colours were not important, whilst others thought the use of red, gold and black grabbed the attention of Aboriginal people. Others thought the use of earthy tones, representing land and country, most appropriate. Some Torres Strait Islander people expressed a desire to see their colours – white, green and blue – used as well.

What is the quality of the training, resources and support services that are currently available for Aboriginal Health Workers in your town/community?

Training programs received the highest rating in this question, though it is important to note that participants did not consistently rate any of the services in this question as being of excellent quality.

Which training, resources and support services for Aboriginal Health Workers are in most need in your town/community?

Participants rated on site training opportunities, guest speakers and training programs as being the services most in need.

In your opinion, which training, resource/s and support services for Aboriginal Health Workers are in MOST need in your town/community?

Participants raised a number of issues, many of them being specific to their local area. Overall, several key themes emerged, and these are highlighted by the statements below. The following emerged as the main areas of need:

1. Access to suitable training that is culturally appropriate
2. The need for greater co-ordination and collaboration to prevent program overlap
3. The need for specialist health services in local settings

"...there are not many courses for Aboriginal Health Workers -having to attend mainstream classes can be uncomfortable and off-putting..." (Service Provider Survey, Kwinana).

"....many agencies have access to high quality training which could be shared... Coordination and collaboration is KEY otherwise we duplicate existing service provisions" (Service Provider Survey, Karratha).

"Child maternal health services and programmes are being rolled out but again no collaboration and coordination therefore equals piecemeal service delivery and people fall through gaps...again duplication and clumsy coordination = little bang for your buck" (Service Provider Survey, Karratha).

"We do not have a local audiology clinic in the area. With such a high population of Aboriginal families and children susceptible to "Glue Ear" they are unable to be diagnosed unless they go to Armadale which is a 40 minute drive in a car with a 6-8 week wait list" (Service Provider Survey, Kwinana).

Summary of the Research Results *continued*

Aboriginal Health Workers: Workforce Issues and Development

Aboriginal Health Workers are nationally and internationally recognised as critical to meeting the complex health and wellbeing needs of their communities and therefore key to sustaining improvements in the health and life expectancy of Aboriginal people and communities. Despite countless government declarations and statements recognising this, as well as commitments to enhancing the capacity and status of Aboriginal Health Workers, anecdotal evidence from the workers themselves reveals a working and lived reality far short of the political ideal.

State and Federal Governments have acknowledged Aboriginal Health Workforce development as a critical component in improving the health and wellbeing of Aboriginal people and communities. The *Aboriginal National Strategic Framework* (2002) identified increasing the size and capacity of the Aboriginal Health Workforce as a key principle and priority in Aboriginal Health. It recognised that developing community, workforce and service capacity requires the:

“strengthening [of] health services and building community expertise to respond to health needs and take responsibility for health outcomes. This includes effectively equipping staff with appropriate cultural knowledge and clinical expertise, building physical, human and intellectual infrastructure, fostering leadership, governance and financial management”.

The follow up *National Strategic Framework for Aboriginal Health* (2003) further identified a competent workforce as *“integral to ensuring that the health system has the capacity to address the health needs...”* of Aboriginal people. It identified the need for *“... appropriate training, supply, recruitment and retention strategies...”* as critical to the workforce competency objective.

In Western Australia, Aboriginal Health Workers are defined as:

*“An Aboriginal and/or Torres Strait Islander Person or Descendent and is recognised as such by their community...holding a recognised qualification from an accredited registered training organisation at ‘Certificate III in Aboriginal Health Work.’”*⁷

7 Cited in Poelina et al, 2007)

NACCHO offers a broader definition as:

“...Aboriginal people who work within a holistic primary health care framework as determined by the local Aboriginal or Torres Strait Islander community to achieve better health outcomes for Aboriginal individuals/families and their community. The diversity of their roles will be reflected in industry driven and recognised qualifications which are appropriate to the jurisdictions in which they work”

In addition to these qualities, Aboriginal Health Workers must meet minimum education requirements and industry defined standards and competencies.

In 2007, AHCWA, WAAHWA, WA AMSs and RTOs developed a position paper outlining their vision for a ‘Scope of Practice’ for Aboriginal Health Workers. The guidelines in this paper, whilst by no means binding, are a useful starting point for describing what the roles, rights and recognition of Aboriginal Health Workers should be. One of the key findings in this paper is that although there is a clear understanding of who can be an Aboriginal Health Worker and the broad objectives of the role, in Western Australia there is still some uncertainty as to the scope of the role, a lack of clarity over regulation, accreditation and career development rights, and the absence of a codified recognition of Aboriginal Health Workers as critical and equal players in the broader health workforce. This causes confusion in the workplace for Health Workers, their colleagues and employers, thus hampering the effective delivery of health services.

The Scope of Practice paper describes the Aboriginal Health Worker role as an evolving one. Historically, the role has been one of ‘cultural brokerage’ and Aboriginal Health Workers remain valued for their culturally-specific knowledge and their ability to liaise between non-Aboriginal health professionals and the Aboriginal communities. This cultural component is considered critical to meeting the complex care needs of Aboriginal people and communities. Evidence suggests that Aboriginal people are more likely to understand, respect and use services that are provided in a culturally appropriate fashion: Aboriginal Health Workers facilitate this.

However, while cultural brokerage remains important, it is observed that the scope of the Aboriginal Health Worker role is expanding to a broader primary health care one which includes clinical practices such as health assessment as well as health promotion, education and prevention programs. The above working paper concludes that growing and changing responsibilities dictate that Aboriginal Health Workers must have appropriate training and education options and opportunities in order to acquire and develop knowledge, skills and competence.

Summary of the Research Results *continued*

No two work places will be the same. Aboriginal Health workers operate “within a broad range of environments, settings, services and health care delivery models and systems.”⁸ The Scope of Practice outlines the following duties:

Primary Health Care:

- Clinical care and assessment
- Sexual and Reproductive Health
- Suicide Intervention
- Drug and Alcohol Services
- Emergency and First Aid Responses
- Antenatal, Postnatal and Infant Care
- Health Promotion
- Health Education
- Social and Emotional Support
- Advocacy
- Counselling

Management Roles:

- Staff management
- Office and record management
- Research and policy
- Project management

The Scope of Practice paper states that Aboriginal Health Workers should be able to “*work collaboratively with other health professionals*”, and that the natures of such relationships might be “*supervision and delegation; collaboration and consultation; and referral and resources*”. The paper further identifies Aboriginal Health Workers as “*essential members of health care services Aboriginal people and communities...*” and that in the interests of better serving these communities, employers should ensure that their relationship with their Aboriginal is one of supportive and mutual collaboration. This view is affirmed by the Australian Medical Association in stating that Aboriginal Health Workers:

“...have a leading role in identifying and responding to the nature and challenges of Aboriginal health, and that the medical profession has a responsibility to partner and support these efforts”

8 Poelina et al, 2007.

However, whilst some employers may afford Aboriginal Health Workers autonomy and the chance to work collaboratively, others may not. For this reason, the Scope of Practice recommends that the *“nature of the relationship...should be clearly identified and defined within role responsibilities, job descriptions and policy and procedure...”*

The government vision for collaborative and supportive work environments for Aboriginal Health Workers is often at odds with the reality reported by the workers themselves. The lack of legislation and regulation means that an Aboriginal Health Workers reality is more often defined by circumstance. Anecdotal reports from Aboriginal Health Workers reveals:

- A lack of recognition as a legitimate professional
- Constant and consistent racism within the health system and workplace
- Mistrust from non-Aboriginal colleagues
- Lack of recognition or proper acknowledgement of their knowledge and/or intellectual property
- Assumptions of inferior ability or lack of capability
- Dismissal and invalidation of their opinions and assessments
- Being denied information on or access to work related training
- Assignment of menial tasks not part of their expected role
- Belittled, dismissed or shamed in front of family and community members
- Power imbalances

Employers should support and instil a cultural philosophy that embraces a caring and supportive environment, nurtures and encourages Aboriginal workers, openly and honestly addresses cross-cultural issues, that complies with WA Equal Opportunity guidelines and that is free from all forms of harassment and discrimination. Further, they should commit to a culturally secure environment that meets the needs of Aboriginal workers and clients. This means establishing an environment which does not compromise the legitimate cultural rights, views, values and expectations of Aboriginal people.

The importance of cross-cultural understanding in effective service delivery is acknowledged in Aboriginal health policy. However, in practice the level of cross-cultural understanding required for effective provision of services is rarely achieved. The establishment of culturally appropriate and secure services and workplaces requires effective communication between all staff, and between staff and clients. In the context of Aboriginal health care, ineffective dialogue between non-Aboriginal and Aboriginal staff and clients can adversely affect health outcomes. Effective communication between non-Aboriginal and Aboriginal health professionals is essential for the successful management of patients' health problems and the workplace environment.

Summary of the Research Results *continued*

Research shows that, in order to work effectively with Aboriginal people, professionals need to develop the knowledge, understandings and skills which are increasingly being described as 'cultural competence'. Specific training for Aboriginal and non-Aboriginal staff on working collaboratively, with particular attention to cultural influences on communication and work practices, is needed. Further, training programs for non-Aboriginal health professionals must include a significant cultural component. Apart from enabling them to provide effective services to Aboriginal people, a good grounding in Aboriginal culture can assist non-Aboriginal health professionals to:

- Convey broader health awareness and disease prevention messages to patients and communities; and
- Understand the role of Aboriginal Health Workers and to make best use of their skills.

Cultural security training can enable non-Aboriginal staff to recognise the ways in which their own culture influences their attitudes, interpretations and practices. Such training should also alert them to potential communication barriers that could interfere with the health professional/patient relationship. Cross cultural training raises awareness of issues relating to Aboriginal health, culture and lived experiences.

Aboriginal Health Workers are a critical to helping Aboriginal people, families and communities to get a strong start in life and living longer. Policies, strategies and programs aimed at closing the gap in Aboriginal life expectancy must deal with the myriad of work related issues faced by Aboriginal Health Workers.

NATSIHC, National Strategic Framework for Aboriginal Health: Framework for Action by Governments, Canberra, 2003

Standing Committee on Aboriginal Health Aboriginal Health Workforce National Strategic Framework, AHMAC, Canberra, 2002

Poelina, J; Quartermaine, Met al, Aboriginal Health Worker Scope of Practice in Western Australia: A Position Paper Prepared for AHCWA, WA Health Department, WAHWA and Private Health Service Providers, 2007

Resources

The following list of resources is provided to assist Aboriginal Health Workers to identify and locate information, contacts and services that can help them in all aspects of their workplace and professional development.

Aboriginal Health Organisations

An Aboriginal Community Controlled Health Service (ACCHS) or an Aboriginal Medical Service (AMS) is a primary health care service initiated and operated by the local Aboriginal community to deliver holistic, comprehensive, and culturally appropriate health care to the community which controls it through a locally elected Board of Management.

National Aboriginal Community Controlled Health Organisation (NACCHO)

NACCHO is the national peak body representing Aboriginal Community Controlled Health Services. By representing local Aboriginal community control at a national level, NACCHO enables Aboriginal people have greater access to effective health care.

NACCHO's work is to:

- Promote, develop and expand health and well being service provision through local ACCHSs/AMSS
- Liaison with Aboriginal and non-Aboriginal organisations and government departments policy and planning issues
- Represent on and advocate for health service delivery, information, research, public health, financing, and programs
- Foster cooperative partnerships and working relationships with agencies working from an Aboriginal health and control paradigm

NACCHO
National Secretariat
15 Torrens Street, Braddon ACT 2612
(PO Box 5120, Braddon ACT 2612, Australia)
Phone: (02) 6248 0644
Fax: (02) 6248 0744
Web: www.naccho.org

Resources

continued

Aboriginal Health Council of Western Australia (AHCWA)

AHCWA seeks to improve the life expectancy of Aboriginal people in Western Australia by supporting and enabling equal access to quality health services through its member AMSs and ACCHOs.

Aboriginal Health Council of Western Australia (AHCWA)
Dilhorn House, 2 Bulwer Street, Perth WA 6000
PO Box 8493, Stirling Street, Perth WA 6849
Phone: (08) 9227 1631 Fax: (08) 9228 1099
Web: www.ahcwa.org.au

Each state has its own peak body affiliated to NACCHO. These are:

Queensland Aboriginal and Islander Health Council (QAIHC)
<http://www.qaihc.com.au/>

AMSANT – Northern Territory
<http://www.amsant.com.au>

Victorian Aboriginal Community Controlled Organisation (VACCHO)
<http://www.vaccho.org.au/>

Aboriginal Health Council of South Australia (AHCSA)
<http://www.ahcsa.org.au/>

Aboriginal Health and Medical Research Council of New South Wales (AHMRC)
<http://www.ahmrc.org.au>

Aboriginal Health Organisations – Government and Non-Government

Office of Aboriginal Health (OATSIH)

www.health.gov.au/oatsih

This website contains helpful information about the programs OATSIH funds and a range of publications and research related resources that are listed alphabetically.

Office of Aboriginal Health Western Australia

www.aboriginal.health.wa.gov.au

Works in partnership with Aboriginal communities and health service providers to ensure the delivery of culturally appropriate and needs based health care.

Office of Aboriginal Health,
Department of Health Western Australia
189 Royal Street, East Perth WA 6004
Phone: (08) 9222 4024

The National Aboriginal Health Council

www.atns.net.au/default.asp

Advises the Commonwealth Minister for Health and Aged Care on Aboriginal and health policy and planning, and monitors the implementation of agreements on Aboriginal health issues. It includes representation from the NACCHO, State and Federal governments, the Torres Strait Regional Authority, and the National Health and Medical Research Council.

The National Aboriginal Health Council
Centre for Health and Society, The University of Melbourne
Phone: (03) 8344 9163 Email: atns-admin@unimelb.edu.au

Reports

Aboriginal Health Workers

National Rural Health Alliance Inc., National Rural Health Alliance (2006)
www.ruralhealth.org.au
Available from: <http://nrha.ruralhealth.org.au/publications/?IntContId=60&IntCatId=6>

The National Rural Health Alliance's acknowledges the centrality of Aboriginal Health Workers in improving health services to Aboriginal people. This paper explores a range of issues impacting on Health Workers including standards and competency, workforce development and training, registration and association, recruitment and attention, and offers recommendations to support and strengthen that role.

Aboriginal Health Workforce Needs

Access Economics Pty Ltd, Australian Medical Association (2004)
Available from: <http://www.accesseconomics.com.au/publicationsreports>

This paper, commissioned by the Australian Medical Association focuses on size and competency the Aboriginal Health Workforce.

Aboriginal Health Worker Scope of Practice in Western Australia: Position Paper

Poelina, J; Quartermaine, M; Winter, N; Donaldson, G; Collard, S and Minas, B (2007).

This paper defines the scope of the Aboriginal Health Worker role, outlining the needs of Aboriginal Health Workers in Western Australia with regard to workforce development and training.



Resources

continued

Registered Training Organisations

Marr Mooditj Aboriginal Foundation

Marr Mooditj, meaning “good hands,” is an RTO providing Aboriginal students with high quality education delivered in a culturally appropriate learning environment. Marr Mooditj offers Aboriginal Health Worker, Aboriginal Mental Health Worker and Enrolled Nurse qualifications.

Marr Mooditj Aboriginal Foundation
209 Manning Road, Waterford, WA 6152
(PO Box 1030, Bently Delivery Centre) WA 6983
Phone: (08) 9351 9344 Fax: (08) 9350 6830
Email: enquiries@mrr-mooditj.com.au
Web: www.marr-mooditj.com.au

Kimberley Aboriginal Medical Services Council School of Health Studies (KAMSC)

KAMSC School of Health Studies offers accredited training in Aboriginal health work at its two campuses located in Broome and Kununurra. Courses are competency based and nationally accredited. They include:

- Certificate III in Aboriginal Health Care Work
- Certificate IV in Aboriginal Primary Health Care Practice.

The emphasis is on supervised practical skills acquisition and block mode formal studies.

KAMSC School of Health Studies
640 Dora Street (PO Box 1377, Broome, WA, 6725)
Phone: (08) 9193 6043 Fax: (08) 9193 6018
Email: kamsc@kamsc.org.au
Web: <http://www.kamsc.org.au/sohs.html>

AHCWA Training and Development Centre
www.ahcwatraining.com.au

AHCWA offer a range of nationally accredited courses in all aspects of primary health care and health service management at the Cert III, Cert IV and Diploma levels. These are offered at two campuses in Perth and the Pilbara.

Postal Address: PO Box 8493
2 Bulwer Street, Perth WA 6000
Phone: (08) 9227 1631
Fax: (08) 9228 1099

Postal Address: PO Box 2523
1-5 Hamilton Road, South Hedland
Phone: (08) 9172 0444
Fax: (08) 9172 3719

Training Packages & Related Information

Aboriginal and/or Torres Strait Islander Health Worker (HLT07 Health Training Package) support materials

Community Services & Health Industry Skills Council

The Community Services & Health Industry Skills Council (CS&H ISC), in partnership NACCHO, offers a range of Aboriginal and/or Torres Strait Islander Health Worker (HLT07 Health Training Package) support materials. RTOs wishing to access and use these resources must enter into a sublicensing agreement with CS&HISC.

Available at: https://www.cshisc.com.au/index.php?option=com_content&task=view&id=41&Itemid=162

National Training Information Service (NTIS)

NTIS is an Australian vocational education and training database and is the official national register for information on training packages, qualifications, courses, units of competency and RTOs. It has been developed for experienced training sector users.

Available at: http://www.ntis.gov.au/Default.aspx?/trainingpackage/HLT07/volume/HLT07_4/unitsector/Aboriginal_and_or_Torres_Strait_Islander_Health_Work_801

Resources

continued

Office of Aboriginal Health (OAH)

www.aboriginal.health.wa.gov.au

Click on the 'Employment and training' link on the left hand menu.

The OAH has developed a range of workforce, education and training resources to support Aboriginal employment across WA. This site contains information on the WA Health Aboriginal employment strategy, WA Health Aboriginal employment guide and Careers in Health Guide for Aboriginal Students and career information brochures.

Professional Associations

WA Aboriginal Health Worker Association (WAAHWA)

WAAWA seeks to recognition for and acknowledgement of the Aboriginal Health Worker profession and to secure equitable industrial arrangements and agreements. It initiates and participates in a number of programs with and on behalf of Aboriginal Health Workers and members.

Aboriginal Health Workers Association
Dilhorn House, 2 Bulwer Street Perth WA 6000
Phone: (08) 9227 1631 Fax: (08) 9228 1099
Web: <http://www.waahwa.asn.au/>

Australian Aboriginal Doctors Association (AIDA)

www.aida.org.au/

AIDA advocates for improvements in Aboriginal health. It encourages Aboriginal people to work in medicine by supporting Aboriginal students and doctors. Its philosophy is Life is Health is Life: this drives its policy and advocacy work. AIDA is a not-for-profit, non-government organisation dedicated to the pursuit of leadership, partnership & scholarship in Aboriginal health, education and workforce.

Congress of Aboriginal Nurses (CATSIN)

www.indiginet.com.au/catsin

CATSIN enables Aboriginal nurses to advise on and own the relevant issues on the Aboriginal health agenda. CATSIN advises State and Federal Ministries and Departments, Aboriginal Health Units, and OATSIHS on policy, strategic development and implementation. CATSIN seeks representation of and for Aboriginal nurses on nursing registration bodies, federations, university faculties, national peak bodies, and government departments.

Aboriginal Health Worker Resources

Aboriginal and Islander Health Worker Journal (AIHWJ)

www.aihwj.com.au

This is the only national publication written by Aboriginal Health Workers for Aboriginal Health Workers.

Australian Aboriginal Health Info Net

www.healthinfonet.ecu.edu.au

This is a 'one-stop info-shop' for information on all aspects of Aboriginal Health issues, policies, services, provision and education.

Email: healthinfonet@ecu.edu.au

Secretariat of National Aboriginal and Islander Child Care (SNAICC)

www.snaicc.asn.au/

SNAICC represents the interests of Aboriginal children and families. The website provides background information, news, publications, and directory of services. The SNAICC Resource Service (SRS) has links to resources, information and programs. Most publications and resources can be downloaded or ordered.

Phone: (03) 9489 8099

Fax: (03) 9489 8044

Email: snaicc@vicnet.net.au

Rural Health Education Foundation

www.rhef.com.au

The RHEF provides audio-visual health education for all professionals. It produces and delivers topical, high quality, evidence-based educational programs delivered by respected Australian health and medical experts.

Phone: (02) 6232 5480

Fax: (02) 6232 5484

Email: rhef@rhef.com.au

Resources

continued

Lifescrpts - Aboriginal Resources

Mount Isa Centre for Rural and Remote Health,
James Cook University (2008)
www.health.gov.au/internet/main/publishing.nsf/Content/health-pubhlth-strateg-lifescrpts-index.htm

Lifescrpts provides tools to 'upskill' patients to address lifestyle risk factors for chronic disease through tailored advice on behaviour modification. Lifescrpts resources have been developed specifically for use with Aboriginal patients, and can be used by Aboriginal health workers, general practitioners and nurses.

Phone Order on 02 6269 1000.
Phone: (02) 6289 1555
Freecall: 1800 020 103

Aboriginal Health Resource List

Royal Australian College of General Practitioners (2002)
<http://www.racgp.org.au/aboriginalhealthunit/previousprojects/9513>

A listing of resources on Aboriginal & Torres Strait Islander health, accreditation, cross cultural awareness, clinical guidelines and patient information identified by participants in surveys and meetings coordinated by the Aboriginal & Torres Strait Islander health projects.

Web: www.racgp.org.au/aboriginalhealthunit

Scholarships

The following information has been provided as a guide only. Please contact the scholarship providers for current information regarding eligibility, application and closing dates.

Office of Aboriginal Health Scholarship Program

Offers a range of scholarships for Aboriginal students looking to enter, or continue, training in health related occupations, including:

- The Rob Riley Scholarship for Medicine
- The Jean Collard Scholarship for Nursing
- The Joan Winch Scholarship for Allied Health
- The Mary Albert Scholarship for Aboriginal Health Work
- The Ian Leslie Scholarship for Postgraduate Health studies

Office of Aboriginal Health Scholarship

Phone: (08) 9222 2303

Visit: <http://www.aboriginal.health.wa.gov.au/scholarships/index.cfm>

Australian Rural and Remote Health Professional Scholarship Scheme (ARRHPS)

ARRHPS is an Australian Government initiative to support and retain the rural and remote allied health workforce, by enabling professional development activities through:

- Short courses
- Individual clinical placements to enhance and expand on clinical skills
- Formal tertiary postgraduate qualifications
- Attendance at relevant professional conferences

Phone: (02) 6162 0321

Free call: 1800 338 061

Email: arrhpss@sarrah.org.au

Visit: <http://www.sarrah.org.au/site/index.cfm?display=74994>

Aboriginal Health Scholarship, Australian Rotary Health

This program provides scholarships to assist Aboriginal students with their day-to-day expenses while undertaking courses in health related areas. The value of each scholarship is \$5,000 per year and is paid in addition to the Government Abstudy allowance.

Australian Rotary Health

Phone: (02) 8837 1900

Fax: (02) 9635 5042

Visit: http://www.australianrotaryhealth.org.au/getdoc/44c858cc-64dd-41cb-9d4a-bd8df6273b3d/AboriginalHealth_2side-7.aspx

Resources

continued

Puggy Hunter Memorial Scholarship Scheme

Royal College of Nursing, Australia (RCNA)

This scholarship is funded by Australian Government Department of Health and Ageing in recognition of Dr Arnold ('Puggy') Hunter's significant contribution to Aboriginal health. It provides financial assistance to Aboriginal people for study at an undergraduate or TAFE (Certificate IV and above) in:

Aboriginal health worker
Alcohol and other drugs workers
Allied health (excluding pharmacy)
Dentistry/oral health
Health service management
Health promotion
Medicine
Mental health
Midwifery
Nursing

Royal College of Nursing, Australia (RCNA)
Phone: 1800 688 628 (freecall)
Visit: http://www.rcna.org.au/scholarships/puggy_hunter

Commonwealth Learning Scholarships (CLS)

Department of Health and Ageing
http://www.backingaustraliasfuture.gov.au/guidelines/documents/scholarship_guide.pdf

The CLS facilitates choice in higher education and participation by students from low socio-economic backgrounds, particularly Aboriginal students and students from rural and regional areas.

Pallottine Aboriginal Scholarship

Society of the Catholic Apostolate Incorporated, Western Australia
www.pallottine.org.au/index_2.htm

The scholarship pays direct to educational facilities and is restricted to post secondary study whether in vocational, academic, cultural, religious, sporting or some allied discipline. All training or study must be carried out at or through an approved educational establishment. Scholarships are awarded for a twelve-month period, and may be extended for a further 12 months subject to a satisfactory performance of the recipient. Some restrictions apply.

Government Legislation and Related Websites

The Australian Human Rights Commission

www.hreoc.gov.au/index.htm

The Australian Human Rights Commission advocates for the rights of Aboriginal Australians and works to promote respect and understanding of these rights among the broader community. Its role is to also protect and promote the rights of children and young people.

www.hreoc.gov.au/social_justice/index.htm

www.hreoc.gov.au/human_rights/children/index.html

The Australian Government Attorney-General's Department

www.ag.gov.au/www/agd/agd.nsf

The Attorney-General's Department provides essential support to the Government in the maintenance and improvement of Australia's system of law and justice, national security and emergency management systems. Its website contains information and links for the following:

- Emergency management
- Crime prevention and enforcement
- Legal services and Legal aid
- National security and counter-terrorism
- Families and marriage
- Human rights and anti-discrimination
- Australia's legal and justice system
- Aboriginal law and native title

Department for Child Protection (Western Australia)

www.community.wa.gov.au/DCP

The Department's focus is on meeting the needs of vulnerable children and families. It is responsible for protecting and caring for children, and supporting people at risk of crisis. Its website contains information on and links to the following services:

- Foster Care
- Adoptions
- Child Protection
- Homelessness
- Family and Domestic Violence

Government Legislation and Related Websites

continued

Aboriginal Reference Group
Accommodation and Homelessness
Advisory Council for the Prevention of Deaths of Children and
Young People
Advocate for Children in Care
Awards
Child Safety Directors' Group
Education & Training
Family and Domestic Violence
Finding out about your Family
Foster Care
Hardship Utility Grant Scheme (HUGS)
Helplines
Not for Profit Funding
Responsible Parenting

WorkCover WA

www.workcover.wa.gov.au/Default.htm

This agency is responsible for overseeing the workers' compensation and injury management system in Western Australia. The website provides links to a range of services for workers, employers, health providers, service providers, other stakeholders and all Western Australians.

Medicare Australia

www.medicareaustralia.gov.au

Medicare plays an integral role in the Australian health sector. It works with a range of government departments to improve health outcomes in Australia through programs such as:

Australia's universal health insurance program, Medicare
Pharmaceutical Benefits Scheme
Australian Government 30% Private Health Insurance Rebate
Special Assistance Schemes
Australian Childhood Immunisation Register
Australian Organ Donor Register
General Practice Immunisation Incentives Scheme
Practice Incentives Program
Rural Retention Program HECS Reimbursement Scheme
General Practice Registrars' rural Incentive Payments Scheme

Medicare

GPO Box 9822, in your capital city
General public enquiries
Phone: 132 011
Email: medicare@medicareaustralia.gov.au

Pharmaceutical Benefits Scheme
GPO Box 9826, in your capital city
PBS general enquiries
Phone: 1800 020 613
Email: pbs@medicareaustralia.gov.au

Policy and Planning

A National Aboriginal Health Strategy 1989 (Reprinted in 1996) and Evaluation 1994

Department of Health and Ageing, Office for Aboriginal Health (OATSIH)
www.health.gov.au/internet/main/publishing.nsf/Content/health-oatsih-pubs-NAHS1998

The NAHS set the agenda for Aboriginal health. Although never fully implemented it remains the key document in Aboriginal health, and is used by in all aspects of research, policy and planning.
<http://www.naccho.org.au/resources/nahs.html>

Western Australian Aboriginal Health Strategy: A Strategic Approach to Improving the Health of Aboriginal People in Western Australia

www.aboriginal.health.wa.gov.au/docs/waahs.pdf

WAAHS was developed by the WA Joint Planning Forum on Aboriginal Health as a shared agenda to improve the health of Aboriginal people in Western Australia.

Government Legislation and Related Websites *continued*

Resources on Cultural Security

Our Story: An Aboriginal Cross Cultural Awareness Training Program

Aboriginal Education and Training Council, the Centre for Aboriginal Studies (Curtin University) and the Government of Western Australian (Department of Education Services), 1997
www.det.wa.edu.au/education/abled/our_story.html

This training program was developed for the education sector and is designed for teachers and support staff who have direct contact with Aboriginal children, youth, parents, families and communities, but has wider applicability. The program is designed to improve and enhance participants' knowledge about Aboriginal people of Western Australia and develop a respect for cultures.

Ideas for the Workplace

ANTaR: Australians for Native Title and Reconciliation
www.antar.org.au/node/225

This web page provides positive strategies for raising cultural awareness and addressing racism in the workplace.

Government of Western Australia (WA Perinatal Mental Health Unit)

www.wnhs.health.wa.gov.au/health_professionals/WA_perinatal_mental_health_unit/resources.php#Aboriginal

This is a list of useful resources on working with Aboriginal communities.

WA Health Aboriginal cultural respect: implementation framework

Government of Western Australia
(Department of Health and the Office of Aboriginal Health) (2005)
www.aboriginal.health.wa.gov.au/docs/Cultural_Respect_Implementation_Framework.pdf

The cultural respect implementation framework has four parts:

- An Aboriginal impact statement for policy and program development
- Services reform through cultural partnerships, education, review and practice
- Aboriginal workforce development through the identification and recruitment of Aboriginal people in the provision of health services
- Monitoring and evaluation framework

Aboriginal Cultural Security

Office of Aboriginal Health

www.aboriginal.health.wa.gov.au/docs/Cultural_Security_Discussion_Document.pdf

Working with Aboriginal Communities: A Guide to Community Consultation and Protocols

Board of Studies NSW (2001)

www.boardofstudies.nsw.edu.au

This document provides advice on how to incorporate Aboriginal perspectives into curriculum and learning, strategies for starting the consultation process, and guidance in developing working relationships with Aboriginal communities.

http://www.boardofstudies.nsw.edu.au/aboriginal_research/pdf_doc/work_aborig_comm.pdf

Cultural competency in health: A guide for policy, partnerships and participation

National Health and Medical Research Council (NHMRC) (2006)

www.nhmrc.gov.au/PUBLICATIONS/synopses/hp25syn.htm

The Guide is intended to help policy makers and managers develop and implement culturally competent policy and planning in the health system.

Communicating positively: A guide to appropriate Aboriginal terminology

New South Wales Government (NSW Health) (2004)

www.health.nsw.gov.au/pubs/2004/abterminology.html

This publication provides information and guidance on appropriate word usage when working with Aboriginal people and communities and when developing policy and programs to improve health outcomes for Aboriginal people.

Kimberley Interpreting Service

www.kimberleyinterpreting.org.au

Kimberley Interpreting Service is the only Aboriginal language interpreting service in Western Australia. KIS provides interpreters in more than 18 Kimberley and central desert languages to clients anywhere in Australia.

Kimberley Interpreting Service

PO Box 3599, Broome Western Australia 6725.

In Kununurra: Button Drive Kununurra 6743 (PO Box 133 Kununurra 6743)

Phone: (08) 91693161 Fax: (08) 91682639

Government Legislation and Related Websites *continued*

Valuing the Difference

Office of Equal Employment Opportunity (2002)

A support strategy for the recruitment and retention of Aboriginal Australians.

<http://www.oeeo.wa.gov.au/documents/Aboriginalworkplaces/Aboriginalemploymentstrategy.pdf>

Showing the Way

Office of Equal Employment Opportunity (2008)

http://www.oeeo.wa.gov.au/documents/generalpublications/stw_Aboriginal.pdf

This document provides guidelines on recruiting and retaining a diverse workforce.

Phone: (08) 9260 6600

Email: deope@opssc.wa.gov.au

WA Health Aboriginal Employment Guide: a Guide to Better attraction, Selection and Retention Strategies Across WA Health

Government of Western Australia (Office of Aboriginal Health) (2009)

www.health.wa.gov.au/circularsnew/attachments/377.pdf

This document provides guidelines on attracting, recruiting and retaining Aboriginal employees into the WA Health workforce and includes strategies for creating a culturally aware workplace.

A Blueprint for Action: Pathways into the Health Workforce for Aboriginal People

Australian Government (National Aboriginal Health Council) (2008)

www.aida.org.au/pdf/Pathways.pdf

This publication provides advice to governments on maximising Aboriginal participation in the health workforce.

Aboriginal Health - Everybody's Business: Health Workforce Development: A South Australian Strategy for Aboriginal people 2005-2010

South Australian Aboriginal Health Partnership, Department of Health, South Australia (2005)

www.publications.health.sa.gov.au/wplan/5

This document outlines recommendations for state and federal governments on how to improve the training, supply, recruitment and retention of appropriate skilled health professionals, health service managers and health policy officers in both mainstream and Aboriginal specific services.

Services Directory

<p>Beagle Bay Community Health Service PO Box 326 Broome, WA 6725 Phone: 08 912 4914</p>	<p>Bega Garnbirringu Health Service 16-18 McDonald Street, Kalgoorlie WA 6430 Phone: 08 9091 3199</p>
<p>Bidyadanga Aboriginal Community Health PO Box 634, Broome, WA 6725 Phone: 08 9192 4952</p>	<p>Bindi Bindi Aboriginal Community Via, Onslow WA 6710 Phone: 08 9184 1086</p>
<p>Carnarvon Aboriginal Medical Service 14-16 Rushton Street, Carnarvon WA 6701 Phone: 08 9941 2499</p>	<p>Derby Aboriginal Health Service 1 Stanley Street, Derby WA 6728 Phone: 08 9193 1090</p>
<p>Geraldton Regional Aboriginal Health Service 30-32 Holland Street, Geraldton WA 6530 Phone: 08 9956 6555</p>	<p>Jurrugk Aboriginal Health Service PO Box 1155, 1 Stanley Street, Derby, WA 6728 Phone: 08 9191 7163</p>
<p>Kimberley Aboriginal Medical Service Council Lot 640 Cnr Anne & Dora Streets, Broome WA 6725 Phone: 08 9193 6043</p>	<p>Marra Worra Worra 42 Robert Street, Fitzroy Crossing WA 6765 Phone: 08 9191 5089</p>
<p>Mawarnkarra Health Service Aboriginal Corporation 20 Sholl Street, Roebourne WA 6718 Phone: 08 9182 0850</p>	<p>Milliya Rumurra Aboriginal Corporation 78 Great Northern Highway, Broome WA 6725 Phone: 08 9192 1699</p>
<p>Ngaanyatjarra Health Service 2/58 Head Street, Alice Springs NT 0871 Phone: 8950 1730</p>	<p>Ngangganawili Aboriginal Community Health Centre Thompson Street, Wiluna WA 6646 Phone: 08 9981 7063</p>
<p>Ngnowar Aerwah 60 Great Northern Highway, Wyndham WA 6740 Phone: 08 9161 1496</p>	<p>Nindillingarri Cultural Health Service PO Box 59, Fitzroy Crossing, WA 6765 Phone: 08 9193 0093</p>
<p>Ord Valley Aboriginal Medical Service 1125 Ironwood Street, Kununurra WA 6743 Phone: 08 9168 1288</p>	<p>Puntukurnu Aboriginal Medical Service LMB 9, Jigalong Clinic, Jigalong via, Newman WA 6753 Phone: 08 9175 1027</p>
<p>South West Aboriginal Medical Service Unit 1, 11 Sandridge Road, Bunbury WA 6230 Phone: 08 9791 2779</p>	<p>Southern Aboriginal Corporation Shop 4, Peel Place, Albany WA 6330</p>
<p>Waringarri Aboriginal Corporation Lot 2229 Speargrass Road, Kununurra WA 6743 Phone: 08 9168 1528</p>	<p>Wirraka Maya Aboriginal Health Service Unit 1, 5 Hamilton Street, South Hedland WA 6722 Phone: 08 9172 0405</p>
<p>Yura Yungi Aboriginal Medical Service Duncan Highway, Halls Creek WA 6770 Phone: 08 9168 6266</p>	

Services Directory *continued*

Metropolitan Aboriginal Medical Services and Centres

<p>Aboriginal Health Council of WA (AHCWA) Dilhorn House, 2 Bulwer Street PERTH WA 6000 Phone: 08 9227 1631</p>	<p>Aboriginal Health, Office of 189 Royal Street, East Perth WA 6004 Phone: 08 9222 4024</p>
<p>Canning Division of General Practice Aboriginal Primary Health Care Service Unit 4 / 1140 Albany Hwy Bentley 6102 (off Ewing Street) Phone: 08 9458 0505</p>	<p>Derbarl Yerrigan Aboriginal Health Service 156 Wittenoom Street, East Perth WA 6004 Phone: 08 9421 3888</p>
<p>Derbarl Yerrigan Boomerang House 28 Bulwer Street, East Perth WA 6004 Phone: 08 9328 4094</p>	<p>Moorditch Curlongga 2075 Albany Highway, Maddington WA 6109 Phone: 08 9459 3049</p>
<p>Noongar Alcohol and Substance Abuse Service (NASAS) 176 Wittenoom Street, East Perth WA 6004 Phone: 08 9221 1411</p>	<p>Statewide Indigenous Mental Health Service Brockway Road, Mount Claremont WA 6010 Phone: 08 9347 6600</p>

Infectious Diseases, Blood Borne Viruses and Sexual Health Clinics and Services

Perth Metropolitan Services

<p>Fremantle Hospital Infectious Diseases B2 Clinic Alma Street, Fremantle Phone: (08) 9431 2149</p>	<p>Royal Perth Hospital Sexual Health Clinic Ainslie House, Murray Street, Perth Phone: (08) 9224 2178</p>
<p>FPWA – Sexual Health Services 70 Roe Street, Northbridge Phone: (08) 9227 6177 or 1800 198 205 toll-free</p>	<p>Quarry Health Centre (For under 25's) Rear, 7 Quarry Street, Fremantle Phone: (08) 9430 4544</p>
<p>Women's Health Services 100 Aberdeen Street, Northbridge Phone: (08) 9227 8122 or 1800 998 399 toll-free</p>	<p>Derbarl Yerrigan Health Service 156 Wittenoom Street, East Perth Phone: (08) 9421 3888</p>
<p>WA AIDS Council Helpline Web: http://www.waids.com Phone: (08) 9482 0044</p>	<p>Hepatitis Council of WA Level 4, 102 James Street, Northbridge WA 6003 Phone: 08 9328 8538 Country Callers (free): 1800 800 070 http://www.hepatitiswa.com.au</p>
<p>Magenta 56 Palmerston Street, Northbridge WA 6003 Phone: 08 9328 1387 Web: http://www.fpwa.org.au/services/magenta/</p>	<p>Sexuality Education Counselling and Consultancy Agency (SECCA) City West Lotteries House, 2 Delhi Street, West Perth WA 6005 Phone: 08 9420 7226 Email: admin@secca.org.au Web: http://www.secca.org.au</p>
<p>Women's Health Services 100 Aberdeen Street, Northbridge WA 6003 Phone: 08 9227 8122 1800 998 399 (toll-free) Email: info@wasua.com.au Web: http://whs.org.au/</p>	

Regional Services: Population Health Units

Albany (08) 9842 7500	Broome (08) 9194 1630
Bunbury (08) 9781 2350	Carnarvon (08) 9941 0560
Geraldton (08) 9956 1985	Kalgoorlie (08) 9080 8200
Northam (08) 9622 4320	South Hedland (08) 9172 8333

Services Directory *continued*

More Information

Sexual Health Helpline Phone: (08) 9227 6178 (metro) or 1800 198 205 (country)	HealthInfo Phone: 1300 135 030
Communicable Disease Control Directorate, Department of Health Phone: (08) 9388 4999 Email: cdc@health.wa.gov.au Web: www.couldihaveit.com.au	

Child Health Services

Details for all WA country and metro Child Health clinics are available at www.health.wa.gov.au/services and go to the Child Health links in the 'Information' box.

Armadale Community Health & Development Centre 3056 Albany Highway, Mount Nasura WA 6112 Phone: 9391 2220	Child Development Service: Bentley Cnr Treasure Road & Andrea Way, Queens Park WA 6107 Phone: 9458 9899
Child Development Service: Clarkson 77 Renshaw Boulevard, Clarkson WA 6030 Phone: (08) 9304 6200	Child Development Service: Fremantle Rambures Way, Hamilton Hill WA 6163 Phone: 9418 1177
Child Development Service: Joondalup Joondalup Community Health Centre, Regents Park Road, Joondalup WA 6027 Phone: 9400 9533	Child Development Service: Koondoola 19 Meldrum Way, Koondoola WA 6064 Phone: 9342 3911
Child Development Service: Lockridge 32 Weddall Road, Lockridge WA 6054 Phone: 9279 0100	Child Development Service: Midland Suite 4, 281 Great Eastern Highway, Midland WA 6056 Phone: 9250 4333
Child Development Service: Peel 112 Lakes Road, Greenfields WA 6210 Phone: 9586 4401	Child Development Service: Rockingham/Kwinana Units 1-4, 8-10 Ameer Street, Rockingham WA 6168 Phone: 9528 0888
Child Development Service: West Perth and State 4-16 Rheola Street, West Perth WA 6005 Phone: 9426 9444	Murray Health Centre Murray Districts Hospital, McKay St, Pinjarra WA 6208 Phone: 9531 1144

Maternal and Child Health Services

Breastscreen WA 1st Floor, Eastpoint Plaza, 233 Adelaide Terrace, Perth WA 6000 Phone: 9323 6700	Central Immunisation Clinic 16 Rheola Street, West Perth WA 6005 Phone: 9321 1312
Family Birth Centre King Edward Memorial Hospital, Bagot Road, Subiaco WA 6008 Phone: 9340 1800	Health Information Resource Service for Women King Edward Memorial Hospital, Bagot Road, Subiaco WA 6008 Phone: 9340 1100
Home and Community Care (HACC) Program 189 Royal Street, East Perth WA 6004 Phone: 9222 4060	WA Cervical Cancer Prevention Program (WACCPP) 2nd Floor, Eastpoint Plaza, 233 Adelaide Terrace, Perth WA 6000 Phone: 13 15 56

Services Directory *continued*

Country Population and Public Health Units

Gascoyne Population Health Unit Cnr Stuart & Johnson Streets, Carnarvon WA 6701 Phone: 08 9941 0560	Geraldton Population Health Unit Shenton Street, Geraldton WA 6530 Phone: 08 9956 1985
Great Southern Population Health Unit 125 Grey Street West, Albany WA 6330 Francis Street, Katanning WA 6317 Phone: 08 9842 7500 or 08 9821 6280	Kalgoorlie-Boulder Population Health Services 36-42 Ware Street, Boulder WA 6430 Phone: 08 9080 8200
Kimberley Population Health Unit Yamamoto House, Napier Terrace, Broome WA 6725 Phone: 08 91941630	Pilbara Population Health Unit Roberts Street, South Hedland WA 6722 Phone: 08 9172 8333
South West Population Health Unit 4th Floor, Bunbury Tower, 61 Victoria Street, Bunbury WA 6230 Phone: 08 9781 2350	Wheatbelt Public Health Unit Unit 3/Avon Mall, 178 Fitzgerald Street, Northam WA 6401 Phone: 08 9622 4320



Alcohol and Other Drug Services

<p>Alcohol and Drug Information Service (ADIS) Phone: 08 9442 5000 Email: ADIS@health.wa.gov.au Country Callers (free): 1800 198 024</p>	<p>Aboriginal Alcohol and Drug Service Inc. 211 Royal Street, East Perth WA 6004 Phone: 08 9221 1411 Email: info@aads.org.au</p>
<p>Alcoholics Anonymous Australia Claisebrook Lotteries House, 33 Moore Street, East Perth WA 6004 Phone: 08 9325 3209 or 08 9325 3566 Web: www.alcoholicsanonymous.org.au</p>	<p>Cyrenian House Non-Residential Programs 318 Fitzgerald Street, Perth WA 6000 Phone: 08 9328 9200 Email: enquiry@cyrenianhouse.com Web: http://www.cyrenianhouse.com</p>
<p>Residential Programs 920 Gnangara Road, Cullacabardee WA 6067 Phone: 08 9302 2222</p>	<p>Australian Institute on Alcohol and Drug Addiction (HOLYOAKE) 75 Canning Highway, Victoria Park WA 6000 Phone: 08 9416 4444 Email: reception@holyoake.org.au Website: www.holyoake.org.au</p>
<p>Holyoake Wheatbelt Drug Service Team 95 Wellington Street, Northam WA 6401 Phone: 08 9621 1055 Email: admin@wcdst.holyoake.org.au</p>	<p>Milliya Rumurra Aboriginal Corporation 78 Great Northern Highway, Broome WA 6725 Phone: 08 9192 1699</p>
<p>Next Step Specialist Drug And Alcohol Services 32 Moore Street, East Perth WA 6004 Phone: 08 9219 1919 Email: nextstep@health.wa.gov.au</p>	<p>Palmerston Association Inc. 134 Palmerston Street, Perth WA 6000 Phone: 08 9328 7355 Web: http://www.palmerston.org.au Email: mail@palmerston.org.au</p>
<p>Palmerston Albany Unit 3/145 Lower Stirling Terrace, Albany WA 6330 Phone: 08 9842 8008 Email: gscdst@inet.net.au</p>	<p>Perth City Mission “YIRRA” (Youth Substance Misuse Service) 129 Hill Street, East Perth WA 6004 Phone: 08 9222 6300</p>
<p>SALVATION ARMY (Bridge House) 15 Wright Street, Highgate WA 6003 Phone: 08 9227 8086</p>	<p>WA Substance Users’ Association (WASUA) 519 Murray Street, West Perth WA 6005 Phone: 08 9321 2877 Email: info@wasua.com.au Web: http://www.wasua.com.au</p>
<p>WANADA City West Lotteries House, 2 Delhi Street, West Perth WA 6005 Phone: +61 8 9420 7236 Web: http://www.wanada.org.au/ Email: drugpeak@wanada.org.au</p>	

Smoking and Tobacco

<p>Australian Council on Smoking and Health Level 1, 46 Ventnor Ave, West Perth WA 6005 Phone: +61 8 9212 4300 Web: http://www.acosh.org/ Email: acosh@acosh.org</p>
--

Services Directory

continued

Community Drug Service Teams

<p>North East Metropolitan 14 Sayers Street, Midland WA 6056 Phone: 08 9274 7055 Email: desk@cdst.holyoake.org.au</p>	<p>North Metropolitan St John of God Health Care 177-179 Cambridge Street, Wembley 6014 Phone: 08 9382 6724 Email: nmcdst@sjog.org.au</p>
<p>Perth Metropolitan 318 Fitzgerald Street, Perth 6000 Phone: 08 9328 9200 Email: enquiry@cyrenianhouse.com</p>	<p>South East Metropolitan Suite 4, 1 Hamilton Street, Cannington 6107 Phone: 08 9358 4011</p>
<p>South Metropolitan 223, High Street, Fremantle 6160 Phone: 08 9335 8156 Email: fremantle@palmerston.org.au</p>	<p>Goldfields 7, Dugan Street, Kalgoorlie 6430 Phone: 08 9091 1833 Email: centrecare@goldfields.centrecare.com.au</p>
<p>Great Southern Unit 3 Emporio Building 145 Lower Stirling Terrace, Albany 6330 Phone: 08 9842 8000 Email: albany@palmerston.org.au</p>	<p>Kimberley Cnr Anne and Robinson Streets, Broome 6725 Phone: 08 9194 2640</p>
<p>Midwest Community Health Building 51-85 Shenton Street, Geraldton 6530 Phone: 08 9956 2424 Email: compari@health.wa.gov.au</p>	<p>Pilbara Suites 141 & 142 H Block Newman District Hospital, Newman 6753 Phone: 08 9175 5051 Email: nextstep@health.wa.gov.au</p>
<p>Southwest 103-105 Clarke Street, Bunbury 6230 Phone: 08 9721 9256 Email: nextstep@health.wa.gov.au</p>	<p>Wheatbelt 30 Fitzgerald Street, Northam 6401 Phone: 08 9621 1055 Email: nextstep@health.wa.gov.au</p>

Mental Health Services

Country

<p>Bunbury Mental Health Service South West Health Campus, Robertson Drive, Bunbury WA 6230 Phone: 08 9722 1300</p>	<p>Bunbury Stepping Stones Rehabilitation Centre 27 Strickland Street, Bunbury WA 6230 Phone: 08 9791 4729</p>
<p>Carnarvon Mental Health Service 5 Stuart Street, Carnarvon WA 6701 Phone: 08 9941 6600</p>	<p>Central West Mental Health Service Shenton Street, Geraldton WA 6530 Phone: 08 9956 1999</p>
<p>Compari Midwest Community Drug Service Team Community Health Building, 51-85 Shenton Street, Geraldton WA 6530 Phone: 08 9956 2424</p>	<p>Esperance Mental Health Unit Forrest Street, Esperance WA 6450 Phone: 08 9071 0444</p>
<p>Great Southern Mental Health - Katanning Francis Street, Katanning WA 6317 Phone: 08 9821 6341</p>	<p>Great Southern Mental Health Services - Albany Hardie Road (cnr Warden Avenue), Albany WA 6330 Phone: 08 9892 2440</p>
<p>Kalgoorlie-Boulder Community Mental Health c/o Kalgoorlie Hospital, cnr Maritana and Piccadilly Streets, Kalgoorlie WA 6430 Phone: 08 9088 6200</p>	<p>Kimberley Mental Health and Drug Service cnr Anne & Robinson Streets, Broome WA 6725 Phone: 08 9194 2640</p>
<p>Kimberley Mental Health and Drug Service: Derby Rugal Baru, Cnr Clarendon & Neville Streets, Derby WA 6728 Phone: 08 9193 1633</p>	<p>Kimberley Mental Health and Drug Service: Kununurra 96 Coolibah Drive, Kununurra WA 6743 Phone: 08 9166 4350</p>
<p>Meekatharra Mental Health Service Savage Street, Meekatharra WA 6642 Phone: 08 9981 0625</p>	<p>Narrogin Mental Health Unit Community Mental Health Centre, Williams Road, Narrogin WA 6312 Phone: 08 9881 0700</p>
<p>Pilbara Mental Health and Drug Service Cnr Acton & Sutherland Streets, Port Hedland WA 6721 Phone: 08 9158 1400</p>	<p>Pilbara Mental Health and Drug Service: Karratha Nickol Bay Hospital, Millstream Road, Karratha WA 6714 Phone: 08 9143 2346</p>
<p>Pilbara Mental Health and Drug Service: Newman Newman Population Health, Newman WA 6753 Phone: 08 9175 8280</p>	<p>Pilbara Mental Health and Drug Service: Port Hedland Cnr Acton and Sutherland Streets, Port Hedland WA 6721 Phone: 08 9158 1400</p>
<p>Pilbara Mental Health and Drug Service: Tom Price Tom Price Hospital, Tom Price WA 6751 Phone: 08 9159 5282</p>	<p>South West Mental Health Service - Bridgetown 88B Hampton Street, Bridgetown WA 6255 Phone: 08 9782 1444</p>
<p>Wheatbelt Mental Health Service 10/210 Fitzgerald Street, Northam WA 6401 Phone: 08 9621 0999</p>	

Services Directory

continued

Metropolitan – In Patient and Other Mental Health Services

<p>Alma Street Centre Group Program Level 5 W Block, Fremantle Hospital, Alma Street, Fremantle WA 6160 Phone: 9431 3540</p>	<p>Armadale Mental Health Services for Older People 3056 Albany Highway, Mount Nasura WA 6112 Phone: 9391 2300</p>
<p>Bentley Elderly Mental Health Service Mills Street, Bentley WA 6102 Phone: 9334 3925</p>	<p>Fremantle Living Skills Program 27 Alma Street, Fremantle WA 6160 Phone: 9431 2578</p>
<p>Graylands Selby-Lemnos and Special Care Health Service Brockway Road, Mount Claremont WA 6010 Phone: 9347 6600</p>	<p>Harrow House Living Skills 59 Hammersley Road, Subiaco WA 6008 Phone: 9381 4977</p>
<p>Horizons - Community Mental Health Rehabilitation Service 2999 Albany Highway, Kelmscott WA 6111 Phone: 9495 4500</p>	<p>Jarrah Road Centre 89 Jarrah Road, East Victoria Park WA 6101 Phone: 9361 5406</p>
<p>Joondalup Community Mental Health Centre Regents Park Road, Joondalup WA 6027 Phone: 9400 9599</p>	<p>Kwinana Living Skills Centre 5 Calista Avenue, Kwinana WA 6167 Phone: 9439 3226</p>
<p>Mandurah Living Skills Centre 2 Elizabeth Street, Mandurah WA 6210 Phone: 9535 9915</p>	<p>Mental Health Emergency Response Line Perth WA 6000 Phone: 9224 8888</p>
<p>Osborne Lodge Osborne Place, Stirling WA 6021 Phone: 9346 8300</p>	<p>Patricia Street Centre 975 Albany Highway, East Victoria Park WA 6101 Phone: 9362 2356</p>
<p>Peel and Rockingham/Kwinana Adult Mental Health Services Cnr Clifton & Ameer Streets, Rockingham WA 6168 Phone: 9528 0600</p>	<p>Peel and Rockingham/Kwinana Mental Health Services for Older People 7/5 Goddard Street, Rockingham WA 6168 Phone: 9527 9000</p>
<p>Scarborough Rehabilitation Service 122 Duke Street, Scarborough WA 6019 Phone: 9245 2148</p>	<p>Selby Older Adult Psychiatric Service 6 Lemnos Street, Shenton Park WA 6008 Phone: 9382 0800</p>
<p>South Guildford Centre 144 Queens Road, South Guildford WA 6055 Phone: 9279 6323</p>	<p>State Forensic Mental Health Service Brockway Road, Mount Claremont WA 6010 Phone: 9347 6600</p>
<p>Statewide Indigenous Mental Health Service Brockway Road, Mount Claremont WA 6010 Phone: 9347 6600</p>	<p>Swan Elderly Mental Health Service Eveline Road, Middle Swan WA 6056 Phone: 9347 5500</p>
<p>Viveash Rehabilitation Centre 28 Railway Parade, Midland WA 6056 Phone: 9250 2171</p>	

Child and Adolescent Mental Health Services

Metropolitan

<p>Armadale Child and Adolescent Mental Health Service Goline House, Echo Road, Mount Nasura WA 6112 Phone: 9391 2455</p>	<p>Child and Adolescent Mental Health Services Roberts Road, Subiaco WA 6008 Phone: 9340 8373</p>
<p>Clarkson Child & Adolescent Mental Health Service 77 Renshaw Boulevard, Clarkson WA 6030 Phone: 9304 6200</p>	<p>Fremantle Child & Adolescent Mental Health Service Stirling Street Centre, 1 Stirling Street, Fremantle WA 6160 Phone: 9336 3099</p>
<p>Hillarys Child & Adolescent Mental Health Service U2/3, Level D, Endeavour Business Centre, 32 Endeavour Road, Hillarys WA 6025 Phone: 9403 1999</p>	<p>Kalamunda Child and Adolescence Mental Health Service 1 Warbler Court, High Wycombe WA 6057 Phone: 9454 2698</p>
<p>Peel and Rockingham/Kwinana Child and Adolescent Mental Health Services Cnr Clifton & Ameer Streets, Rockingham WA 6168 Phone: 9528 0555</p>	<p>Swan Valley Child & Adolescent Mental Health Service 36 Railway Parade, Midland WA 6056 Phone: 9250 5777</p>
<p>Warwick Child & Adolescent Mental Health Service 316 Erindale Road, Warwick WA 6024 Phone: 9448 5544</p>	<p>YouthLink 223 James St , Northbridge WA 6003 Phone: 9227 4300</p>



Services Directory *continued*

Emergency/Crisis Phone Services

<p>Healthdirect Australia 1800 022 222</p>	<p>Alcohol and Drug Information Service (ADIS) Phone: 08 9442 5000 (all hours)</p>
<p>Child Protection Unit Phone: 08 9340 8222</p>	<p>Family Help Line Phone: 08 9223 1111</p>
<p>Kids Help Line Phone: 1800 55 1800 (Counselling Line)</p>	<p>Mental Health Emergency Response Line Phone: 08 9224 8888</p>
<p>Ngala Family Resource Centre 9 George Street, Kensington WA 6151 Phone: 08 9368 9368</p>	<p>Parenting WA Line Phone: 08 6279 1200</p>
<p>Poisons Information Centre Phone: 13 11 26 (all areas, all hours)</p>	<p>Royal Flying Doctor Service (WA) 3 Eagle Drive, Jandakot WA 6164 Phone: 1800 625 800 (Medical & emergency calls only)</p>
<p>Salvo Care Line 333 William Street, Northbridge WA 6003 Phone: 08 9442 5777</p>	<p>Samaritans Crisis Line Samaritan House, 60 Bagot Road, Subiaco WA 6008 Phone: 08 9381 5555</p>
<p>Sexual Assault Resource Centre (SARC) Perth WA 6000 Phone: 08 9340 1828 (crisis line 24 hours)</p>	<p>St John Ambulance Australia (WA) 209 Great Eastern Highway, Belmont WA 6104 Phone: 000 (Emergency calls)</p>

Chronic and Preventable Diseases – Associations and Organisations

<p>People With Disabilities, Western Australia Oasis Lotteries House, 2 / 37 Hampden Road, Nedlands WA 6009 Phone: 08 9386 6477 or 08 9386 6451 (TTY) 1800 193 331 (rural freecall) Web: http://www.pwdwa.org/ Email: info@pwdwa.org</p>	<p>Carers Associaton of Western Australia Inc. 182 Lord Street, Perth WA 6000 Phone: 08 9228 7400 1300 CARERS (227377) 1800 007 332 (24hr Carer Counselling Line) Web: http://www.carerswa.asn.au/ Email: carers@carerswa.asn.au</p>
<p>Association for the Blind of Western Australia 16 Sunbury Road, Victoria Park WA 6100 Phone: 08 9311 8202 1800 658 388 (freecall) Web: http://www.abwa.asn.au/ Email: mailbox@abwa.asn.au</p>	<p>Asthma Foundation of WA 36 Ord Street, West Perth WA 6005 Phone: +61 8 9289 3600 1800 645 130 (freecall) Web: http://www.asthmawa.org.au/ Email: ask@asthmawa.org.au</p>
<p>Arthritis Foundation of Western Australia 17 Lemnos Street, Shenton Park WA 6008 Phone: +61 8 9388 2199 1800 011 041 (Arthritis - Country Callers) 1800 242 141 (Osteoporosis - Country Callers) Web: http://www.arthritiswa.org.au/ Email: general@arthritiswa.org.au</p>	<p>Cancer Council Western Australia 46 Ventnor Avenue, West Perth WA 6005 Phone: +61 8 9212 4333 Web: http://www.cancerwa.asn.au/ Email: info@cancerwa.asn.au</p>
<p>Diabetes WA Level 3, 322 Hay Street, Subiaco WA 6008 Phone: +61 8 9325 7699 1300 136 588 (Advice Line and Information/Toll Free) Web: http://www.diabeteswa.com.au Email: info@diabeteswa.com.au</p>	<p>Down Syndrome Association of WA Inc. Unit 4, 1136 Albany Highway, Bentley WA 6102 Phone: +61 8 9358 3544 1800 623 544 (freecall) Web: http://www.dsawa.asn.au/ Email: dsawa@upnaway.com</p>
<p>Heart Foundation - Western Australia Division 334 Rokeby Road, Subiaco WA 6008 Phone: 08 9388 3343 1300 36 27 87 (Heartline) Web: http://www.heartfoundation.com.au/</p>	<p>Kidney Health Australia (WA) Level 3, 322 Hay Street, Subiaco WA 6008 Phone: +61 8 9381 9311 Web: http://www.kidney.org.au/ Email: wa@kidney.org.au</p>
<p>Leukaemia Foundation of Western Australia 11 Freedman Road, Menora WA 6050 Phone: +61 8 9272 9332 1800 620 420 (freecall) 0412 681 645 (support service mobile) Web: http://www.leukaemia.org.au Email: info@leukaemia.org.au</p>	<p>Cerebral Palsy Association of Western Australia The Sir David Brand Centre, 106 Bradford Street, Coolbinia WA 6050 Phone: 61 8 9443 0211 Web: http://www.tccp.com.au/ Email: info@tccp.com.au</p>
<p>Headwest 654 Canning Highway, Alfred Cove WA 6154 Phone: +61 8 9330 6370 1800 626 370 (freecall) Web: http://www.headwest.asn.au/ Email: info@headwest.asn.au</p>	<p>Multiple Sclerosis Society Western Australia Inc. 29 Parkhill Way, Wilson WA 6107 Phone: +61 8 9365 4888 Web: http://www.multiple-wa.asn.au/ Email: multiple@multiple-wa.asn.au</p>
<p>Parkinson's Western Australia Inc. Centre for Neurological Support, The Niche, Corner of Hospital Avenue and Aberdare Rd, Nedlands WA 6009 Phone: 08 9346 7373 Web: http://www.parkinsonswa.org.au/ Email: pwaadmin@cnswa.com</p>	

