

# Midland



Integrated Systems of Care to support Aboriginal and Torres Strait Islander People with mental health, alcohol and other drug issues (AISC)

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## **Community Engagement and Co-Design Workshop Report**

**2017**

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## Executive Summary: Midland Area

[Midland Aboriginal and/or Torres Strait Islander population: 316]

[Midland population: 5,972]

Richmond Wellbeing, in collaboration with consortium partners, has been commissioned by WA Primary Health Alliance (WAPHA) to develop an integrated system of care program to support Aboriginal and/or Torres Strait Islander people with mental health, alcohol and other drug issues in the Perth South Primary Health Network region from April 2017 to June 2018. The purpose of this activity is to focus and improve the health and wellbeing of Aboriginal and/or Torres Strait Islander people who are living with co-occurring AOD (alcohol and other drugs) and MH (mental health) conditions.

The Richmond Wellbeing (RW) ISC engagement team conducted outreach into communities in this location to listen to community members' experiences, concerns, issues and ideas regarding problematic mental health and AOD use in the community. The RW team heard from community members who experienced these issues themselves, and from people who are carers, families, friends and supporters of people experiencing problematic AOD/MH issues.

Mental health services, AOD services and other service providers in the area were also contacted by the RW team to gather information on issues and concerns of the organisations. Ideas on ways to provide better access to services for vulnerable and disadvantaged community members and better integrate AOD and MH services were discussed in this engagement process.

Feedback from the local community was collated to provide themes for place-based co-design workshops attended by local community members and service providers working together on solutions to address these issues.

### MIDLAND AREA:

| CONSULTATION AND ENGAGEMENT |                   |
|-----------------------------|-------------------|
| Community Members           | Service Providers |
| 28                          | 6                 |
| WORKSHOP ATTENDANCE         |                   |
| Community Members           | Service Providers |
| 27                          | 3 (4 people)      |

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# Co-design Workshop

## Workshop Themes:

- **Needing local support for housing, food, and employment as these are priority issues, significant barriers to getting help, and contribute to further MH and AOD issues.**
  - “People here don’t have a home, a phone, transport”.
- **Needing to address significant waiting lists and length of time between asking for help and getting help.**
  - “The waiting list was too long – now I’m living on the streets”.
- **Needing to provide more culturally appropriate services that also address transport issues.**
  - “Services available don’t relate to me – face-to-face is best and services need to be mobile”.
- **Needing more Aboriginal people who have local and cultural understanding working in the services.**
  - “Need people who have been treated like us to work for us and work with us”.

A co-design workshop was held for community members and service providers in Midland on September 26<sup>th</sup> 2017. This workshop provided an opportunity for service providers and local community to come together to co-design local service activity.

## Workshop Findings:

The co-design workshops identified six key findings to be considered by the Project Management Group:

1. Develop a local Aboriginal Cultural Community Centre for people to come together in a safe and supported space.
2. Bring local community services together to provide a one-stop-shop central hub to access local support and community services.
3. Build the local Aboriginal workforce by employment of Aboriginal Peer Support Workers.
4. Provide a local bus service for people to get around in the local community and access community services.

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5. Increase outreach services that provide after-hours and weekend support to the local community.
  6. Develop a youth program to foster cultural support and activities for local youth.

## **Solutions to Address Key Findings:**

### **1. Develop a local Aboriginal Cultural Community Centre for people to come together in a safe and supported space.**

#### **Identified need:**

- ❖ Need safe and comfortable space for people to talk to about their problems without shame and with understanding.
- ❖ Need to provide some support for those on waiting lists waiting to access mainstream services.
- ❖ Link to a central hub that provides access to services.

#### **How to do it:**

- Provide somewhere safe that is always open.
- Provide immediate support for those to have a yarn with while waiting to access services.
- Provide a drop in room to yarn with someone.
- Provide basic services such as shelter, food, access to utilities (e.g., shower, toilets).
- Provide support for:
  - Funerals and wakes;
  - Respite and detox;
  - After jail and rehab; and
  - A central meeting place for all.
- Location needs to be easily accessible.
- Inclusive of young people and adolescents as place they can go to do activities.
- Include training centre with crèche and day care.
- Include access to internet and Wi-Fi.
- Include a BBQ day to get word out in the community.
- Include access to activities and programs such as:
  - Training and education;
  - Healing programs;
  - Youth programs;
  - Family orientated support groups; and
  - Social groups.
- Establish an Aboriginal Community Committee.

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## 2. Bring local community services together to provide a one-stop-shop central hub to access local support and community services.

### Identified need:

- ❖ Need a service hub where everything you need is in one place – a one-stop shop central service hub.
- ❖ Need to link a central hub to outreach services and to an Aboriginal Cultural Centre that provides support and information.
- ❖ Need to provide drop in services for those in immediate need.
- ❖ Need to provide a coordinated approach to bring services together to meet co-occurring needs and basic needs of the community.

### How to do it:

- Staff with Aboriginal workers and peer workers.
- Include support for a range of issues and services including:
  - Mental health, drugs, alcohol;
  - Domestic violence;
  - Welfare and Centrelink;
  - Department of Child Protection (DCP) advocate;
  - Financial advisors;
  - Emergency relief;
  - Housing accommodation support and tenancy advocates;
  - Foodbank;
  - Aboriginal Legal Service and court advocacy;
  - Support for disabilities;
  - Dental service; and
  - Men and women's health services.
- Provide free or accessible transport.
- Provide coordinated services that include ongoing follow-up support.
- Include someone to explain the steps and processes for accessing services.

## 3. Build local Aboriginal workforce by employing Aboriginal Peer Support Workers.

### Identified need:

- ❖ Need to increase local Aboriginal workforce.
- ❖ Need more Aboriginal people working in services with local knowledge and cultural understanding.
- ❖ Need to address barriers to employment (e.g., having a criminal record).
- ❖ Need to provide specialised support services just for Aboriginal people.
- ❖ Need to value life experience – not degrees and qualifications.

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**How to do it:**

- Include access to local job network agencies to support Aboriginal people (e.g., Aboriginal Employment Agency).
- Include Aboriginal Peer Support Workers in Aboriginal Cultural Centre and the central hub service.
- Have peer workers and community nominated support people available at the front door of services.
- Be available for clients to create a good first impression.
- Provide drop in and ongoing, follow up counselling support while on waitlist.
- Introduce the services, policies, waitlist expectations, and have a yarn to support Aboriginal clients.
- Have one support worker in critical services that people go to, and other peer support workers networking with each other and services.
- Connect and link with all local services.
- Look to employ those with life experience regardless of qualifications and education.
- Increase understanding for the Aboriginal way of working.
- Employ local workers in traineeships and internships in local area.
- Provide incentives for Aboriginal people to work in the community sector.
- Talk to local organisations and create these positions.
- Make services more accountable to have Aboriginal staff within services.
- Aboriginal staff to develop and deliver cultural awareness training to local services and government who specialise in AOD and MH.
- Encourage critical organisations such as Mental Health Commission, government and local shire to get on board and create these opportunities.

#### **4. Provide a local bus service for people to get around in the local community and access community services.**

**Identified need:**

- ❖ Need to provide transport to bring people together in a central area (e.g., to the Aboriginal Cultural Community Centre).
- ❖ Need to provide transport to help people meet every day needs (e.g., to access food and shelter).
- ❖ Need transport options to attend any sort of appointments, including local AOD and MH appointments.
- ❖ Need to provide an emergency driving service for those in urgent need of attention.

**How to do it:**

- Provide a bus service managed by local Aboriginal people.
- Employ local people to manage Swan Patrol.
- Make transport available 7 days a week, 24 hours a day (or 7am to 7pm; 7pm to 7am).
- Help locals obtain a driver's license and provide driving mentors to give lessons.
- Provide a pick-up service for people affected by alcohol.
- Provide transport to the Aboriginal Cultural Community Centre and the central hub.

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## 5. Increase outreach services that provide after-hours and weekend support to the local community.

### Identified need:

- ❖ Services need to get out in the community and let people know what is available.
- ❖ Need to provide outreach services specific for elder suffering from MH conditions.

### How to do it:

- Link outreach services back to a central hub.
- Provide support in homes and safe spots in the community.
- Come and yarn to us in plain English.
- Provide support for individuals and families.
- Provide services out of normal working hours (e.g., after hours and on weekends).
- Provide a service that is mobile and culturally appropriate.
- Employ Aboriginal people, including Aboriginal Peer Support Workers.

## 6. Develop a youth program to foster cultural support and activities for local youth.

### Identified need:

- ❖ Need to empower and educate youth to make good decisions.
- ❖ Need to foster sense of community and support for youth.
- ❖ Need to positive local activities to engage in to deter from adverse engagement with drugs and alcohol.
- ❖ Need to provide place to go and things to do for youth kicked out of school.

### How to do it:

- Employ Aboriginal staff to develop and deliver programs.
- Link to or embed programs within local Aboriginal Culture Centre.
- Provide support for ongoing training and education pathways if kicked out of school.
- Provide alternatives to Clontarf (e.g., Comet Caversham but currently restricted to over 15's – change to 12 years).
- Midvale hall is a local place to hang to do homework, it had excursions and had a bus that dropped you home.
- Develop positive activities delivered in the local area including:
  - Bring back midnight basketball;
  - Provide a range of sports e.g., Tee ball;
  - Camping; and
  - Local outings.
- Include transport that picks up and drops you home.