North Richmond Community Health (NRCH) - Annual Integrated Health Promotion Action Plan (2018-2019)

Specific priorities
The two priority areas for the NRCH IHP Plan (2017-2021) are improving mental health and wellbeing and improving reproductive and sexual health.

In the priority area of improving mental health and wellbeing, the three program goals are:

1. To create and support gender equity and equality for the NRCH workplace and community
2. To increase opportunities for freedom from discrimination and violence for clients at risk or experiencing gender-based violence.
3. To increase social inclusion for the NRCH community

In the priority area of improving reproductive and sexual health, the program goal is to reduce harms associated with injecting drug use at NRCH.

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Mental Health and Wellbeing</th>
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<tbody>
<tr>
<td><strong>Goal</strong></td>
<td>To improve gender equity and equality by building capacity of NRCH staff/volunteers to respond to the needs of the community.</td>
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<tr>
<td><strong>Objective 1</strong></td>
<td>Create supportive environments that foster increased knowledge, skills and confidence of NRCH staff/volunteers to respond to the gender equity and equality needs of the community.</td>
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<thead>
<tr>
<th>Strategy</th>
<th>Actions</th>
<th>Lead and Partners</th>
<th>Timeline</th>
<th>Outputs</th>
<th>Outcomes</th>
<th>Progress</th>
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</thead>
<tbody>
<tr>
<td>Develop new and maintain existing partnerships that promote gender equity and equality.</td>
<td>Attend INWPCP INCEPT meetings</td>
<td>NRCH staff: Health Promotion team</td>
<td>June 2019</td>
<td>Attend quarterly INWPCP INCEPT meetings</td>
<td>Develop meaningful partnerships that provide consistent messaging in line with national frameworks.</td>
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<tr>
<td></td>
<td>Attend Northern Metropolitan Region (NMR) Preventing Violence against Women (PVAW) Committee meetings</td>
<td>Partners:</td>
<td></td>
<td>Attend 4 NMR PVAW Committee meetings</td>
<td>Develop shared priorities with INWPCP and BRC including shared data collation and shared definitions.</td>
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<tr>
<td></td>
<td>Attend Yarra Family Violence Network meetings</td>
<td>• Inner North West Primary Care Partnership (INWPCP)</td>
<td></td>
<td>Attend 4 Yarra Family Violence Network meetings</td>
<td>Implement gender equity and equality training for 20 staff/volunteers through NRCHs online training portal.</td>
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<tr>
<td></td>
<td>Attend City of Yarra Health and Wellbeing Committee meetings</td>
<td>• Women’s Health in the North (WHIN)</td>
<td></td>
<td>Attend quarterly City of Yarra, Health and Wellbeing Committee meetings</td>
<td>Plan and implement community action campaigns including Week Without Violence and 16 Days of Activism Against Gender-Based Violence and attend the community pop up event with Yarra Family Violence Network.</td>
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<td></td>
<td></td>
<td>• Neighbourhood Justice Centre (NJC)</td>
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<td>• Victoria Police</td>
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</table>
Embed NRCH policies that relate to gender equity and equality into the workplace.  

| Plan information package for distribution to each NRCH team with Integrated Health Promotion (IHP) Working Group, Human Resources, NRCH executives and Board. | NRCH staff: Health Promotion team, Human Resources (HR), IHP Working Group | June 2019 | Planned and implemented information distribution through meeting with each team and uploading on intranet. Survey 20 staff/volunteers after receiving information on gender equity and equality in the workplace. | Create an organisational culture that supports workplace gender equity and equality and reflects national policies and frameworks. Staff and volunteers incorporate the principles of gender equity and equality into professional practice. |  |

Consult with key stakeholders through scoping exercises, needs analysis etc. to plan, develop and implement gender equity and equality training for NRCH staff/volunteers.  

| Liaise with HR  
Adapt VicHealth’s training resources to develop online training module for NRCH staff/volunteers  
Trial training module with NRCH staff/volunteers | NRCH staff: Health Promotion team, HR | June 2019 | Develop and implement gender equity and equality training with HR for 20 staff/volunteers. Administer pre and post questionnaire to 20 staff/volunteers, collate and analyse results. | Improved knowledge and understanding among staff/volunteers of gender equity and equality, its impact on health and the prevention of violence against women. Review training and present to NRCH executive for endorsement for mandatory for all staff. |  |

### Objective 2  
Create supportive environments in the community that promote greater understanding of gender equity and equality.

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<th>Strategy</th>
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<th>Outcomes</th>
<th>Progress</th>
</tr>
</thead>
</table>
| Develop new and maintain existing partnerships that promote gender equity and equality. | Attend Yarra Family Violence Network meetings.  
Attend relevant sector meetings including BRC annual planning sessions. | NRCH staff: Health Promotion team, Counselling and Casework  
Partners:  
  - INWPCP  
  - WHIN  
  - NJC | June 2019 | Attend key meetings and save minutes on NRCHs shared drive. | Develop meaningful partnerships that provide consistent messaging in line with national frameworks. |  |
| Collaborate with key stakeholders to plan, develop and implement effective awareness raising campaigns | Plan and implement awareness raising campaigns (including 16 Days of Activism Against Gender-Based Violence). | NRCH staff: Health Promotion team, Counselling and Casework  
Partners: | November 2018 | Implement campaigns to raise awareness and promote action on gender equity and equality | 2 campaigns implemented and evaluated with key stakeholders and the community, e.g. Week without Violence |  |
on gender equity and equality for the community (including programs and services for LGBTIQ clients).

<table>
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<tr>
<th>INWPCP</th>
<th>WHIN</th>
<th>NIC</th>
<th>Belgium Avenue</th>
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<tr>
<td>16 days of Activism</td>
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<table>
<thead>
<tr>
<th>Priority Area</th>
<th>Mental Health and Wellbeing</th>
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<tbody>
<tr>
<td>Goal</td>
<td>To increase opportunities of freedom from discrimination and violence for clients at risk or experiencing gender-based violence.</td>
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<tr>
<td>Objective 1</td>
<td>To review and develop a PVAW Framework at NRCH.</td>
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<tr>
<th>Strategy</th>
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<tr>
<td></td>
<td><strong>Develop new and maintain existing partnerships by attending relevant meetings including forums and committees</strong></td>
<td><strong>NRCH staff:</strong> Health Promotion team</td>
<td>June 2019</td>
<td><strong>Attend key meetings and save minutes on NRCH's shared drive.</strong></td>
<td><strong>Develop meaningful partnerships that provide consistent messaging in line with national frameworks.</strong></td>
<td><strong>NRCH staff:</strong> Health Promotion team</td>
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<td></td>
<td>Attend INWPCP Prevention Alliance meetings</td>
<td><strong>Partners:</strong></td>
<td></td>
<td><strong>Development of shared priorities with INWPCP and BRC including shared data collation and shared definitions.</strong></td>
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<td><strong>Participation in working group to develop shared data platform.</strong></td>
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<td></td>
<td>Attend Yarra Health and Wellbeing Advisory Committee meeting.</td>
<td><strong>Office of Housing</strong></td>
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<td><strong>Provide data for shared data collation for the INWPCP</strong></td>
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<td></td>
<td>Strengthen partnerships with relevant stakeholders.</td>
<td><strong>City of Yarra</strong></td>
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<td></td>
<td>Develop shared priorities and data collection methods with INWPCP Prevention Alliance.</td>
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<td><strong>Drummond St and Fitzroy Legal Service</strong></td>
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<td><strong>Brotherhood of St Laurence</strong></td>
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<td><strong>Vietnamese Women's Association</strong></td>
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<td><strong>Bridge Church</strong></td>
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<tr>
<td>Embed the NRCH policies and frameworks that relate to the Prevention of Violence against Women (including Equal Employment Opportunity and Family Violence policies) into the organisation.</td>
<td><strong>Key health promotion staff attend WHIN training on Creating Gender Equitable workplaces, undertaking gender equitable organisational work.</strong></td>
<td><strong>NRCH staff:</strong> Health Promotion team, HR</td>
<td>March/April 2019</td>
<td><strong>Policies reviewed utilising current WHIN principles, ratified and distributed to NRCH staff/volunteers.</strong></td>
<td><strong>Create an organisational culture that supports the Prevention of Violence Against Women and reflects national policies and frameworks.</strong></td>
<td><strong>Attend all NRCH team meetings to provide information about relevant policies and frameworks that relate to the Prevention of Violence Against Women</strong></td>
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<td></td>
<td>Review current PVAW policies and frameworks utilising key learnings from WHIN training and staff feedback.</td>
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*Page 3 of 11*
### Objective 1

Ratify and distribute Workplace Gender Equity Policy to all staff and volunteers

Develop and implement a communication strategy for creating a gender equitable organisation

Provide staff training in ‘identifying family violence; responding to women’ (WHIN training program and internal program)

Provide online training access to all staff/volunteers

NRCH staff: Health Promotion team, Counselling and Casework

March 2019

Provide training to new and existing staff/volunteers

Develop and implement PVAW training for 20 staff/volunteers.

Review NRCH policies and develop frameworks for Elder Abuse

Review current policies, Local, State and National

Develop information for NRCH staff to distribute at team meetings

Scoping and Planning of staff training

NRCH Staff: Health Promotion team, HR

Partners:
- City of Yarra

June 2019

Policies reviewed, ratified and distributed to NRCH staff/volunteers.

Create an organisational culture that supports the Prevention of Elder Abuse and reflects national policies and frameworks.

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<th>Progress</th>
</tr>
</thead>
</table>
| Develop new and maintain existing partnerships by attending relevant meetings e.g. Yarra Family Violence Network, Counselling and Support Alliance and PVAW forums. | Attend Yarra Family Violence Network, NMRPVAW committee, NMR Reproductive and Sexual Health, Counselling and Support Alliance, INWPCP Prevention Alliance | NRCH staff: Health Promotion team, Counselling and Casework Partners:  
- Office of Housing  
- Belgium Neighbourhood House  
- Brotherhood of St Laurence  
- Bridge Church  
- City of Yarra  
- WHIN  
- NJC | June 2019 | Attend key meetings and save minutes on NRCHs shared drive. | Develop meaningful partnerships that provide consistent messaging in line with national frameworks. |
Collaborate with key stakeholders to implement effective awareness raising campaigns, including Week without Violence and 16 Days of Activism Against Gender-Based Violence campaigns.

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<th>Priority Area</th>
<th>Mental Health and Wellbeing</th>
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<tbody>
<tr>
<td>Goal</td>
<td>To increase opportunities for social inclusion for the NRCH community.</td>
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<tr>
<td>Objective 1</td>
<td>Create supportive environments that promote social inclusion by implementing place-based initiatives in collaboration with key stakeholders.</td>
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</thead>
<tbody>
<tr>
<td>Develop new and maintain existing partnerships by attending relevant meetings and forums</td>
<td>Attend INWPCP training and forums with key stakeholders</td>
<td>NRCH staff: Health Promotion team</td>
<td>June 2019</td>
<td>Develop shared definitions and indicators for social inclusion in the Inner North West Region.</td>
<td>Develop shared priorities for social inclusion programs</td>
<td>Develop meaningful partnerships that support the development and implementation of place-based initiatives for social inclusion.</td>
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<td>Partners: INWPCP</td>
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<p>| Conduct consumer experience surveys and identify community leaders to inform the development of social inclusion programs. | Consumer survey, developed and distributed | NRCH staff: Strategic development team, Health Promotion team, Dental and Oral Health team, Board of Management | December 2018 | 80 consumers and staff surveyed Survey findings: The findings and recommendations of the 2017/2018 Consumer Experience Survey include Community concerns regarding safety. | Responses of consumers, staff and volunteers collated, interpreted and recommendations developed and adopted by management | Action Plan developed and implemented for social inclusion programs |</p>
<table>
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<tr>
<th>Task</th>
<th>Action</th>
<th>Target Dates</th>
<th>Key Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identify community safety issues and their impact on health.</td>
<td>Attend meetings with key stakeholders and community</td>
<td>June 2019</td>
<td>Improvement in community safety through the provision of information.</td>
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<td>NRCH staff: Health Promotion team, AOD team, NRCH management, communication and marketing specialist</td>
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<td>Partners:</td>
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<tr>
<td>Scoping and developing relationship with key stakeholders to conduct the Achievement Program in an Early Years setting</td>
<td>Identify and engage with potential partners</td>
<td>April 2019</td>
<td>Key partnerships developed to plan the implementation of the Achievement Program</td>
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<tr>
<td></td>
<td>Achievement training completed for NRCH health promotion team</td>
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<td>Plan developed with key early years’ partners by April 2019</td>
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<td></td>
<td>Attend Local Area Partnership for Early Years in City of Yarra</td>
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<td>NRCH Staff: Health Promotion team, Allied Health Paediatric team</td>
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<td>Partners:</td>
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<td></td>
<td>• West Richmond Primary School</td>
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<td></td>
<td>• Cooke Court Childcare centre</td>
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<td>• Borroodara Preschool and childcare centre</td>
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<td>• Acacia Childcare centre</td>
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<td>• City of Yarra</td>
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<td>• Maternal and Child Health Nurses</td>
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<tr>
<td>Developing and strengthening partnerships to provide healthy aging within the community</td>
<td>Identify and meet with partners</td>
<td>June 2019</td>
<td>Implement programs that support healthy aging</td>
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<td>Investigating current programs for healthy aging within the</td>
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<td>NRCH Staff: Health Promotion team</td>
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<td>Partners:</td>
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<td>• City of Yarra</td>
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<tr>
<td>Objective 2</td>
<td>Develop, implement and coordinate social inclusion programs in collaboration with key stakeholders.</td>
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<tr>
<td><strong>Develop new and maintain existing partnerships by attending relevant meetings</strong></td>
<td>Attend INWPCP training and forums with key stakeholders</td>
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<td></td>
<td>NRCH staff: Health Promotion team</td>
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<td>• Belgium Avenue Neighbourhood House</td>
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<td>• Vietnamese Women’s Association</td>
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<td></td>
<td>June 2019</td>
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<td></td>
<td>Attend key meetings and save minutes on NRCH shared drive.</td>
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<td></td>
<td>Key staff attend training and distribute information.</td>
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<td></td>
<td>Develop meaningful partnerships that support the development and implementation of placed-based initiatives for social inclusion in the community</td>
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<table>
<thead>
<tr>
<th>Objective 2</th>
<th>Develop, implement and coordinate social inclusion programs in collaboration with key stakeholders.</th>
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<tbody>
<tr>
<td><strong>Collaborate with key stakeholders to plan, develop and implement socially inclusive programs (including programs and services for LGBTIQ clients).</strong></td>
<td>Attend key meetings for social inclusion</td>
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<tr>
<td></td>
<td>Develop shared plan with INWPCP Prevention Alliance</td>
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<td>NRCH staff: Health Promotion team</td>
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<td>Partners:</td>
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<td>• INWPCP</td>
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<td>May 2019</td>
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<td></td>
<td>Development of shared priorities with INWPCP Prevention Alliance</td>
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<td>Training attended by health promotion staff</td>
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<td>Shared definitions developed for data collection and shared priority planning</td>
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<td></td>
<td>Plan, develop and implement socially inclusive programs in consultation with INWPCP Prevention Alliance</td>
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<tr>
<th>Priority Area</th>
<th>Promoting Reproductive and Sexual Health</th>
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<tbody>
<tr>
<td><strong>Goal</strong></td>
<td>To reduce harms associated with injecting drug use at NRCH.</td>
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<tr>
<td><strong>Objective 1</strong></td>
<td>Reduce risk taking behaviours in people who inject drugs within the Needle and Syringe Program (NSP) at NRCH.</td>
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<td>NRCH</td>
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Develop community safety and mental health campaigns that cover the following (using a health literacy lens and more pictures):

- Promote themed weeks
- Hepatitis B week
- Hepatitis C week
- Overdose Awareness Day
- World AIDS Day
- Drink more water
- Wash your hands
- Promote harm minimisation messages including safer injecting practices.

Community Development Workers develop and implement community safety and mental health campaigns

Allocate resources (including campaign materials)

AOD team liaise with NRCH staff to guide and conduct campaigns

Review and develop surveys

NRCH staff: Health Promotion team, AOD team, Medically Supervised Injecting Room (MSIR), NRCH management

Partners:
- Harm Reduction Victoria
- St Vincent’s Hospital
- CEN
- City of Yarra
- Victoria Police
- Metropolitan Fire Brigade (MFB)

Monthly health education campaigns

Clients provide feedback on program

Survey developed, implemented and results analysed

Number of campaigns conducted

Number of partners engaged

Number of community members that attend campaigns

Change in attitudes and behaviours of people who inject drugs (PWID) with regards to harm minimisation and safer injecting practices.

Participate in the Eliminate Hep C Project.

Review current program, implement changes and evaluate program

Promote treatment options for Hepatitis C

Monitor Hep C treatment uptake rates

Training in Hepatitis C treatment provided to all AOD program staff and Medical and Nursing staff.

Education resources developed and distributed to key stakeholders including posters on safer injecting practices.

NRCH staff: Health Promotion team, AOD team

Partners:
- St Vincent’s HARP program
- Burnet Institute

June 2019

Provide weekly Hep C clinic for the community

Partnership with Burnet Institute strengthened to conduct Hepatitis C testing and referrals to treatment.

Increase in number of people accessing Hepatitis C treatment through NRCH partnership with St Vincent’s Hospital.

Implement a Blood Borne Virus (BBV) campaign in partnership with key stakeholders.

Develop partnerships

Develop and distribute campaign materials

Implement and evaluate campaign

NRCH staff: Health Promotion team, AOD team, Nursing and Medical staff

Partners:
- Harm Reduction Victoria
- Burnet Institute
- St Vincent’s Hospital
- Primary Health Network (PHN)

June 2019

Develop resources for awareness raising campaign, information kit including a comic to be planned and developed by harm minimisation committee and focus group of peers.

Increased knowledge of BBV treatment options for 80% of people accessing the service

Health check framework reviewed and implemented.
<table>
<thead>
<tr>
<th>Strategy</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Review and Conduct rapid testing within a health check framework</td>
<td>Conduct rapid testing within a health check framework to all clients referred to the service. Focus group evaluation with peers. Health check framework updated.</td>
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<tr>
<td>Promote opportunities to participate in the health screening program.</td>
<td>Review current health screening program and implement changes in AOD and NSP team. Develop partnerships.</td>
<td>NRCH staff: Health Promotion team, AOD team and manager, Nursing and Medical staff. Partners: • Harm Reduction Victoria • Burnett Institute • St Vincent’s Hospital</td>
<td>June 2019</td>
<td>Number of people with complex and chronic health conditions participating in health screening program. Number of people accessing treatment as a result of the health screen.</td>
<td>20% increase in number of people accessing health screening program. 80% increase in number of people accessing treatment as a result of the health screen.</td>
<td></td>
</tr>
<tr>
<td>Review and implement food distribution program</td>
<td>Strengthen partnership with food distribution organisations. Provide regular food distribution to clients of the NSP. Provide food safety training for staff/volunteers.</td>
<td>NRCH staff: Health Promotion team, AOD staff, Health promotion staff, volunteer coordinator volunteers. Partners: • Oz Harvest</td>
<td>June 2019</td>
<td>Engage with 2 food distribution programs/food rescue charities. Survey clients receiving meals. Survey staff/volunteers providing food. Number of people receiving meals. Provide meals/food distribution weekly.</td>
<td>Increase in number of people receiving meals by 10%. 4 AOD staff/volunteers complete food safety training. Responses of clients and staff reported. Recommendations developed.</td>
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<tr>
<td>Objective 2</td>
<td>Maintain and review 24 hour access to sterile injecting equipment to people who inject drugs within the NSP at NRCH.</td>
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<tr>
<td>Review and modify Secure Dispensing Unit.</td>
<td>Review of SDU and implement recommendations</td>
<td>NRCH staff: Health Promotion team, AOD team and Manager, Health Promotion team. Partners: City of Yarra</td>
<td>June 2019</td>
<td>Evaluation conducted with clients and staff/volunteers. Feedback from stakeholders including the Yarra Drug Health Forum, Victoria Street Local Working Group and City of Yarra.</td>
<td>Changes to SDU packs including new BND and yellow containers removed.</td>
<td></td>
</tr>
<tr>
<td>Implement and evaluate peer education program.</td>
<td>Engage Community Development Workers and implement program.</td>
<td>NRCH staff: Health Promotion team, AOD team</td>
<td>June 2019</td>
<td>Program implemented and evaluated.</td>
<td>Number of Community Development Workers engaged. Recommendations developed.</td>
<td></td>
</tr>
</tbody>
</table>
Recruit and support volunteers to assist with packing SDU’s.

Recruit and support volunteers
Training of volunteers

NRCH staff: Health Promotion team, AOD team and manager, Volunteers Coordinator

June 2019

Volunteer program reviewed
Volunteers recruited and trained

Number of volunteers recruited
Review and development of recommendations

### Objective 3

100% of people that participated in the health screening program that want to have been referred to treatment.

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<tr>
<td>Develop and review partnerships with treating organisations (Alfred Health, Hep C Clinic, Liver Clinic, Victoria AIDS Council, VACCHO, Harm Reduction Victoria).</td>
<td>Strengthen partnerships with agencies</td>
<td>NRCH Staff: Health Promotion team, AOD team and manager, nursing and medical team, MSIR Partners: • Alfred Hospital infectious diseases unit • Thorne Harbour Health, • Pronto sexual health clinic • VACCHO • Hepatitis Victoria • Harm Reduction Victoria</td>
<td>June 2019</td>
<td>New partnerships developed and existing partnerships maintained.</td>
<td>Partnerships have been developed and maintained with a range of organisations</td>
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</tbody>
</table>

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<tr>
<td>Provide follow up health checks (including HIV rapid testing).</td>
<td>Train staff to conduct health checks (including HIV rapid testing) Recruit participants 30 people participate in the program</td>
<td>NRCH Staff: Health Promotion team, AOD team, Nursing and Medical Team, Medical Practice Manager Partners: St Vincent’s</td>
<td>Provided as part of regular service, weekly</td>
<td>Health checks are conducted including rapid HIV tests.</td>
<td>Referrals provided to clients for treatment options.</td>
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</table>

### Objective 4

Raise awareness of staff and clients of advocacy role in reducing harms associated with injecting drug use.

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<tr>
<td>Provide advocacy and support for services reducing harms associated with injecting drug use in the community</td>
<td>Collaborative action and information developed for staff and community Information distributed through communication strategy Engaging with community groups and leaders</td>
<td>NRCH staff: Health Promotion team, AOD Manager, NRCH Advisory Committee Partners: • Harm Reduction Victoria • Yarra Drug Forum • Yarra Safety Forum</td>
<td>June 2019</td>
<td>Information developed through consultation with key partners and the community Communication strategy developed and implemented: Rollout of information at team meetings, standing agenda item, uploaded onto intranet, development and distribution of information to the community Information.</td>
<td>80% of staff receive information on reducing harms associated with injecting drug use in the community. 80% of staff increase knowledge on reducing harms association with injecting drug use in the community.</td>
<td></td>
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</tbody>
</table>
| Scoping of training program to raise awareness with staff and volunteers of stigma and discrimination associated with injecting drug use. | Review stigma and discrimination training resources  
Plan and Develop online training module with Human Resources team | **NRCH staff:** Health Promotion team, AOD Manager, HR, Health Promotion team  
**Partners:**  
- Harm Reduction Victoria | June 2019  
Development of stigma and discrimination training for staff  
Trial the stigma and discrimination training with 10 staff  
Survey staff | Increased knowledge and awareness of 10 staff  
Online training is offered for all staff |
| Develop new and existing internal and external relationships with key stakeholders. | Identify key stakeholders  
Develop relationships with key stakeholders | **NRCH staff:** Health Promotion team, AOD team and Manager, CEO  
**Partners:**  
- Harm Reduction Victoria | June 2019  
Meetings attended with HR, Management and Executive, CEO  
Develop new and maintain existing partnerships | Develop meaningful partnerships |