

Pangula Mannamurna – 12 month action plan 2006 - 2007

PANGULA  
MANNAMURNA

**Action Plan**

**2006-07**

## **Pangula Mannamurna – 12 month action plan 2006 - 2007**

### **Part A**

(what we are going to do this year?)

## Pangula Mannamurna – 12 month action plan 2006 - 2007

<b>Service Delivery</b>					
<b>Strategies</b> What are we trying to do?	<b>Activities</b> How are we going to do it?	<b>Measures</b> How will we know how we are going?	<b>Timeframe</b> How long will it take?	<b>Responsibility</b> Who is responsible?	<b>Estimated cost (fuel, wages and program costs)</b>
<b>Program area: Bringing them home</b>					
1 Broaden the range of service delivery methods.	1.1 Maintain outreach clinics in regional centres.	The number and frequency of regular counselling sessions operating in regional centres.	First outreach counselling group established within 6mths, second within the next 6mths.	S&E Wellbeing counsellors.	\$17,900
	1.2 Establish therapeutic groups – Mt Gambier at this stage.	The number and frequency of group sessions. Identification and evaluation of new techniques – conduct trials or pilots.	As above	As above	\$3,200
	1.3 Conduct research into innovative and successful approaches to assist healing e.g. narrative therapy, Aboriginal therapies		Ongoing	As above	\$3000

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<b>Program area: Bringing them home</b>					
	<p>1.4 Develop a program for young people to address issues of relationship and other violence, anger management particularly where this has lead to school exclusion and expulsion.</p> <ul style="list-style-type: none"> <li>• Develop a partnership with DECS.</li> <li>• Develop a Work Relationship with Key Stakeholders.</li> <li>• Develop a culture framework around education.</li> </ul>	<p><b>Surveys of</b> the level of interest from school groups for the program. (75% positive feedback)</p> <p>The number of young people who complete the program.</p> <p><b>Survey</b> the feedback from participants about the program's content and impact. (75% positive feedback)</p> <p>Feedback from schools about observable changes in participant's behaviour.</p> <p>review within 6 months and again 1 yr later</p>	Ongoing.	S&E Wellbeing counsellors.	\$4000

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<b>Program area: Bringing them home</b>					
2. Develop an integrated mental health service for Aboriginal people living in the South East	2.1 Develop and implement, in association with SERCHS, a culturally appropriate mental health plan, including: <ul style="list-style-type: none"> <li>• Family violence</li> <li>• Substance misuse</li> <li>• Suicide risk</li> <li>• SEWB</li> <li>• Drug &amp; alcohol</li> </ul>	<ul style="list-style-type: none"> <li>• Plan developed</li> </ul>	6 months	SEWB Coordinator	\$5,000
3 Expand the range and number of people accessing S&E Wellbeing services.	3.1 Promote community groups as opportunities to educate the community about counselling and de-mystify the counselling process.	<ul style="list-style-type: none"> <li>• A 20% increase in the number of people accessing S&amp;E Wellbeing counselling from sections of the community not currently accessing service e.g. men, older persons.</li> </ul>	Ongoing promotional work throughout the year.	S&E Wellbeing counsellors.	\$3000

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4.	4.1 continue to offer counselling sessions	<ul style="list-style-type: none"> <li>• Number of counselling episodes is at least as many as for 2004-05;</li> <li>• Number of clients is at least as many as for 2004-05.</li> </ul>	ongoing	Senior BTH Counsellor	\$15,000

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<b>Program area: Aboriginal Primary Health Care Access Program</b>					
4. Expand range of services able to be offered by GP service.	4.1 Offer a greater range of specialist clinics provided.	<ul style="list-style-type: none"> <li>At least one specialist service is offered through Pangula</li> </ul>	6 months	GP, RN3 and Director	\$20,000
	4.2 conduct health assessments, develop care plans and conduct case conferences.	<ul style="list-style-type: none"> <li>50 health checks</li> <li>20 care plans</li> <li>1 case conference</li> </ul>	ongoing	GP , RN3 and Director	\$30,000
	4.3 engage Registered Nurse. RN3 Level	<ul style="list-style-type: none"> <li>Registered Nurse engaged and increased range of services provided either as an adjunct to GP consultations and treatments or to manage health issues between GP visits. Oversee clinical, counselling and Youth services. Coordinate Clinical program's development, implement and</li> </ul>	ongoing	Director	\$60,000

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		evaluate primary health care programs. The RN3 will provide specialist input to the Director regarding policy development for clinical operations. Linked with activity 4.2 and 4.1.			

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<b>Program area: Aboriginal Primary Health Care Access Program</b>					
	4.4 Employ additional Aboriginal Health Worker. MOU between SERHS and Pangula Mannamurna re: Staff / health workers. Also Pangula Mannamurna doing clinical and SERHS Health Worker doing Promotional in Health Centre	AHW engaged and increase in range and number of allied and para-medical services including primary health care promotion, educative clinics and coordination of group programs.	Within year	Director	\$25,000
	4.5 Negotiate with existing and other GPs for more GP consult hours	More GP consult hours offered.	ongoing	Director, Q11 and Manager	\$30,000
5.	5.1 Conduct health assessments (MBS items 704, 708 and 710) (linked with activity 4.2)	<ul style="list-style-type: none"> <li>• 20 child health checks;</li> <li>• 25 adult health checks (15-54 yo);</li> <li>• 5 adult health checks (55+ yo)</li> </ul>	12 months		\$15000
	5.2 Develop care plans for a significant number of clients (linked with activity 4.2)	<ul style="list-style-type: none"> <li>• 20 care plans developed</li> </ul>	12 months		\$5000

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<b>Program area: Aboriginal Primary Health Care Access Program</b>					
6. Expand transport services	6.1 Develop effective patient pick-up service across the region and to Adelaide.	Policy for patient transport in place which addresses eligibility, priority patients, fee for service etc.	Within 6 months	Group planning process with GP, AHW, Manager & Director	\$15,000

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<b>Management</b>					
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<b>Program area: Bringing them home and Aboriginal Primary Health Care Access Program</b>					
1. Create an integrated organisation that allows for effective management of service delivery and resources.	1.1 Maintain the benefit of the organisational structure and the community.	Systematic staged process of developing position descriptions and filling positions.	Ongoing	Board	\$8,000
	1.2 Establish contractual relationships with external advisers and consultants to the Board in areas of legal, financial, human resources, industrial relations, planing and management.	Identification of key advisers and the establishment of contracts with them.	Ongoing	Board and Director	\$6,000
	1.3 Increase membership of the incorporated association.	Development of promotional tools that lead to individuals and organisations applying for membership.	Ongoing	Board Workers Management	
	1.4 Develop and maintain an up-to-date membership list	AGM and subsequent Board meetings operating as per the Constitution.	Ongoing	Board	\$6,000

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<b>Program area: Bringing them home and Aboriginal Primary Health Care Access Program</b>					
Create an integrated organisation that allows for effective management of service delivery and resources (cont)	1.5 Operate fully in accordance with the new Constitution.	Pangula Mannamurna reps at all meetings and advancement of the plans.	Ongoing	Director	
2. Develop clinical systems	2.1 Review and develop clinical policies and procedures	Clinical policies and procedures are developed.	September 2006	QII Project Officer	\$18,000
3. Ensure a highly skilled, well supported and confident Aboriginal workforce	3.1 Provide a safe and secure working environment for staff by: <ul style="list-style-type: none"> <li>• Reviewing job descriptions;</li> <li>• Conducting annual performance appraisals</li> <li>• Providing appropriate support arrangements.</li> </ul>			QII Project Officer	\$10,000
4. Improve patient information systems	4.1 Install <i>Communicare</i> and train relevant staff in its use	<i>Communicare</i> installed and staff trained in its use	6 months	Director	Paid for in 05/06 budget

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<b>Linkages and Coordination</b>					
<b>Strategies</b> What are we trying to do?	<b>Activities</b> How are we going to do it?	<b>Measures</b> How will we know how we are going?	<b>Timeframe</b> How long will it take?	<b>Responsibility</b> Who is responsible?	<b>Estimated cost</b>
<b>Program area: Bringing Them Home and Aboriginal Primary Health Care Access Program</b>					
1.	1.1 Identify and examine opportunities to influence mental health planning and service delivery in the region for Aboriginal people in the South East region following the SE Regional Mental Health plan.	Pangula Mannumurna asked to provide advice or are consulted on mental health planning and service delivery.	Identification period within 6-8 mths and then ongoing	S&E Wellbeing staff	\$4000
	1.2 Develop partnerships with SHine, 2 <sup>nd</sup> Storey, Education, Dept for Families and Communities and youth services to address youth issues and plan innovative responses and programs.	Discussions initiated with agencies. Invitations to participate on youth forums and planning.	Ongoing	<ul style="list-style-type: none"> <li>• Director</li> <li>• Manager</li> <li>• Youth Worker</li> <li>• Wellbeing staff</li> </ul>	\$6000
	1.3 Strengthen partnership with Burrandies.	Identification of future partnership opportunities.	Ongoing	Director and staff	\$5000

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<b>Program area: Bringing Them Home and Aboriginal Primary Health Care Access Program</b>					
2. Improve access to health services for Aboriginal people in the South East	2.1 participate in an annual planning day with SERCHS staff to review and implement the SERHS Aboriginal health plan	Annual planning day is held	September 2006	Director	\$4750
	2.2 review and update the MoU between Pangula Mannamurna and SERCHS	MoU is updated	July 2006	Director	\$4750
3. Ensure a highly skilled, well supported and confident Aboriginal workforce	3.1 participate in a team building exercise between Pangula Mannamurna and SERHS Aboriginal health workers	Team building exercise with SERHS is held	November 2006	Director	\$2000
	3.2 Participate in formal regular meetings between Pangula Mannamurna and SERHS Aboriginal health workers	Formal regular meetings with SERHS are held	ongoing	Director	\$2000
	3.3 Establish policies and procedures to facilitate the co-location with the SERCHS Health Promotion Team, including administration and data sharing arrangements.	Policies and procedures established and implemented	Ongoing	Director	\$2000

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<b>Community Involvement</b>					
<b>Strategies</b> What are we trying to do?	<b>Activities</b> How are we going to do it?	<b>Measures</b> How will we know how we are going?	<b>Timeframe</b> How long will it take?	<b>Responsibility</b> Who is responsible?	<b>Estimated cost</b>
<b>Program area: Bringing Them Home and Aboriginal Primary Health Care Access Program</b>					
1. Raise the profile of Aboriginal social and health needs in the region.	1.1 Continue to support indigenous activities in the region such as NAIDOC Community Day.	Pangula Mannamurna hosts a community day during NAIDOC week.	40 hours of planning	Director with support from team	\$20,000
	1.2 Develop a Community newsletter.	The number of editions printed and comments from the community about the newsletter.	First newsletter to coincide with NAIDOC week 2006.	Director with support from team and Board	\$12,000
	1.3 Establish a regular open day at the health centre.	Numbers of people who attend open day.	Ongoing.	Whole team	\$12,000

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<b>Administration Funds</b>					
<b>Strategies</b> What are we trying to do?	<b>Activities</b> How are we going to do it?	<b>Measures</b> How will we know how we are going?	<b>Timeframe</b> How long will it take?	<b>Responsibility</b> Who is responsible?	<b>Estimated cost</b>
<b>Program are: Bringing them home and Aboriginal Primary Health Care Access Program</b>					
1. To create a consolidated budget across all funded program areas.	1.1 To establish an integrated budget for Pangula Mannamurna that has 'whole of service' costs separated from the program costs with each funded program charged an administration fee of 10%.	Program managers reporting ease of managing only their program funds.  Director and Board able to readily identify where the funds are being spent.	For 2006 - 07 budget	Board, Director and accountant	\$15,000
	1.2 Finance officer hired at 1 FTE position. SAC level 5	Finance officer to keep and maintain individual program accounts Supervision of Admin staff. Budget reports for Director and board of management, OATSIH budget reports and Hr reports, OH&S	ongoing	Director and board	\$52000

**Part B**

**What we will do with 2005 / 2006 surplus funding**  
*(And what would we do if we had some additional funds?)*

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<b>Program area: Bringing Them Home and Aboriginal Primary Health Care Access Program</b>					
1. Improve transfer of data and information with SERCHS	Put in place the infrastructure for a Managed Health Network.	Managed Health Network infrastructure in developed	Ongoing	Director	\$25,000
2. Upgrade Financial Officer from SAC level 4 to SAC level 5	As per J&P	Supervision of Admin staff. Budget reports for Director and board of management, OATSIH budget reports and Hr reports, OH&S	Ongoing	Director Finance officer, OATSIH and Board of Management	\$10,000
3. Upgrade counselling position from SACS level 4 to SAC level 5	As per J&P	Supervision of Trainee Counsellors (in line with placements from Flinders Uni, TAFE etc.). Added services to outreach clients	Ongoing	Director	\$10,000
4. Increase GPs services.	Negotiate with existing medical GPs services and hospitals in applying for additional GPs services within the SE Region (outreach)	More GP consult hours offered. Linked to 4.5	ongoing	Director and Manager	\$150,000

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<b>Program area: Bringing Them Home and Aboriginal Primary Health Care Access Program</b>					
5. Increase Admin services (clinical)	Admin officer	Employment of Admin Officer. Possibility of employing trainees for this position.	Ongoing	Human and Financial Resources Officer	\$27894
6. Update of Motor vehicles	Transport	Improve transport facilities, trade in existing cars, ie. 2001 Commodore & 2002 Nissan Pathfinder on 2 x 2006 Mitsubishi 380's.	Now	Director and Human and Financial Resources Officer	\$32000
7. Computer software compliance	As per letter from Phil Pittard from CorpIT.		Now	Director and Human and Financial Resources Officer	\$8250
8. Health and well-being set up cost	As per correspondence received from Lynda Clayton in June 06	RE : IT ,security, general hygiene and feminine hygiene.	Now	Director and Human and Financial Resources Officer	\$20000
9. QII Process follow-up	Follow-up of QII process beyond funding accessed. Request of extra 3 months funding	Implementation of clinic policies and procedures, update on all J&P's, upgrade of quality control and risk management	Now	Director	\$14000