



# Latrobe Health Advocate

# Statement of Intent 2020 - 2021





## Jane Anderson, Latrobe Health Advocate

As I begin my third year as Latrobe Health Advocate, we find ourselves in very different times. The world has been in the midst of a pandemic for more than 6 months and although my office has been closed since late March, we have continued our work and maintained our commitment to delivering on my 2019/20 Statement of Intent.

In March, as COVID-19 emerged as a significant health issue that would impact Latrobe communities, it became a priority for my office and will remain so in this coming year. It was clear that COVID-19 would impact every aspect of our society and place significant demand on the health system. I made the commitment to Latrobe communities to advocate on their behalf and to report to the Victorian Health Minister and Chief Health Officer on what I was hearing and the innovations I was seeing within Latrobe.

These reports have been provided weekly and then fortnightly for a number of months and will continue as we face the next stage of restrictions. I am here to listen, and to help the health system and government understand and respond to the needs of communities in Latrobe and to ensure that advice from Victoria's Chief Health Officer and other government officials is reaching everyone in Latrobe in a timely and effective manner.

As my work has continued, engagement for much of this year has been done differently. Like many organisations and businesses during the COVID-19 pandemic, my office has become familiar with a range of virtual communication platforms. I have ZOOMed, TEAMed, SKYPEd and Facetimed my way through meetings and catch ups, exercise classes and workshops and all the time in awe of the flexibility and agility of people to adapt and change as needed.

2019/20 has been a significant year for my office. I have had the privilege of meeting with some extraordinary people. People shared their very personal experiences with me, and I observed people and organisations adapt and change to many issues with a speed and commitment that we may not have thought possible just 12 months ago.

Within less than a year, and amongst the disruption of the global pandemic, the Victorian Government and local health services remain committed to addressing the concerns of Latrobe communities and responding to my recommendations about end of life palliative care services in Latrobe. I would like to acknowledge the good work that has occurred in response to my recommendations including the independent review of the LCHS model of care, the commitment from all services to implement a universal software system to ensure shared access to patient records and the commitment from LRH to undertake minor capital works to provide patients with access to gardens and family friendly areas. The recommendation for a dedicated hospice in Latrobe is yet to be formally considered and local communities need to be engaged in this process.

I am encouraged by the response of the Minister for Health and her Department to my recommendations and look forward to supporting health services across Latrobe as they work towards achieving a better end of life experience for people in Latrobe.

Exploring the capacity of the health system to provide Access to Services for people in Latrobe has also been a significant task for my office. We have brought together services, funded across Federal, State and Regional levels and developed an Action Plan for improving access to doctors for people in Latrobe. This Action Plan has been delivered to the Victorian Health Minister and I remain committed to its implementation over the coming 12 months.

In 2020/21 I will continue to monitor these projects as well as increase my level of engagement with older people, people experiencing family violence and young people aged 12-25.

My office will use a campaign approach to address the conditions preventing positive change in the overall health and wellbeing of the Latrobe Valley's population with a focus on human connections and healthy lifestyles.

I will continue to reach out to communities to hear your aspirations and concerns and make recommendations to governments and services in order to improve health and wellbeing outcomes for people in Latrobe.

## Priorities for 2020/2021

<p><b>Maintain and build on the established profile of the Latrobe Health Advocate</b></p>	<p>Using available resources, continue to grow the accessibility of the Latrobe Health Advocate as an independent voice on health and wellbeing issues for Latrobe communities.</p>
<p><b>Inclusive Communities</b> Utilise and build on the engagement model developed in 18/19 with a dedicated focus on learning from specific communities about how they best have their voice heard and what makes engagement meaningful for them. <b>These communities include:</b></p> <ul style="list-style-type: none"> <li>• <b>Older people</b></li> <li>• <b>People experiencing family violence</b></li> <li>• <b>Young People (Aged 12-25)</b></li> </ul>	<p>The Advocate will:</p> <ul style="list-style-type: none"> <li>• Establish and/or strengthen relationships with specific communities, noting that the Advocate will work differently with each group.</li> <li>• Add to the existing engagement model by documenting and sharing how specific communities want to have their voice and what makes engagement meaningful for them.</li> <li>• Facilitate an approach that brings together Governments, services and Latrobe communities to enable people to have their voice and contribute to improving health and wellbeing outcomes for themselves and others.</li> <li>• Target community conversations at particular cohorts within specified periods.</li> <li>• Test proposed approaches to improve the ability of under-represented groups to have their say and be heard.</li> <li>• Analyse community voice to determine systemic issues for service innovation and improvements.</li> <li>• Develop additional tools in acknowledgment of peoples' capacity to use the tools including people who are vision impaired.</li> </ul>
<p><b>Health is everyone's business</b> Engage the breadth of Latrobe Valley communities to prioritise health and wellbeing and be involved in activities within the Latrobe Health Innovation Zone.  Influence health services within Latrobe to consider how they can adopt and or maintain the innovations developed during COVID-19 Influence economic development projects in terms of how they:</p> <ul style="list-style-type: none"> <li>• <b>Create a healthy community,</b></li> <li>• <b>Impact on climate change and the determinants of health,</b></li> <li>• <b>Do not adversely affect community health.</b></li> </ul>	<p>The Advocate will:</p> <ul style="list-style-type: none"> <li>• Continue to chair the Latrobe Valley Asbestos Taskforce, strengthening collaboration amongst agencies and providing insight from the voice of communities in developing recommendations for government and stakeholders.</li> <li>• Continue to build on the strengthened relationships with those that focus on economic and regional development to better understand and identify common goals.</li> <li>• Utilise a questioning approach and emphasise accountability to encourage decision makers, developers and regulators to prioritise health and wellbeing in the delivery of their services.</li> <li>• Advocate for the protection of health and wellbeing in new and emerging economic development projects where appropriate.</li> <li>• Participate in the planning of, and influence the implementation of, the Living Well Latrobe 202/21 Action Plan. This includes supporting the establishment of a community advisory committee to enhance collaboration on identification and response to community health issues, including local health workforce shortages, as well as education and research needs in Latrobe.</li> <li>• Continue to raise awareness of the impact of climate change on Latrobe communities and continue to support the opportunity for climate change conversations to take place within Latrobe.</li> <li>• Encourage relevant bodies (Latrobe City, Department of Environment Land Water and Planning, Regional Development Victoria, Latrobe Valley Authority sustainability program) to plan for transition of the community from coal fired power and participate in planning.</li> </ul>

## Priorities for 2020/2021 (cont.)

### Community Priority Campaigns

Use a project/campaign approach to address the conditions preventing positive change in the overall health and wellbeing of the Latrobe Valley's population.

Priorities for 2020/2021 are:

- **Human Connections in Latrobe**
- **Healthy Lifestyles in Latrobe**
- **Access to Services in Latrobe**
- **Palliative Care in Latrobe**

#### Human Connections in Latrobe

The Advocate will:

- Building on the 2018-19 mental health priority project and the 2019-20 COVID-19 priority project, this campaign will have a dedicated focus on social isolation and loneliness in Latrobe.
- The campaign will take a placed-based approach to identify opportunities to increase social connections across Latrobe.
- The campaign will build on existing relationships, social networks and work occurring with local community groups and through funded services. It will aim to identify the breadth of programs that have an impact on preventing and/or limiting social isolation within their communities.

#### Healthy Lifestyles in Latrobe

The Advocate will:

- Work in partnership with VicHealth to develop a campaign that will focus on prevention across the lifespan to determine what it might take for people in Latrobe to enjoy a healthy lifestyle.
- Use the Advocate's engagement model and taking into account the impact of COVID-19, learn about the positive and negative influences, social norms and attitudes that impact a person's ability to live healthy and well in Latrobe.

#### Access to Services in Latrobe

The Advocate will:

- Address the systemic and underlying issues that are impacting how people in Latrobe can access doctors in Latrobe.
- Provide community-wide leadership to bring about change in the ways people access GPs in Latrobe and the experiences they have with health services.

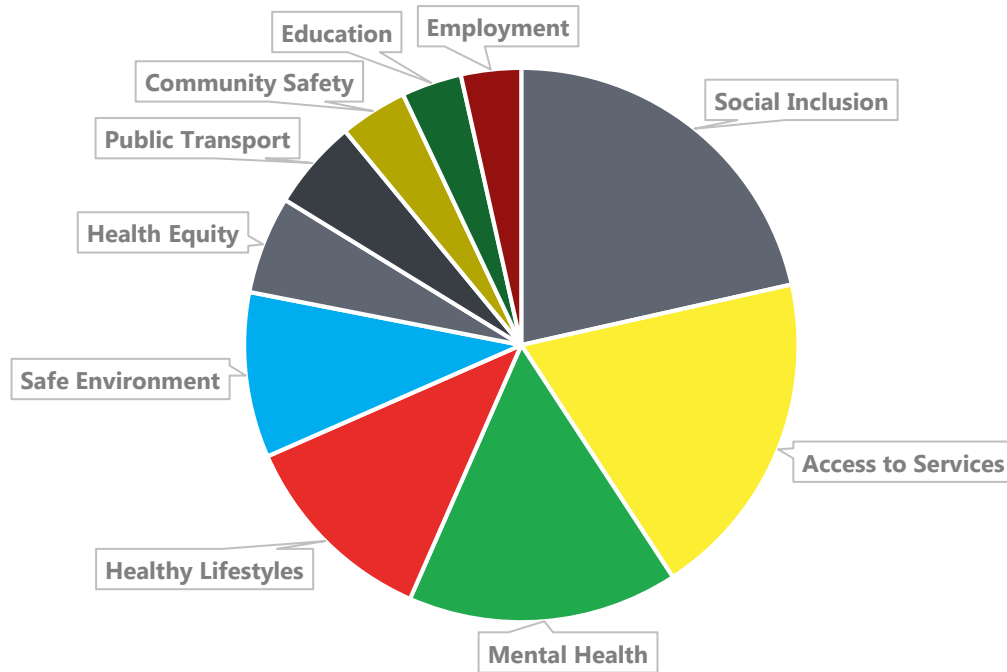
#### Palliative Care in Latrobe

The Advocate will:

- Support the Victorian Government and local health services to implement the Advocate's palliative care recommendations developed in 2019.
- Continue to advocate for decisions and actions to occur in response to community voice and in collaboration with Latrobe communities.

# 2019/20 Community Voice:

## Latrobe Community Aspirations 2019-20



People out there may be feeling overwhelmed for the first time and not used to those feelings

Animals and land are connected to wellbeing for me as Aboriginal person

We are exceptionally lucky in Australia. Everyone will be much kinder to each other in the future.

### The Top Five

1. Social Inclusion
2. Access to service
3. Mental Health
4. Healthy lifestyles
5. Safe Environment

It's awesome when people don't make assumptions

It doesn't take much to make lives easier

Continuity of care is important. Seeing a doctor who has spent time with you before, makes things quicker and easier.



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