



2020-21 Initiative Progress Report

April 2021

The Wollondilly Health Alliance (WHA) is a partnership between 3 levels of government: Wollondilly Shire Council, South Western Sydney Local Health District (SWSLHD), and South Western Sydney Primary Health Network (SWSPHN). The aim of the WHA is to proactively address the ongoing health issues facing the Wollondilly community, and work towards creating a better services and healthier Wollondilly.

The work of the WHA is undertaken by 3 working groups – the Healthy Environments Working Group, the Health Innovation & Access Working Group, and the Health & Wellbeing Working Group.

This report has been developed to review the achievements and challenges of our working group initiatives over the past 12 months, and identify any areas of potential improvement over the next 12 months.

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Healthy Environments Working Group (HEWG)

Formerly known as the Health in Planning Working Group

The purpose of the Healthy Environments Working Group is to achieve positive health and wellbeing outcomes in Wollondilly Shire by pursuing strategies, policy development and actions that influence the planning and design of current and future development in the Shire.

The working group focuses on the following interrelated areas of work:

- Integrate provisions for health and wellbeing outcomes into Council’s planning and design processes. This relates to projects which will influence Council’s policies, processes and practices.
- Progress those aspects of Wollondilly’s Social Planning Strategy that relate to health and planning, particularly implementation of the Wilton Health and Wellbeing Strategy.
- Adopt a collaborative approach to planning and placemaking that drives health and wellbeing outcomes in Wollondilly Shire.

Note: HIA training is not yet completed due to delays in data collection and is therefore paused. The HEWG is exploring an opportunity to reimplement the training, linking with the Wilton Lived Experience Research.

Project Title: Wilton Health and Wellbeing Strategy		Project Lead: Chris Browne
Brief description of project		
Elton Consulting was engaged to develop a health and wellbeing strategy to guide positive healthy planning measures for the State government-led Wilton Growth Area. Given that Council has only limited planning power in Wilton, the end product is to function both as a Strategy and as an advocacy document. The Healthy Environments Working Group (HEWG) provided the key supervisory role for the project.		
Achievements/successes over the past 12 months		
1	The Strategy was publicly exhibited in June 2020 and was adopted by Council in September 2020.	
2	Council’s Growth Team and the Senior Strategic Health Planner have begun regular meetings to take action on the Strategy’s 35-part Implementation Plan.	
3	Elton Consulting has been engaged (with WHA funding) to undertake a lived experience research project that was initially proposed in the Strategy’s project proposal. This project will ground-truth the assumptions underlying the Strategy and help to identify what makes healthy easy and what makes healthy hard for people who have moved into new housing in Wilton. The project will also serve as a baseline for longitudinal research.	
Challenges/barriers over the past 12 months		
1	Because planning for Wilton Growth Area is being led by the State government, Council has limited power to implement any recommendations that may arise. This has meant that the Strategy’s Implementation Plan has a strong focus on advocacy and on influencing State government decision-making.	
2	Many of the Strategy’s recommendations will need to be voluntarily adopted by the developers. The major developers active in Wilton have a working relationship mediated by a land owners’ project control group (PCG), and Elton Consulting has engaged with the developers individually and via the PCG to convince them of the commercial benefits of implementing the recommendations of the Strategy.	
Key recommendations for future		
1	Prioritise the short-term actions identified in the Implementation Plan.	
2	Work with Elton to undertake the Wilton Lived Experience Research Project. Council and SWSLHD staff will assist with the primary research, particularly the delivery of surveys.	
3	Monitor and evaluate the delivery of the Implementation Plan.	

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Project Title: Wilton Lived Experience Research Project		Project Lead: Chris Browne / Peter Wright
Brief description of project		
<p>A research/survey project to assist in understanding the health and well-being outcomes of residents in new residential estates, with Bingara, Wilton being focused on as the sample. The aim is for this lived experience research to build on the Wilton Health and Wellbeing Strategy by:</p> <ul style="list-style-type: none"> • quantifying the current health and wellbeing of existing residents in Wilton • testing elements of the Strategy with existing residents • using the Strategy’s fundamental framework around the joint questions of “what makes healthy easy? What makes healthy hard?” • developing a research methodology that enables measurement of health and wellbeing over time 		
Achievements/successes over the past 12 months		
1	Project brief and purpose was agreed to and defined by the Healthy Environments Working Group	
2	Funding allocation agreed to by the WHA Operational Committee	
3	Consultant has been engaged to commence (Elton Consulting)	
4	Broad agreement by all partners and potential collaborators that this will be a potentially useful and insightful research project	
Challenges/barriers over the past 12 months		
1	Funding uncertainties delayed appointment of consultant	
2	Covid-19 may have an effect on the measurement and survey outcome findings	
Key recommendations for future		
1	Need to explore opportunities for ongoing survey work so that the findings can be tracked over time as a longitudinal study approach	
2	Understanding the impacts of covid-19 if this skews outcomes	
3	Ensure that findings do actually get used to inform future strategic directions	

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Project Title: Social and Health Impact Assessment		Project Lead: S/HIA Working Group (Nicole Aiken, Vickie Tierney and Chris Browne)
Brief description of project		
Pilot program and introduction of Policy and Guidelines for Social and Health Impact Assessment.		
Achievements/successes over the past 12 months		
1	The pilot began in January 2020, working with Council's development assessment planners and applying the draft Guidelines to development applications. It was later expanded to the Sustainable Growth area, being applied to planning proposals and other strategic planning documents. The Working Group responded to 21 referrals from Development Assessment and six referrals from Sustainable Growth, in each case undertaking a systematic review based on the draft Guidelines.	
2	The Working Group led a Councillor Briefing on the draft Policy and Guidelines in October 2020. In December 2020, Council endorsed the draft Policy and Guidelines for public exhibition.	
3	The draft Policy and Guidelines were publicly exhibited from 1 February 2021 to 1 March 2021.	
4	The project has received considerable interest from other councils, consultants and public health organisations. Members of the Working Group have given presentations on the project to Campbelltown Council, the Western Sydney Health Alliance Steering Committee, the Planning Institute of Australia and the NSW Local Health Districts Healthy Built Environment Network.	
Challenges/barriers over the past 12 months		
1	As this is a new approach in Wollondilly, it has taken some time to accustom practitioners, particularly applicants, to the requirements of the Guidelines. Progress in this area has been hindered by the fact that it is not yet an adopted Policy of Council.	
2	The Development Assessment process is extremely time-sensitive, and the need for referrals to be considered by the Working Group (owing to the collective expertise of the three members) often makes it challenging to respond in time.	
3	The nature of Social and Health Impact Assessment requires the balancing of competing interests and priorities, there is an ongoing discussion about how much weight can and should be given to recommendations generated by the process. This will be clarified by Council's adoption of the Policy as well as the finalisation of a related Planning Proposal which introduces health objectives in the Local Environmental Plan.	
Key recommendations for future		
1	Review feedback received during community consultation and adjust the Policy and Guidelines as appropriate.	
2	Seek to have Council finalise the Policy and Guidelines by June 2021.	
3	Develop and implement an internal Procedure to formalise the referral process.	

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Project Title: Health in Planning Partnership with SWSLHD and WSC / Joint Senior Health Planner Position		Project Lead: Project Steering group (Maria Beer, Jennie Pry, Peter Wright & Stephen Gardiner)
Brief description of project		
Jointly funded strategic health planner position appointed under the MoU partnership agreement between SWSLHD Population Health and WSC		
Achievements/successes over the past 12 months		
1	Delivery of the Wilton Health and Wellbeing Strategy and adopted by Council. This strategy introduces significant health and wellbeing input into planning for Wilton. The Wilton Lived Experience study commissioned. Embedded health and wellbeing content in State government planning documents for Wilton.	
2	Successfully embedded specific health and wellbeing content into the LSPS	
3	Successfully introduced a draft amendment to the LEP to include health and wellbeing aims	
4	Negotiated and developed policy and guidelines for a draft Social and Health Impact Assessment process which has been approved by council for exhibition February 2021 Provided health and wellbeing advice on development application and planning proposal referrals via the Social and Health Impact Assessment Pilot	
5	Contribution of planning expertise in the Western Sydney Health Alliance Working Groups and the Healthy Places team SWSLHD	
6	Developed a project to create a health focussed review of Council's Development Control Plan (DCP) to be used for assessing DAs	
7	SSHP commenced a Master of Public Health UNSW in order to upskill.	
Challenges/barriers over the past 12 months		
1	Restrictions and disruptions caused through the Covid-19 pandemic	
2	MOU is until end of 2021. The Partnership needs to be evaluated demonstrating positive outcomes. This will ensure both Organisations will renew the MOU.	
Key recommendations for future		
1	Focus on networking and building rapport with DA planners and Planning Director to ensure continued 'buy-in'	
2	Maintain the commitment to health & wellbeing within the revised Community Strategic Plan 2020-2024	
3	Renew the MoU and jointly funded strategic health planner for a further 3 years	

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Health Innovation & Access Working Group (I&AWG)

Formerly known as the Care Process Working Group

The Health Innovation & Access Working Group is responsible for exploring and recommending innovative approaches to health care access issues and needs in the Wollondilly catchment. The Health Innovation & Access Working Group will also have a key operational role in delivering strategic initiatives in relation to the issues of access to health care and the innovative ideas that may support such initiatives.

Project Title: Telemonitoring		Project Lead: Vicki Bonfield
Brief description of project		
Telemonitoring provides health services to people with chronic health conditions to keep them out of hospital, by working with them in their home and with their GP using electronic health monitoring tools. Patients perform their own routine tests with mobile medical devices (e.g. blood pressure machine, thermometer, weighing scales), allowing data to be sent in real time to healthcare professionals.		
Achievements/successes over the past 12 months		
1	The Wollondilly telemonitoring project highlighting Patient Reported Experience Measures (PREMs) was showcased at two events: <ul style="list-style-type: none"> eHealth @ Sydney – February 2020 Camden & Campbelltown Hospitals Inaugural Research Forum – February 2020 The project was also accepted for presentation at the International Conference on Integrated Care, by the International Foundation for Integrated Care in Croatia, however the event was cancelled due to COVID-19.	
2	Successful collection of PREMs up to February 2020. Very positive feedback about the telemonitoring project and its benefits received from participants	
3	Many telemonitoring participants also received winter care packages as part of the Warm Up Wollondilly project (more information on page 8)	
Challenges/barriers over the past 12 months		
1	Due to the COVID-19 pandemic, and consequently many clinical staff (including the Telemonitoring lead) being redeployed to screening clinics usual clinical processes were ceased from March 2020. Home visits were ceased and thus PREMs collection was also ceased.	
Key recommendations for future		
1	Continue collecting PREMs through nursing staff, and consider alternate platforms for collection due to shutdown of Agency for Clinical Innovation's (ACI) PRMs collection devices.	
2	In addition to PRMs, collect patient stories about their telemonitoring journey.	
3	Consider conducting survey with patients to review how Telemonitoring may have (or may not have) contributed to their overall sense of wellbeing and support during COVID-19, particularly during the lockdown period(s).	

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Project Title: Video Consultation		Project Lead: Amy Coghill / Madison Jarrett
Brief description of project		
Supporting the implementation of video consultation in the Wollondilly Shire. Video consultation enabled a patient to see their specialist through technology. This provides a range of benefits for the patient including a reduced need to travel out of area, reduced stress of a traditional hospital visit (e.g. parking, navigating the hospital site).		
Achievements/successes over the past 12 months		
1	The COVID-19 pandemic triggered much of the health system to implement telehealth models, which further supported the Wollondilly video consultation model, and allowed patients across the Wollondilly area to access many health services via telehealth.	
2	Additional resources (e.g. cameras & speakers) supplied to Campbelltown Outpatients to support uptake of telehealth during COVID-19	
Challenges/barriers over the past 12 months		
1	COVID-19 pandemic prevented the running of telehealth education sessions as planned with MDA National. However as telehealth has increased in use since March 2020, the need for education at this time is reduced.	
2	Resource pool of telehealth equipment depleted. No further equipment available to be supplied to health professionals seeking support in video consultation. Funding grants were sought in 2020, however applications were unsuccessful.	
Key recommendations for future		
1	Monitor the use of telehealth for Wollondilly patients through the Campbelltown Outpatients model	
2	Continue seeking grants to fund the purchase of video consultation equipment such as cameras, speakers and headsets to support clinicians engaging in telehealth to and/or from the Wollondilly area.	

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Project Title: Warm Up Wollondilly		Project Lead: Madison Jarrett
Brief description of project		
Cold and wintry weather can make many people feel in poor health, but can also cause severe illness and injuries. The WHA can alleviate vulnerable populations from feelings of poor health by delivering 'winter packages' to those in need. These packages may contain items such as socks, a blankets, soup packets, tea/coffee, and information about how to stay healthy and comfortable during winter.		
Achievements/successes over the past 12 months		
1	79 winter packages were distributed to the community via the Telemonitoring cohort, IC Care in Picton, and Nepean Food Services in Warragamba	
2	Evaluation completed, via phone survey with 16 recipients. Evaluation showed a very vulnerable cohort participated in the program. Feedback outlined in attachment table below	
Challenges/barriers over the past 12 months		
1	Competing priorities for community groups and volunteers, thus unable to hold community consultation as planned	
2	Only 16 of 79 recipients consented to follow-up phone call to assist with program evaluation	
3	While completed under budget, the program was very resource intensive, including taking up significant staff time to plan and implement.	
Key recommendations for future		
1	Focus efforts in advance on donations to ease funding requirement	
2	Utilise volunteers and community organisations to pull together and deliver packages to ease burden on project staff	

Attachment to Warm Up Wollondilly report: Evaluation results

Gender	Age	Living situation
73% female	91% aged >65 years	55% living alone
27% male		45% living with a partner or other family
Response themes		
Winter package positives	<ul style="list-style-type: none"> All respondents felt positively about receiving the package ("humbled" / "thankful" / "appreciative") Majority identified the blanket as most useful Some appreciated the hot beverages and soups more than anything else 	
Winter packages negatives	<ul style="list-style-type: none"> Some stated not liking coffee, however had someone else they could share it with (e.g. a neighbour or a relative) For those living with a partner or relative, having only 1 blanket/beanie was difficult, however others were happy to share 	
Information brochures	<ul style="list-style-type: none"> Some found the information interesting or comforting A couple felt the information was not relevant to their location 1 respondent couldn't read the information due to vision impairment 	

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Health & Wellbeing Working Group (H&WWG)

Formerly known as the Health Promotion Working Group

The Health and Wellbeing Working Group is responsible for supporting projects and initiatives in the Wollondilly Shire that contribute to the following 3 areas, within the framework of the Wollondilly Health Alliance:

- health and wellbeing (connected to the “Five Ways to Wellbeing”)
- health promotion
- health literacy

In addition to the project updates below, the H&WWG concluded the Healthy School Canteens Project in February 2021, presenting the incentives prizes to the winning schools over the past 12 months. By December 2019, 12 of 15 Wollondilly Public Schools were meeting the strategy.

Additionally, in 2020 Wollondilly Shire Council installed outdoor fitness equipment in 8 new locations across the region. Due to COVID-19, the H&WWG’s plan to launch and activate the equipment was cancelled. However, the working group has been able to support promote the equipment via social media and other means including promoting the existing QR codes and equipment demonstration videos created by the equipment supplier.

Project Title: Aboriginal Community Engagement		Project Lead: Madison Jarrett / Tegan Clift
Brief description of project		
Building relationships with the Wollondilly Aboriginal Community, and addressing the health and wellbeing needs of Aboriginal Elders groups through a variety of activities.		
Achievements/successes over the past 12 months		
1	3 of the planned 10 cooking classes held with the dietitian at Tharawal Aboriginal Medical Service, with positive anecdotal feedback received from participants	
2	Engagement has continued strongly through Community Links Wellbeing, who have supported regular meetings with the Elders groups at Bonnie Cottage (Project GROW), including a variety of activities	
3	H&WWG revisiting cooking classes and other potential activities to implement in 2021, in consultation with the Aboriginal Elders groups and other stakeholders	
Challenges/barriers over the past 12 months		
1	COVID-19 pandemic impacted on the ability for the Elders group to meet, and also prevented the WHA from meeting and organising activities with the Elders group	
2	Wollondilly Shire Council’s community bus not available for use as of 11 March 2021, preventing this method of group transport to and from future activities	
3	Lack of Aboriginal-specific health services located in Wollondilly makes it difficult to build local partnerships	
Key recommendations for future		
1	Consider hiring Community Transport to assist with transporting Elders group to and from future activities	
2	Continue to rebuild partnerships and plan for activities with COVID-19 safe plan in place	

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Project Title: Café Connect Wollondilly		Project Lead: Vickie Tierney
Brief description of project		
Café Connect is a one stop shop for over 55's to come together, enjoy each other's company and learn new things. Café Connect also provides an opportunity for seniors to learn about local aged care services in a face to face setting. Café Connect 2021 now provides free transport for participants.		
Achievements/successes over the past 12 months		
1	Online Café Connect using learn to draw classes and the library Facebook was a nice way to connect with seniors through technology (although this was quite limited to seniors who already had the capacity to use technology)	
2	Secured \$10,000 in funding from Macarthur Disability Services for Café Connect for the 2021 period	
3	Café Connect will re-commence in late March with a large calendar of activities for 2021 in partnership with Wollondilly Library Services. Café Connect will run monthly with a range of activities ranging in BYO learn device, Coffee with a Cop and art and craft activities	
Challenges/barriers over the past 12 months		
1	Covid - 19 meant that Café Connect was unable to run for the most part of 2020 and early 2021	
2	Changing covid restrictions and room capacity has meant that Café Connect would have to limit numbers to 16 participants and 1 representation as a local service provider during the 2021 calendar	
3	Older People still feeling vulnerable and isolated and scared to come out into the community	
Key recommendations for future		
1	Continue to offer Café Connect in one location eg. The View Room, Wollondilly Library under a covid safe plan and provide transport for residents using a local community transport provider	
2	A recent evaluation from Café Connect participants indicated that they would like more Café Connect opportunities that involved learning how to use technology eg. BYO Device	
3	Ongoing promotion in partnership with Wollondilly Library using different methods eg. mail outs, social media, content calendar, community newsletter, flyers to Meals on Wheels clients	

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Project Title: Child & Family information Sessions (Dilly Wanderer Enhancement Project)		Project Lead: Candice Muzevic/Madison Jarrett
Brief description of project		
Parenting/Carer information sessions facilitated by health and childhood staff (e.g. Child & Family Worker, Allied Health), run alongside the Dilly Wanderer playgroups. 4 topics are facilitated at each location, which are: ages and stages of child development, healthy eating for families, accessing allied health, and parenting strategies. Project was run in Warragamba from August to November 2020.		
Achievements/successes over the past 12 months		
1	4 topics held at Warragamba Civic Park with around 1-4 parents/carers in attendance at each event	
2	Sessions have been held successfully with fair attendance in Warragamba, at no financial cost to the WHA	
3	Positive anecdotal feedback received from facilitators, most of whom will be returning to facilitate sessions in Picton from March to June 2021. Positive anecdotal feedback received from participants at Warragamba saying they had learned something new and would recommend the session to other parents/carers	
Challenges/barriers over the past 12 months		
1	Sessions initially planned for March to June 2020 were cancelled due to Covid-19. However sessions were successfully postponed to later in the year from August to November	
2	Initial challenges getting buy-in from facilitators to come along due to Covid-19	
Key recommendations for future		
1	Active Covid-19 plans in place to ensure projects and sessions continue	
2	More community promotion needed to increase attendance from parents/carers/families	
3	A small financial contribution to purchase morning tea may attract more attendees and make the environment more welcoming for guests and facilitators	

Project Title: Health & Wellbeing Mapping Project		Project Lead: Madison Jarrett
Brief description of project		
Development of an interactive map of a variety of health and wellbeing opportunities to guide the community if they seek activities in the Wollondilly Shire (e.g. outdoor fitness equipment, activity groups, etc). The map will be embedded available on the Wollondilly Shire Council website for the community to access.		
Achievements/successes over the past 12 months		
1	Dataset collected with assistance from Community Links Wellbeing and Wollondilly Shire Council staff, and first draft of map completed	
2	Useful, high quality resource developed without the need for funding, or a lot of staff time	
Challenges/barriers over the past 12 months		
1	Maintaining the dataset for variable activities (such as the time and day of a walking group) may be a challenge in the future	
Key recommendations for future		
1	Once live on the website, have the map include a contact option for the community to flag when activities details are changing	

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Project Title: Mental Wellbeing		Project Lead: Madison Jarrett
Brief description of project		
Promotion and support of mental wellbeing in the Wollondilly community, including promotion of the 5 Ways to Wellbeing Strategy, and supporting existing project both within and external to the WHA.		
Achievements/successes over the past 12 months		
1	Implementation of a social media project, to promote self-care and mental health maintenance. This has increased utilisation of the WHA Instagram page, which was previously used sporadically or for events only.	
2	Overcame COVID-19 restrictions to address mental health through online platforms, circumventing the need for face-to-face events or activities	
3	Embedding of mental wellbeing and/or the 5 Ways to Wellbeing into other WHA programs such as Café Connect, Warm Up Wollondilly, Wilton Health & Wellbeing Strategy and Aboriginal Community Engagement. Additionally, H&WWG supporting the development of the Health & Wellbeing Mapping Activity (page 11) which will enable the community access opportunities to improve and maintain their wellbeing within the Shire	
Challenges/barriers over the past 12 months		
1	Limited ability to reach the community only through social media	
2	Limited staff knowledge of the Instagram platform has meant learning new strategies to increase community engagement.	
Key recommendations for future		
1	Continue weekly posts to maintain use of social media pages, and improve community engagement by continuing to learn about the Instagram platform	