What will be covered

Overview of Fresh Tracks Project

Implementation and Strategies used

Outcomes and Learnings

Recommendations for the future
Koolin Balit Funded Program

Koolin Balit funded commenced in 2014.
• improve access to services and outcomes for Aboriginal people
• addressing risk factors
• managing illness better with effective health services
• Enablers
  ➢ improving data and evidence
  ➢ strong Aboriginal organisations
  ➢ cultural responsiveness.

Fresh Tracks is a SEWB assertive outreach model of care coordination
• Aims to support Aboriginal clients experiencing the combined impacts of chronic and complex illness and psychological distress
Project Goals

Facilitate connectedness according to SEWB principles to reduce chronic disease and psychosocial distress.

Provide holistic care in a person’s own environment via assertive outreach.

Build networks with external stakeholders to encourage culturally responsive services to improve health outcomes for Aboriginal patients.
Fresh Tracks Model
How is this model implemented

• In an assertive outreach model

• Focused on importance of the person’s connection to family and kinship, community, culture, country, spirituality and ancestors and the interrelatedness to mental and physical wellbeing

• Reaching out to external stakeholders

• Psychometric assessment

• Use of the SEWB Chatterbox
Outcomes

Number of people engaged – age and gender

Frequency of contacts

Pre and post K10 results

Testimonial feedback
Who are our clients?
Number of clients by frequency of contact

- 1 to 2 contacts: 34
- 3 to 5 contacts: 24
- 6 to 9 contacts: 17
- 10 to 19 contacts: 18
- >20 contacts: 14
Active clients per reporting period

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<tbody>
<tr>
<td>Males</td>
<td>14</td>
<td>17</td>
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<td>39</td>
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<tr>
<td>Females</td>
<td>8</td>
<td>18</td>
<td>28</td>
<td>31</td>
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<tr>
<td>Total</td>
<td>22</td>
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Proportion of clients by contacts over 24 month period
Conditions

Medical/ psychological diagnoses of clients:

COPD, Diabetes, Vascular Disease, depression, Acquired Brain Injury, Renal disease, anxiety, depression, intellectual disability, psychosis, substance abuse/ misuse, dementia, osteo-arthritis, morbid obesity, personality disorder, PTSD, cystic fibrosis, malignancy.

Psychosocial issues:

Loneliness, homelessness, financial issues, growing up in care, child protection issues, drug and alcohol issues, gambling, domestic violence, legal issues, poor health literacy, poor literacy, transportation issues, school refusal/ truancy, family violence, unemployment
Referrals to:

Mental health providers

Child support agency (Child First, Bethany, Aboriginal Stronger Families, DHHS Child Protection)

Legal Support Agencies

Specialist disability service (DHHS Disability Services. NDIA)

Housing services

Alcohol and Other Drug services

Domestic Violence or sexual assault (CASA)

Red Cross driving service and Barwon Health driving service to facilitate hospital and specialist appointments for clients

VCAT for Office of the Public Advocate and State Trustees
Kessler 10 – a measure of distress
Natalie has been a Fresh Tracks client for about two years, and continues to attend monthly. She has sought assistance for numerous complex life issues, all of which have mental health consequences.

| What help does the program provide to you? | I usually see Paul about once a month, but he touches base with me every week. If I am ever going through anything, I can call him, and he will talk to me as soon as he can. I've had crisis times, and rung him and he has talked me through it, reminded me of strategies to use. I've had issues around drug use, family violence, violence, sometimes if I collapse, he's there to remind me about what I know, what I've learnt. He's like overlooking everything. |
| Has participating in Fresh Tracks helped your health and wellbeing? | Definitely. I thought I was just angry, aggressive and crazy, but he helps me to understand why I feel this way and express my emotions. If I feel guilty or in denial, I can talk to Paul about that. I have another counsellor too. Paul wanted me to see someone (with specific expertise). It works well with both people. They're different, but they both help. They say similar things, reassure me, remind me why things are happening to me, remind me what I can do, that I can do it again. I'm happy to do things now, I used to just sit around and watch movies. Now I love to do gardening. It's peaceful, I don't have to think about anything. |
| What difference has the program made to you? | My independence. Motivation. Helps me to understand me, get control. Giving me strategies. He's written a character reference for me for legal issues. He explained to the judge what caused the issue, how my mental health affected my behavior. I would have been locked up without his support for sure. Paul is like the Uncle I've never had. He doesn't talk to me like I'm off the street, he talks to me like we're walking down the street. |
Steve has been a Fresh Tracks client for about two years, and continues to attend weekly. He has posttraumatic stress disorder and has sought assistance for various mental health issues.

**What help does the program provide to you?**
Support. Paul’s approach is talking, weekly meetings, sometimes he comes to my house. He gives me lots of alternatives to medication - so much better than being zonked out. On medication I can’t deal with all the difficult things, different appointments I have to go. The help has been massive. If you want to use services, they are there. I’ve used what’s accessible here at Wathaurong. That’s been really beneficial. If you go to outside services, you’re forever chasing your tail - here they are all at one place.

**Has participating in Fresh Tracks helped your health and wellbeing?**
In my situation, I need to vent – I have to let it out. To be able to do that with someone with knowledge and understanding is hugely beneficial. Paul has explained to me how my responses are normal. It makes other aspects of life easier to deal with. When I was in a hole, I did try to get help, but I just couldn’t get the right support. I’ve dealt with about six psychologists previously – they just treated it as a 9-5 job. Paul goes the extra yard, shows concern for all clients.

It’s pulled me out of a severe hole - I was in deep and couldn’t find my way out. I had medication issues that weren’t being addressed, now I’ve got an answer, an outcome. There has been a vast improvement in my mental health. My health is good - I get regular support, my health and wellbeing is monitored regularly.

**What difference has the program made to you?**
Without Paul I definitely wouldn’t be as advanced. With Paul’s support, I’ve actually got somewhere. I’m in a positive place, kicked a lot of goals - wouldn’t have been able to without Paul. Two years prior, I was making no leeway. I was worried about going to jail, suicide but now I’m going in the right direction, I’m moving forward.
Learnings

The relationship is the vehicle for change and those changes need to be what the person to change.

Assisted healthcare navigation improves health access and health outcomes for people.

Application of clinical skills in a non-clinical setting increases engagement for goal identification and motivation to achieve those goals.
Recommendations for future programs

The program can be adopted in other communities!!!!

The right practitioner and the right person with the right attributes
Qualifications in mental health and chronic condition health care experience
Cultural competence
Community acceptance of the practitioner
Community ownership of the model
Development of networks and connections across community and mainstream organisations
Maximising internal and external referral pathways
Best practice case management and care coordination standards
Assertive outreach approach