

## COMMITMENT TO ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH AND RECONCILIATION ACTION PLAN

Western Sydney has one of the largest urban Aboriginal and Torres Strait Islander populations in the nation and we are committed to improving the health of these communities in our region.

Our staff work with local communities, Aboriginal organisations and service providers, to form strong relationships that identify regional needs and close the service gap. Our aim is to ensure accessibility of health services, health literacy and the provision of integrated, culturally-appropriate support to manage health conditions.

We have also adopted a Reconciliation Action Plan (RAP) framework in alignment with the national reconciliation movement in Western Sydney. The RAP contributes to developing respectful relationships and meaningful opportunities with Aboriginal and Torres Strait Islander community members. Staff awareness of Aboriginal culture and history has been a key focus of our deliverables.



Aboriginal and Torres Strait Islander Health

## HEALTH INTELLIGENCE UNIT

Our Health Intelligence Unit (HIU) exists to capture, interpret and share data with internal and external partners. This data informs reporting, research and evaluation to improve the health and wellbeing of Western Sydney. The HIU's key domains are: data governance, business intelligence, maintenance, reporting, research and collaboration, and data exchange.



Health Intelligence Unit

## RESEARCH

For us, research is an evolving and collaborative effort involving system partners from state and federal governments, academia, health care, social care and community organisations. Our research focuses on health system reform, Patient Centred Medical Home and Healthcare Neighbourhood, digital care, chronic disease, mental health and vulnerable populations. We believe that through collaborative research, evaluation, and the dissemination and uptake of research learnings and recommendations, we can transform the health and wellbeing of the Western Sydney community.

## OUR PEOPLE

At WentWest we are proud of the diversity of our staff and understand that an engaged workforce is built from balancing the needs of every individual, their team, our organisation and our partners. We promote wellbeing in our community through our commissioning of mental health services and by creating a work environment which reflects our values. To support our staff and stakeholders, in 2020 we launched our flexibility and wellbeing strategy to supplement existing initiatives. Armed with innovative technology, remote working options, and flexible working hours, we strive to create a culture based on performance and trust, enhancing stakeholder relationships whilst improving our environmental footprint.

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WentWest acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within Western Sydney.

W E L C O M E T O W E N T W E S T



## ABOUT US

Since 2002, WentWest has been part of the Western Sydney community, working to progress our region's health system. Our primary objective is to lead the way in health system reform by taking a patient-centred approach to health care and putting our community first. That requires identifying and addressing gaps in health services, prioritising regional health issues and supporting providers to deliver accessible, high-quality care.

There are 31 Primary Health Networks (PHNs) in Australia, and WentWest is the PHN for Western Sydney. Our role is to commission regional health services which transform primary care. This involves researching and funding interventions and providers that are appropriate to the needs of our community and continuously monitoring and improving these health services.

We are focused on addressing both national and regional health priorities.

Our regional priority areas are:

- Mental health
- Aboriginal and Torres Strait Islander health
- Population health
- Aged care
- Alcohol and other drugs
- Chronic conditions
- Child and family health

Together, these priorities ultimately address the national PHN priorities of reducing avoidable hospitalisation, reducing avoidable Emergency Department presentation, and improving health outcomes for people with complex chronic conditions.

Our strong relationships and extensive knowledge of health care across Western Sydney allow us to connect the right providers to service users, ensuring those particularly at risk of poor health outcomes, have access to timely, quality care. We also support health providers with resources and training to develop their services and implement health reform. We operate as a not-for-profit organisation.

## OUR STRATEGY

Our strategic priorities for 2020-2023 are to transform primary care and improve health outcomes in Western Sydney. We approach this through key enablers: collaboration, innovation, data evaluation, analytics and research, sustainability, and people and culture.

Our ultimate goal is to achieve "One Western Sydney Care System". To do this we undertake extensive collaboration with community groups, consumers, and stakeholders across the health and social sectors. We take an innovative approach and continually evaluate and reimagine how primary, community, acute and social care services can reach the most vulnerable. We not only measure the impact of existing programs, but we evaluate and establish new models for data integration, human-centred design, and artificial intelligence to improve health systems. Our diverse products, services, funding sources, and investment into world-renowned research, secures us as an integral, sustainable part of the health system.

As an organisation, we pride ourselves on the value-based culture we have built and the commitment of our people to achieve equitable health in Western Sydney. Together, we implement strategies to improve the efficiency and effectiveness of medical services and build the capacity and quality of our regional health workforce. Our position as a PHN allows us to work with partners to deliver a more integrated and coordinated health system which promotes health equity and empowers our community and health workers.

## HOW WE COMMISSION

A key purpose of PHNs is to understand the needs of our local population and the priority they place on different aspects of health and wellbeing, so that we can take forward their vision when we work with service providers to set up and continuously improve local services. We are focused on the future, where services not only meet immediate health needs but provide positive impact on whole families, and in turn, whole communities.

To achieve this, we have an annual cycle of activities that examine the health needs of our diverse communities, and the services available. We look at the quality of the existing services and identify the gaps; by looking at the data, talking to people, and comparing this to best practice from our neighbours and around the world.

## WESTERN SYDNEY CARE COLLECTIVE

Western Sydney Care Collective is a system-wide approach to deliver outcome-focused, value-driven, patient-centred health care. This initiative brings together local partners to collaborate on coordinated health pathways co-designed by GPs, specialists, and community members. The goal is to incentivise regional partnerships for integration across the entire health system, embedding local accountability and streamlining services. The most recent collaborative models have been established in partnership with Western Sydney Local Health District and focus on the provision of community-based cardiac care, urgent care clinics and remote care solutions.

### PRIMARY CARE TRANSFORMATION

Our relationship with General Practice spans almost two decades and our Practice Development Team understand the needs of the 350+ practices in our region. We deploy a vast range of programs specific to each practice and

work with them to build their capacity and capability. Recognising the changing face of primary care in Western Sydney, the team support practices to adopt the 10 Building Blocks of High Performing Primary Care and the principles of Patient Centred Medical Home (PCMH).



The WentWest Team



Championing key stakeholder collaborations

## WESTERN SYDNEY KIDS EARLY YEARS

The Western Sydney Kids Early Years (KEYS) Network is the first of its kind in NSW and is designed to align social and health sector agendas to deliver cohesive client services to families. The program relies on multi-sector collaboration involving government and non-government agencies to develop a coordinated care model with improved case and crisis management for those stuck in a cycle of disadvantage. WentWest is driving forward this innovative, cross-organisational approach to build a robust and comprehensive care system for Western Sydney families.