

Taingiwilta Pirku Kawantila Project Strong Community in the North

Taingiwilta Pirku, Taingiwilta Miyurna, Taingiwilta Yungkulungkularna

Strong Community, Strong People, Strong Services

Acknowledgment of Country: The Taingiwilta Pirku Kawantila Project proudly acknowledges the Kaurna people as the traditional custodians of the land of Adelaide and the Adelaide Plains region. We pay our respects to Kaurna Ancestors and Elders and acknowledge the cultural authority of all Aboriginal and Torres Strait Islander people. We recognise the important contribution of cultural knowledge and knowledge based on lived experiences of the Aboriginal Governance Panel and all Aboriginal and Torres Strait Islander people who contribute significantly to this research. This research is being done in partnership with Aboriginal communities and with service providers in the northern metropolitan area of Kaurna Yerta. Taingiwilta Pirku Kawantila is the project name given by Kaurna language and knowledge holders – Kaurna Warra Karrpanthi – meaning 'Strong Community in the North.'

Summary of Co-Design Findings

This 5-year project is led by a team of researchers within Wardliparingga Aboriginal Health Equity at SAHMRI. It aims to examine whether codesigned strategies to optimise and coordinate the health and social service system will meet the needs of Aboriginal and Torres Strait Islander peoples and strengthen social and emotional wellbeing. The project is governed by Aboriginal and Torres Strait Islander Elders and service providers employed in health and social service organisations that support the Aboriginal and Torres Strait Islander community in northern Adelaide.

During the codesign phase, the Taingiwilta Pirku Kawantila team yarned with 55 local Aboriginal and Torres Strait Islander community members and service providers and 28 non-Indigenous service providers to discuss community needs, service gaps, success stories, and solutions to strengthen the service system.

Identified Gaps in Programs and Services

The following services were identified as under-resourced, struggling to meet the needs of the community, or insufficient across the North:

- Mental health services (especially early intervention and pre-crisis services)
- Aboriginal-specific services
- Cultural centres and Community Hubs
- One-stop-shop service centres
- Drug and alcohol services

- Housing and homelessness services
- Domestic and family violence services
- Dental services
- Youth services
- Mentorship programs

Principles

The principles that should guide the health and social service system, workforce models and service delivery with Aboriginal and Torres Strait Islander people:

Systems level

Aboriginal business is everyone's business, multilateral policies across government departments, continuity of services, proactive not reactive

Governance and leadership

Aboriginal community-controlled services, Aboriginal leadership, Aboriginal decision making, Kaurna governance and leadership

Workforce

Culturally responsive service providers, continuity of workers, Aboriginal workforce with lived experience

Service design

Engagement and listening community way, codesigning services with community, tailoring services to individual needs, reflecting on what we did wrong and how to do it better

• Working in partnership with other services

Working with partners and sharing information, face-to-face clientcentred meetings of multiple service providers, integrated services, open communication between services, partners tendering together for services

Service delivery principles

Cultural safety, flexibility, responsiveness, self-determination, continuity, freedom from judgement, accountability, respect, trust

"So, in terms of a value and a principle, then quick response times is what we need" (Service provider, health sector) "But most of all, one of the other words that we need in the community is continuity" (Aboriginal community member)

Ways of Working

Identified service delivery approaches and practices included:

Service delivery approaches

Client-centred, family-centred, solutions-focused and strengths-based approaches, empowerment models, and Aboriginal and Torres Strait Islander workforce leading service delivery

Service delivery practices

Connecting and building relationships with clients, providing clients with choice and options, advocating for clients, promoting access to and navigation of services, walking side by side, having navigator roles to support clients to traverse the system, and supporting clients to deal with underlying and core issues not only consequences

Solutions to Improve Services

The key elements considered important to strengthen social and emotional wellbeing and access to services in the North:

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Accountability across the service system to ensure client needs are met

Reforming policy and funding of services to create sustainable funding and key performance indicators that track client outcomes rather than service outputs, and that ensure services work together to support clients Aboriginal and Torres Strait Islander Workforce with lived experience across services

Workforce who are part of community can connect with clients, strengthen cultural safety, and support navigation of services

Services co-designed with the Aboriginal and Torres Strait Islander community

Provide community with information to promote knowledge and understanding of the current service system. Ensure the community voice is heard in the redesign of services to better meet community needs

Strengthened access and navigation of culturally safe services

Promote anti-racism strategies, provide cultural safety training, employ Aboriginal and Torres Strait Islander workforce, create welcoming and culturally safe environments, and use Aboriginal ways of working in service delivery

Empowerment and selfdetermination

Aboriginal governance, leadership and decision making in system reform and in service design and delivery; education and training programs for community; mentorship programs; youth services; and empowered client choice and decision-making in service delivery



A space to come together and connect: a Community Hub

Client-centred and responsive services with continuity and flexibility

Services must be tailored to the needs of Aboriginal and Torres Strait Islander clients

Strengthened cultural practices

Opportunities to practice culture to strengthen identity

Proactive services supporting clients to address unmet needs

Working with clients to identify and address underlying challenges to avoid crisis

Aboriginal and Torres Strait Islander-specific service centres

One-stop-shop service centres tailored to the needs of Aboriginal and Torres Strait Islander people

Strengthened mental health and drug and alcohol services

Pre-crisis supports for mental health and substance challenges including residential rehabilitation services



What's next?

We are working with project partners to strengthen how services deliver social and emotional wellbeing programs, to strengthen workforce wellbeing, improve workforce and inter-organisational connections through the Northern Nungas Network, and to advocate for a Community Hub. These projects will be implemented and evaluated over the next two years to promote social and emotional wellbeing in the North.

For further information please contact Natasha Howard on Natasha.Howard@sahmri.com.

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Schania Czygan - Sonder

Uncle Frank Lampard – Elder, NALHN Board member

Uncle Frank Wanganeen - Elder

Nathan Rigney - Wellbeing SA

Poppy Pitson - Department of Education

Darrien Bromley - InCompro

Nikki Clinch - SA Government

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For more information please visit our website: <u>https://sahmri.org.au/research/themes/aboriginal-health/programs/implementation-science/projects/taingiwilta-pirku-kawantila-project</u>



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