Report of Activities

South Australian Community Health Research Unit

1999/2000

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Role of the Research Unit

The South Australian Community Health Research Unit (SACHRU) strives to enhance health and wellbeing in South Australian communities. It does this by assisting community health and primary health care agencies and groups to undertake and use the findings from research and evaluation to make services more effective in maintaining and improving the health of their communities.

SACHRU aims to undertake and advocate for primary health care research and evaluation which:

- is participatory;
- focuses on issues of equity;
- is collaborative;
- has implications for policy;
- takes a social view of health;
- is disseminated widely and in appropriate ways;
- is independent, rigorous and has academic excellence.

SACHRU is funded by the Department of Human Services to provide a primary health care research and evaluation service for community health services and related agencies and groups in metropolitan and country South Australia.

The role of SACHRU is to:

- assist the Department of Human Services and service providers to determine needs and priorities for community and primary health care research and evaluation;
- develop research and evaluation methodologies suitable for use in a primary health care setting;
- design and conduct primary health care research projects;
- obtain and manage externally funded research grants and consultancies in community and primary health care;
- disseminate research and evaluation findings;
- provide research and evaluation support to community health services and primary health care programs;
- provide training, staff development and support to community and primary health care workers in relation to research, evaluation and primary health care development;
- monitor and disseminate Australian and overseas research relevant to primary health care policy and practice;
- undertake critical appraisal of policy and programs relevant to primary health care.
Management Advisory Committee

Since its formation in December 1991, SACHRU has been supported by a Management Advisory Committee, which meets every two months. At each meeting, the SACHRU Director reports on activities and progress over the last two months, and seeks advice on various management matters including workshop programs and planning days. An Executive consisting of the Chair and Deputy Chair can be called upon for matters requiring urgent attention.

1999/2000 Membership

Prof. Fran Baum
South Australian Community Health Research Unit

Ms Jocelyn Auer
Office of Staff Services & Service Improvement, Flinders Medical Centre (to November 1999)

Prof. Andrew Butcher
School of Medicine, Flinders Medical Centre

Ms Tess Byrnes
Noarlunga Health Services

Ms Marj Ellis (Chair)
Adelaide Central Community Health Service

Ms Joanne Gell
Northern Metropolitan Community Health Service

Mr Ken Goodall Inc. (to May 2000)
Hospital and Health Services Association of South Australia

Ms Mary Ireland
Enfield Community Health Service

Ms Julia Lamont
Inner Southern Community Health Service (from November 1999)

Ms Bernadette Roberts (Dep. Chair)
Women’s Health Statewide

Mr Andrew Stanley
Strategic Policy and Planning Division, Department of Human Services (from November 1999)

Mr Frank Tesoriero
South Australian Community Health Association

Ms Hero Weston
Department of Human Services (to November 1999)

Ms Elaine Golding
Director of Staff Services, Flinders Medical Centre (from February 2000)

Staff Nominee
This position is filled by rotation. In the period July 1999 to June 2000, Rob Potter, Gwyn Jolley and Charlie Murray attended meetings as the staff nominee
List of Staff Members

Director
Professor Fran Baum B.A. (Hons.), Ph.D.
(also Head, Department of Public Health, Flinders University of South Australia)

Senior Research Officers
Gwyn Jolley B.Sc. (Hons.), PGCE, GDOH
Charlie Murray B.A.

Contract Research Officers
Louise Mawby B.A., PGDHP (to October 1999)
Robert Potter B.A., (Hons.) (to February 2000)

Department of Public Health staff working on collaborative projects
Carolyn Modra (funded by NH&MRC Grant)

Information Officer
Maryanne Martin (Part-time)

Administrative Assistant
Helma Hooper (Part-time)

Administrative Services Officer
Linda Weger (Part-time)

Contract Administrative Services Officer
Helen McCann
Director's Report

Highlights
Two highlights of the 1999-2000 financial year were the completion of research consultancies on the topic of performance indicators in community health and on mechanisms by which health services might increase community participation. Both were undertaken for the Commonwealth Department of Health and Aged Care. The Performance Indicators in Community Health project was completed in partnership with Department of Public Health, Flinders University and La Trobe University, and the Health Services and Community Participation project with the Department of Public Health and private consultants. These projects concern topics that are at the heart of community health work and brought SACHRU much needed revenue.

The National Health & Medical Research Council (NH&MRC) funded Health Development and Social Capital Project came to an end this year. The report on this project (see page 10) demonstrates that it has made a very significant contribution both to academic thinking about the links between social capital and health, and to the practical work of community health services which aims to promote social capital.

This year also saw the continuation of projects looking at the relevance of the non-government and community sector to health. The Non-Government Organisation (NGO) and Community Health Links project continued and the World Health Organisation-funded Health Development Structures project was completed.

An important partnership was forged with the Migrant Health Service in order to consider the best mechanisms by which to evaluate work with recent arrived migrants. Charlie Murray led this project for SACHRU and used an action research framework to explore the issues.

Training
SACHRU continued to offer a training program relating to aspects of primary health care research and evaluation. The regular series proved popular and staff were also busy offering training tailored to the needs of particular organisations. Closer links were developed with Flinders University, especially through Dr. John Coveney who has a special portfolio of workforce development and training. Fiona Verity reviewed SACHRU’s training role and as a result our core program was modified.

International Links
SACHRU’s international links have continued to accumulate this year. Ruth Stern (Camden Healthy Cities Co-ordinator from 1999-1998) spent time with SACHRU staff during her three-week visit to Adelaide to teach on the Healthy Cities course. She was impressed by the community-based research SACHRU does and took back resources to use in her work in London.
The World Health Organisation (WHO) again sponsored participants on the Healthy Cities short course that SACHRU runs with the Department of Public Health, Flinders University. I was also invited to act as a consultant at a regional WHO meeting held in Melaka, Malaysia which was concerned with developing regional guidelines for Healthy Cities projects. SACHRU’s reports attracted considerable interest at this meeting. I was also invited to be a keynote speaker at an International Healthy Cities Conference held in Tokyo. Again, this provided an opportunity to advertise SACHRU’s work and research reports. The first of SACHRU’s training seminars in 2000 was a collaboration between SACHRU, Adelaide Central Community Health Service and Professor David Sanders (University of the Western Cape, South Africa). The seminar considered the future of primary health care.

Finally, Charlie Murray and I continued our work on the WHO-sponsored Health Development Structures study by participating in a meeting held in Cape Town, South Africa. There we were able to work with our colleagues from Geneva, Colombia, Senegal and South Africa to compare the findings from our respective studies and make recommendations for the future.

These international links are important to SACHRU in terms of publicising our work and helping ensure that we keep up to date with international thinking. These links are all the more important in our globalising world and I am glad we can play a role in linking the local community health work to global thinking.

Staff
Carolyn Modra finished working with SACHRU/Department of Public Health at the end of the financial year. She made a tremendous contribution to the Health Development and Social Capital Project through her quiet and thoughtful efficiency. She left for Europe to travel and expand her horizons and we all wish her the very best for the future. Fiona Verity also left SACHRU in early 2000 after a year as Senior Research Officer. Her considerable energy contributed significantly to our work, especially in terms of the consultancies on performance indicators in community health and community participation in health services. She has taken a lecturing position at the University of South Australia and we wish her well in this position.

Other staff continued to work hard as they responded to the considerable work pressure. I would like to thank all staff members for their contribution to SACHRU and to offer a personal thank you to every member of staff for the support and sympathy they offered me in the period following a family bereavement.

Budget and other matters
SACHRU has been facing an increasingly difficult budget position. In order to maintain services at the levels they had been over recent years we were in the position of having to raise significant sums of money through consultancies and other work. Reclassifications for a number of staff and administrative increases have created these pressures. Unfortunately the situation for the financial year 2000-01 will be more difficult as the Unit’s budget is to be cut by around 11%. Clearly this means we will have to determine which services we reduce and we will keep our constituency informed of how this is to happen through ’Research Matters’ and through representatives on our Management Advisory Committee.
The Department of Human Services has foreshadowed that a review of the research funding spent by the Department will occur in the next financial year. We look forward to participating in the review and are confident it will underline the importance of research to an effective and reflective human services system.

Management Advisory Committee
Finally, I would like to thank our Management Advisory Committee (membership is listed on page 4 of this report) for contributing their time to assist SACHRU. The Committee contains members from the community health services, Department of Human Services and key groups such as SA Community Health Association. Marj Ellis has chaired this Committee very ably and consistently supported SACHRU’s work. The Committee is one of the mechanisms by which SACHRU can receive feedback on its work and communicate with its core constituencies. We are grateful that, at a time when people are so busy, they are happy to devote some of this precious resource to SACHRU.

We would also like to thank Andrew Stanley (Director, Population Strategies & Research Division, Dept. of Human Services) and his staff for their advice and support to SACHRU over the year. Their understanding of the nature and style of our work is important in enabling us to respond to the needs of our funders.

In Conclusion
I commend this report to you. It demonstrates the work of a hard working and creative team whose work achieves recognition in Australia and overseas. The SACHRU looks forward to working with all community sectors of South Australian human services in 2000-01 and thanks you for your interest and support in the past.

*Fran Baum* (Professor)
Director
Research and Evaluation Activities

Newly Arrived Migrants’ Health: Evaluation and Development

Staff involved: Charlie Murray, Cecilia Moretti, Fiona Verity and Louise Mawby

This is a joint project of SACHRU and the Migrant Health Service (MHS), which aims to improve primary health care practice supporting the health of recently arrived migrants, by fostering a culture of critical reflection. Critical reflection is the process of documenting one’s practice, developing an understanding of its context, and reflecting and taking action to further improve practice.

The project was conceived following requests from SACHRU’s Management Advisory Committee, and a strong interest from the MHS. The project was developed in conjunction with staff from the MHS.

The project commenced in 1999, just one year after the Migrant Health Service came under the umbrella of the Adelaide Central Community Health Service (ACCHS). As such, the project occurred at a time when the MHS was in the process of developing a model of service delivery to strengthen links between Migrant Health and Community Health Services, government and non-government organisations. The project therefore provided a timely opportunity to document and reflect critically upon current practice and evaluation, at a time when the organisation was adopting a primary health care framework.

The objectives of the project are:
- To improve organisational and individual capacity to engage in critical reflection;
- To raise awareness among MHS, community health service staff, and others about:
  - current activities and programs for recently arrived migrants
  - current evaluation practice;
- To increase the capacity of staff to design and undertake evaluation of their work, including the involvement of migrants;
- To increase the ability of staff to disseminate findings and recommendations from evaluation;
- To increase the capacity of staff to contribute to practice development concerning newly arrived migrants in South Australia, and elsewhere.

The following project activities have occurred or are planned:
2. Documentation of current Migrant Health Service (MHS) Programs and Activities, and how they are evaluated. (undertaken by MHS, as part of Program Review).
3. Individual project advice and support for evaluation.
4. Face to face interviews with staff about:
   - how they undertake evaluation
   - what they would like to improve.
5. Workshop with MHS staff to present and discuss findings of interviews, and to develop questions for literature review.
6. Literature review directed by questions arising from interviews with staff.
7. Staff Development Workshops (planned for October and November 2000)
   - Beyond Questionnaires: Evaluation & Creative Data Collection Methods
   - Sharing Our Knowledge: Writing and Presenting about our Work.

By June 2000, all interviews with staff had been undertaken and analysed. Findings were presented back to staff, and guiding questions for the literature review were developed. These included:
- What evaluation of programs for newly arrived migrants have occurred elsewhere?
- What ‘how to’ resources are available to help to undertake evaluation?
- What is known about specific cultural considerations (for communities from Horn of Africa, Former Yugoslavia, Middle East) in providing health services and undertaking evaluation.
- What have similar organisations done to enhance their capacity for evaluation?

Health Development Structures and Social Capital: Promoting Health at a Regional Level — Social Capital and Health Development in Action

Staff involved:
Fran Baum, Charlie Murray; DPH Project
Staff Carolyn Modra, Rob Potter

This project continues to generate a great deal of interest. It was funded by the National Health and Medical Research Council for three years to explore the role of community participation in developing health and social capital. In 1999/2000 the Health Development and Social Capital project entered into its final phase. Some of the activities included final analysis of data, the production of three reports, three journal articles, one book chapter and several conference presentations.

The project focused on the western suburbs of Adelaide and involved studying the participation of individuals, and the role of community groups and organisations in developing health and social capital.
Over 2,500 individuals responded to the survey, and 40 of these were followed up for in-depth interviews. Community groups and organisations were also surveyed, and over 230 responded. Most of these groups agreed to allow the information they provided be made available to the public, and so the Inventory of Community Groups and Organisations was produced. This includes information about the groups’ activities, their membership profile, partnerships with other groups and organisations (current and desired), what could strengthen their group, and future plans. Twenty five of the groups were selected to be examined in greater depth, and these case studies are summarised in the publication ‘Social Capital in Action’. The report summarising all aspects of the project is entitled ‘Building Healthy Communities: Health Development and Social Capital’.

A key finding of the study is that, like health, patterns of participation are socially structured. Income level and educational attainment were found to strongly influence most forms of participation. Both social and civic participation levels were distinctly different according to socio-economic status, age, gender and language spoken at home. Civic participation was low across all groups, but most likely to be undertaken by people on high incomes, and with high levels of educational attainment. Young people rarely reported any involvement in civic activities.

Findings from the research of community groups and organisations confirmed that these groups are an important resource for developing health at the community level. The study revealed the role they play in engaging a wide range of people, and in creating community life. On the other hand, these groups were found to be a fragile resource, relying on the enormous contribution of a few people. There was a great deal of interest in developing partnerships with health services and other groups and organisations.

Nearly 30 recommendations emerged from the project, and these were developed in consultation with many stakeholders. The complexity of the subject required recommendations to encompass many levels, including community-based human services, policies which shape human service provision, and the broader organisation of society. Examples of these include:

- State and government services contribute to the strengthening of community groups by:
  - providing practical assistance (eg. meeting space, photocopying, phone and computing facilities, assist with publicity)
  - developing partnerships with them where shared goals exist
  - providing small grants programs;
Social exclusion be recognised as a major health issue and specific programs developed to address this;
Government policies recognise the link between level of education and the capacity for active citizenship, and ensure that educational opportunities are accessible throughout life;
Health impact and equity assessments become a regular feature of state and local government decision-making.

Recommendations regarding further research included:
- Methods to determine health and equity impact statements;
- Perceptions of participation among groups least likely to participate;
- Longitudinal and comparative cohort studies of the participation of people under 30 years of age, to determine whether their low rate of participation is a cohort or age effect;
- Factors that create a supportive urban environment for social and civic participation.

The high level of interest in the study led to further funding from the Department of Human Services and Flinders University to build upon the Health Development and Social Capital study and explore location and health.

**South Australian Performance Indicators and Community Health**

*Staff involved:*
*Gwyn Jolley and Fiona Verity*

Over the last two years, SACHRU has been involved in exploring the use of performance indicators for the community health sector, at national and state levels. The South Australian discussion paper, produced by SACHRU in 1999, has been widely distributed and has provoked much interest.

Late in 1999, a consortium of community health agencies (Adelaide Central Community Health Service, Northern Metropolitan Community Health Service, Noarlunga Health Services, and the South Australian Community Health Research Unit) and the Metropolitan Division of the Department of Human Services came together to develop performance indicators (PIs) for the community health sector.

This initiative emerged as a response to a perceived need to develop meaningful indicators of community health performance. It is also, in part, a response to the developments in Metropolitan Division and its stated aim to develop measures of performance to meet outcomes. The Department of Human Services has provided financial support for this developmental process. This has created a timely opportunity to work together as a sector on an issue of common benefit. Australian attempts to develop PIs for community health are embryonic and thus far these
attempts have not effectively, nor sensibly, measured performance in community health.

The consortium has resulted in a working group being established to bring together significant local expertise in community health, with the intention to steer a process that will explore the development of indicators robust enough to measure performance, yet sensitive to the complexity of the wide range of diverse and locally shaped work that falls within the heading of ‘community health’.

As part of this process, a workshop on the development of PIs was held on the 6th March and attended by 50 managers and team leaders from the community health sector in South Australia. As a result of the workshop, the working group was expanded to include representatives from country community health.

The working group has developed a detailed process which will encourage the participation of a wide range of people. The intention is to develop and test performance indicators in 4 – 6 development groups, and then pilot these indicators in other places. There will also be workshops where people can come together to share their experiences and discuss what has emerged from the development and piloting stages.

A briefing forum will be held on 7th July 2000, to inform community health services about this next stage in the project.

There has been enormous interest in the work being done on performance indicators by SACHRU and others, both in South Australia and interstate. Clearly this is an issue which is at the forefront of many people’s minds. SACHRU plans to continue to support this work.

**Links between Community Health Services and Non-Government Organisations**

*Staff involved:*

*Gwyn Jolley and Stacey Masters (Project Officer)*

This study has been funded by the Health Enhancement Research Grants Committee of the Department of Human Services and seeks to examine the links between Community Health Services (CHS) and Non-Government Organisations (NGOs) in one metropolitan and one rural region in South Australia.

The project methodology included:

- A brief questionnaire to each of the CHS affiliated with the Wakefield Regional Health Service and Noarlunga Health Services;
- A series of interviews with CHS Managers/Coordinators in the two regions;
Interviews with the General Manager of the Wakefield Regional Health Service and the Director of Community & Allied Health at Noarlunga Health Services;

Six case studies of collaboration from the NGO partner perspective.

Early findings indicate that shared client groups and similar services are recognised as important factors in fostering links between CHS and NGOs. The introduction of competitive funding models has re-shaped collaboration between CHS and NGOs and, in some instances, has led to more formalised and cooperative ways of working together. In rural and regional SA, partnership arrangements and the development of regional networks have been important in building regional capacity to attract funding. Commonwealth and State funding decisions have, at times, nurtured these partnerships. At other times, funding decisions have seen alternative service provider arrangements superimposed on local partnerships.

Regionalisation, or specifically the processes that a health region adopts in engaging NGOs in planning service delivery, can be important in fostering cooperative approaches between ‘health’ and ‘community services’ sectors, and easing the tensions that can occur because of different organisational, funding and service delivery arrangements and worker socialisation.

Industrial issues were found to present a number of challenges. CHS and NGOs operate under different industrial awards and there are differential costs in service provision. Volunteerism has always been an important aspect of NGO governance and service delivery. Although CHS are increasingly working with volunteers, some staff struggle with the personal/political aspects of women’s (usually) unpaid work. Similarly, perceptions of ideological differences and a lack of information about what CHS and specific NGOs offer, were identified as important barriers to further collaboration between the sectors.

The study report will be completed by the end of 2000.
WHO Rural Health Development Structures

Staff Involved:
Rosie King, Fran Baum, Charlie Murray and Michael Bentley (Hills Mallee Southern Regional Health Service)

“Working with Civil Society for Health”

For the last two years, SACHRU has been working on this project in conjunction with the Hills Mallee Southern Regional Health Service and the Department of Public Health, Flinders University of SA. The project is part of an international study of the World Health Organisation (WHO) which is exploring ways of encouraging health services to consider community groups and organisations as important resources for health development in local communities.

A set of draft guidelines was written to assist formal health services to develop partnerships with these groups, and these have been trialed in several countries over the past two years. The Hills Mallee Southern Region was the trial site in Australia, and other trials were conducted in Colombia, Senegal and South Africa. The guidelines involve firstly developing an inventory of community groups and organisations, and then assessing and analysing them for potential partnership development. Case studies are then undertaken. The final stage involves implementing, monitoring and maintaining partnerships for health development.

WHO convened a meeting in Cape Town in May 2000 with representatives from each of the countries involved (including Fran Baum and Charlie Murray from SACHRU), and representatives from the African and South East Asian regional offices of WHO. Over the week, each country reported on the findings from their trial and decisions were made about how the guidelines could be modified to be more effective.
The findings from the four trials were remarkably similar, given the enormous cultural and economic diversity between the trial sites. The guidelines were shown to be very effective in making the health promoting work of community groups more visible to the health services. A number of ideas are to be incorporated in the revised version. One is to offer a greater range of strategies to identify and make contact with community groups and organisations, including ones that are affordable and practical for remote health posts in developing countries. Another is to strengthen the partnership development phase providing practical examples of processes used in the trial sites to encourage working together.

The World Health Organisation has agreed to fund a further stage of work which will involve SACHRU and DPH working with the University of the Western Cape (South Africa) to revise the guidelines.

**Launch of Hills Mallee Southern Region Publications**

In June we celebrated the launch of the two publications which have emerged from the Rural health Development Structures project - the ‘Inventory of Community Groups and Organisations, and Case Studies of Community Groups and Organisations’. They were launched at a regional conference held by Hills Mallee Southern at Littlehampton.

The inventory is a guide to local groups in the region, and intended to be used for developing partnerships for health development. It features 228 groups ranging from health and welfare groups to service clubs, progress associations, environment groups, social and recreational groups. Information is provided about their aims, membership profile, activities, partnerships, and future plans. The case studies explored the following groups in more detail, and their perceptions of what would be essential for a good partnership with the health service:

- Hills Parent Support Group (Disability);
- Kangaroo Island Youth Focus;
- “We Now Walk Tall” Mental Health Performance Group (Consumers & Carers);
- Encounter FM Community Broadcasters;
- Murray Bridge Italian Women’s Group.

This study has uncovered an impressive number and range of groups. A summary of the findings was written in the following journal article.

Project PEW – Planning and Evaluation Wizard

This project is funded by Health Promotion SA to develop a software tool to assist people working on primary health care and health promotion projects to develop project and evaluation plans. The content of PEW was developed in consultation with many people. This resulted in additional components being included; such as how to develop a grant application, a project budget and a project report. The consultations also showed there was a reasonable degree of fear and frustration about project evaluation, and that PEW would need to demystify the jargon and be creative in its approach to evaluation.

Over the last year, PEW has been developed as a web-based tool that is accessible via SACHRU’s web page. It has three main components:

- Developing a case for your project;
- Developing a project and evaluation plan;
- Developing a project report.

PEW takes users through the steps of developing each of these, and the section for developing project and evaluation plans has a “wizard” which requires users to enter information about their goals, objectives, strategies, indicators and methods of data collection. This assists with the construction of the plan, which can be saved within PEW and edited as necessary. PEW also contains information about primary health care and health promotion policies, funding sources, links to various databases and examples of plans. PEW can be found at www.sachru.sa.gov.au

The development of PEW has certainly been a challenging task. It has required us to develop many new skills, and to resist the temptation to include everything. Despite these challenges, progress has been consistently encouraged by the enormous level of interest in PEW.
Research and Evaluation Consultancies

Evaluation of Eat Well SA

*Staff involved:* Gwyn Jolley

SACHRU is a member of a consortium providing external evaluation to the Eat Well SA project. The project is funded by the Department of Human Services and its goal is to increase consumption of healthy food by young SA families.

Other members of the consortium are Paul Laris, Paul Laris and Associates, and Alison Smith, Department of Public Health, Flinders University of SA. The evaluation framework has been finalised in consultation with project staff and analysis of project documentation has been completed. Other data collection will commence shortly. Interviews with key informants and a survey of project participants will be used to inform the evaluation.

An evaluation report will be produced for Eat Well SA by the end of the year.

Whyalla Primary Health Care Projects

*Staff involved:* Stacey Masters and Charlie Murray

Whyalla Hospital & Health Service approached SACHRU in April 2000 seeking evaluation support for several primary health care projects that had commenced in September/November of the previous year. Funding considerations meant that planning, staffing, implementation and evaluation had to occur before June 30. Project staff had a maximum of nine months in which to implement and report on project strategies and undertake process and impact evaluation.

The projects shared a number of aims:
- To enhance communication between hospital and community health staff and GPs;
- To improve client outcomes through coordinated service delivery;
- To develop sustainable processes and outcomes.

Following discussions with the Director of Community & Allied Health, it was agreed that SACHRU would conduct an external evaluation of three primary health care projects, encompassing the following initiatives:
- a *Breathe Easy* program focused on improved self-management of chronic respiratory conditions, including asthma, and complemented...
by an active community support and advocacy group – the Happy Lung group;
- re-orientation of the Cardiac Rehabilitation and Education program to include primary prevention, together with efforts to improve access for people from culturally and linguistically diverse backgrounds; a shopping mall display, blood pressure and diabetes screening as part of the local Heart Week activities in May;
- implementation of a 7-day-a-week Community Midwifery service.

Detailed evaluation plans were developed in consultation with project staff and managers. It was agreed that SACHRU would:
- conduct a mall survey to assess the impact of local Heart Week activities;
- facilitate a focus group with participants from the Cardiac Rehabilitation & Education program;
- interview participants from the Happy Lung support group;
- interview antenatal educators and Child & Youth Health staff re the community midwifery service;
- conduct a survey of general practitioners to assess their awareness of, and participation in the primary health care initiatives.

SACHRU’s first visit to Whyalla coincided with the departure of project staff at the end of June. Some have resumed previous roles at the Health Service while others have gone to new positions elsewhere. The final reports of the cardiovascular and respiratory projects will inform and contribute to the overall evaluation. The Health Service will continue to fund the community midwifery service.

As well as meeting the key players, the researcher undertook the community survey in Westlands Shopping Mall. Unprompted and prompted recall of local Heart Week activities, perceived relevance and the level of community support for health education initiatives were explored. Perceptions of the enablers and barriers to individual behaviour change were also documented.

Further data collection is planned for September. It is expected that the evaluation will be completed in November.

Shifting Ground: Remote and Isolated Areas Women’s Mental Health Project

Staff involved: Gwyn Jolley and Louise Mawby

SACHRU is providing an evaluation consultancy to this project, auspiced by Women’s Health Statewide and the Flinders and Far North Community Health Service, and funded by the National Women’s Health Program. SACHRU’s role has been to develop an evaluation framework and data collection tools; undertake data collection, analysis...
and writing; and conduct a workshop on evaluation for project participants.
The project is trialing staff training and peer support using tele-links and face-to-face methods. The project aims to increase confidence and competence of workers in remote and isolated areas to implement a primary health care approach to their work.

This first program was for workers in the Coober Pedy area. For the evaluation, thirty project stakeholders were interviewed by telephone. Data from these, and two focus groups, were analysed to produce a draft evaluation report which was circulated widely for comment. The final report was completed in October 1999. Stage 2 of the project took the training to Roxby Downs and Leigh Creek areas. Focus groups and telephone interviews were used to collect data for the evaluation. The report will be completed in August 2000.

**Reality: Our Truth of being a Young Parent**

*Staff involved:*
*Gwyn Jolley and Susan Sidford*

This project, designed and run by the Young Women’s and Children’s Support Services Coalition Inc. (YWACSS), is a peer education program run mainly in high schools. It aims to increase awareness of the broad health and social issues related to adolescent pregnancy and parenting alone.

SACHRU ran a series of seven focus groups to assist in the evaluation of this project. The analysis and report writing was completed in October 1999.

**Mental and Emotional Health Project**

*Staff involved:*
*Gwyn Jolley*

This is an umbrella project under the auspice of the Northern Metropolitan Community Health Service and brings together 10 individual programs across the region. SACHRU’s role is in providing evaluation support by attending Project Advisory Committee meetings and advising on evaluation issues such as data collection and presentation, and running training on evaluation. This support is funded through SACHRU’s core budget. As individual projects come to the end of their funded period they will produce evaluation reports. These reports will be summarised by SACHRU and an overview of the whole project produced at the end of 2000.
Teen Parenting Peer Education Program

Staff involved: Gwyn Jolley

SACHRU is assisting with the evaluation of this program which is based at Dale Street Women’s Health Service. SACHRU has helped with the development of the evaluation plan and future tasks will include commenting on questionnaire design and assisting with the evaluation.

Palm Lodge

Staff involved: Carolyn Modra and Gwyn Jolley

Palm Lodge is a residential facility which will be used to assist homeless clients with mental health problems. The project is a partnership between Eastern Community Mental Health Service, Royal Adelaide Hospital, City Homeless Assessment and Support Team and Adelaide Central Community Health Service.

SACHRU has assisted with the evaluation plan for this project and may be involved in the evaluation at a later date.

Getting the Better of Pain

Staff involved: Fiona Verity and Gwyn Jolley

In December 1999, SACHRU was asked to support the evaluation of the Pain Management group run at the Noarlunga Health Services. An evaluation plan and methodology were developed and an interviewer briefing session was held on 6 June 2000. SACHRU will be assisting with the analysis of approximately forty interviews with participants of the program.

Relationship Violence No Way

Staff involved: Susan Sidford, Gwyn Jolley and Carolyn Modra

SACHRU conducted an external evaluation of this project which is based at Marion Youth Centre. School staff and service providers were interviewed and a focus group held with the peer educators. Feedback sheets from participants were also used in the data collection. A report was compiled in June 2000.

Gently Physical

Staff involved: Louise Mawby, Rob Potter, Gwyn Jolley and Carolyn Modra

SACHRU and the Clinical Epidemiology and Health Outcomes Unit, Flinders Medical Centre, jointly evaluated this project which was auspiced by Transport South Australia and Health Promotion SA. General Practitioners attended training and were provided with physical activity prescription pads to give out to appropriate patients.
Pre- and post-training questionnaires were administered to General Practitioners taking part in the project. Telephone interviews were conducted and prescription documentation was collected and analysed. The evaluation report was completed in May 2000.

Health Information Hotline

Staff involved: Gwyn Jolley

This is a joint project of the Southern Division of General Practice and Noarlunga Health Services to provide information on community services to General Practitioners in the Southern Division.

SACHRU provided assistance in developing an evaluation plan, and will be conducting telephone interviews with twenty General Practitioners during July-August 2000. Usage data on the Hotline was provided by the Information Officer at Noarlunga Health Services and this was entered into a data package for analysis. A report will be produced for the Southern Division of General Practice in August 2000.

Women’s Web

Staff involved: Louise Mawby and Gwyn Jolley

SACHRU assisted with the evaluation of this project which is based at Southern Women’s Community Health Service. A questionnaire was designed and administered to twenty referring agencies. Assistance was provided in design, administration and analysis of interviews with peer support trainees.

Stateing Women’s Health

Staff involved: Rob Potter and Gwyn Jolley

SACHRU was involved in the evaluation of the Women’s Health Statewide newsletter by providing data entry and analysis of approximately one hundred responses to a newsletter survey.

Bowden Lodge

Staff involved: Louise Mawby, Rob Potter, Charlie Murray and Gwyn Jolley

SACHRU was engaged as the external evaluator of the Bowden Lodge project in August 1999. Bowden Lodge is a residential facility for frail aged homeless people presenting to the Royal Adelaide Hospital.

SACHRU’s role included designing a evaluation plan, analysing project documentation, conducting face-to-face interviews with four stakeholders and administering a survey to key stakeholders. All data is being analysed and a report will be ready by the first anniversary of Bowden Lodge’s establishment in September 2000.
Consumer Participation Toolkit

In 1999, SACHRU worked on the development of a Consumer Participation Toolkit for the Commonwealth Department of Health and Aged Care. This was undertaken in partnership with the Department of Public Health, Flinders University of SA. Our task was to produce a practical toolkit to assist service providers and consumers to achieve effective consumer participation in the planning, delivery, monitoring and evaluation of health care services. The toolkit drew on a number of existing resources and the skills, experience and advice of consumers, service providers, managers, consultants and academics. The development phase involved a search conference with people from all states, and consultation sites in South Australia (Flinders Medical Centre), Victoria (Dandenong Area Health Service) and Darwin (Division of General Practice).

The Toolkit was completed by January 2000, and sent to the Commonwealth, who are arranging for it to be printed and published. The Toolkit, which is entitled ‘Improving Health Services through Consumer Participation: A Resource Guide for Organisations’, will be available from the National Resource Centre for Consumer Participation which is based at La Trobe University, Melbourne, Victoria.

South Australian Community Health Centres: towards a comprehensive primary health care practice

The work of South Australian Community Health Centres was presented at an international conference in Thailand held in August 1999, organised by the World Health Organisation with the theme of Towards Unity in Health. This is an initiative which intends to foster worldwide effort to bring about sustainable integration of medicine and public health. Fran Baum was invited by the organising committee to present a case study on the work of community health centres in South Australia as an example of integrating public health and medical practice. The case study was compiled by staff from SACHRU, Adelaide Central Community Health Service and Noarlunga Health Services. A case study was written about medical practice in a community health setting as an example of a comprehensive model of primary health care that permits the integration of medical care with a strong public health focus. A poster was also produced and presented.

The conference was attended by 200 people from fifty countries. One outcome of the conference was the drafting of a Declaration on ‘Towards Unity for Health’, which will be circulated at a later date.
Peer Specialist Pilot Project

*Staff involved: Fiona Verity and Rob Potter*

This project was funded by Health Promotion SA and jointly auspiced by the Schizophrenia Fellowship of SA and the North West Adelaide Mental Health Service.

SACHRU assisted in the evaluation by conducting focus groups and interviews, and writing a report which was completed in March 2000.

Pharmaceutical Education Project

*Staff involved: Gwyn Jolley and Rob Potter*

This project, funded by the Commonwealth Department of Health and Aged Care and auspiced by the Adelaide Central Community Health Service, is still at an early stage. SACHRU has provided some research and evaluation advice and will be involved with the evaluation of the project during the next two years.

Primary Health Care Initiatives and Advancement Program 1997/98

*Staff involved: Louise Mawby and Gwyn Jolley*

Staff at SACHRU have continued to provide evaluation advice and support to project officers working on Primary Health Care Initiative Program (PHCIP) and Primary Health Care Advancement Program (PHCAP) funded projects. This support is provided through SACHRU’s core budget and assists projects to develop draft and final evaluation plans.

Five projects continued on from previous funding rounds and 22 started or continued from the 97/98 round. The following PHCIP and PHCAP funded projects have received evaluation support during 1999/00:

**Primary Health Care Initiative Program (PHCIP) Projects:**

- ‘Use of Medication Profiles in the North’ Adelaide Northern Division of General Practice
- ‘Safe Haven’ Baptist Community Services, Adelaide Central Community Health Service, Royal Adelaide Hospital
- ‘From Bush Tracks to the Big Smoke’ Eyre Regional Health Service Inc.
- ‘Community Mental Health Rehabilitation Project’ Mid North Regional Health Service
- ‘Our Children, Our Region, Our Future’ Northern and Far Western Regional Health Services Inc.
‘Continuum of Care Coordinator’ South East Regional Health Service
‘Rape and Sexual Assault Training’, Yarrow Place, Rape and Sexual Assault Service
‘Young People Connecting’, Wakefield Regional Health Service
‘Mental Health – Continuity of Care for consumers in the HMS region’, Hills Mallee Southern Regional Health Service
‘Kids Plus’, Intellectual Disability Services Council

Primary Health Care Advancement Program (PHCAP) Projects
‘Growing a Healthy Community in Lincoln South’, Port Lincoln Health and Hospital Services
‘Knowing How’, Mental Health Services for the Elderly, Hillcrest Hospital
‘Sexual Health of Young Men’, Port Lincoln Community Health Service
‘Maintenance of Function’, Council on the Ageing
‘The South Australian Boarding House Nutrition Program’ Inner Southern Community Health Service
‘Taking Family Health to Remote Areas’ Royal Flying Doctor Service
‘A Celebration in Diabetes Prevention’ Mid North Regional Health Service
‘1st Choice – Healthy Takeaway Project’ Whyalla Health Service
‘Gently Physical: The G.P. Program’ Department of Transport
‘Well Women (WW) Project, Adelaide Women’s Prison’ Department of Correctional Services
‘Don’t Take Your Life – Celebrate it!!’, Second Story, Child & Youth Health
‘Community – Right into It’ Flinders Medical Centre – Southern Mental Health – Marion
‘A Change For the Better Food and Nutrition Project’ Adelaide Central Community Health Service
‘Healthy Kids’ Centacare Catholic Family Services
‘Rape Prevention Project’ Yarrow Place Rape and Sexual Assault Service
‘Diabetes in the Family: A model community program targeting relatives of South Australians with diabetes’ Adelaide Central Community Health Service
‘Group Education and Support for People with Early Stage Dementia and their Carers’ Alzheimer’s Association (SA) Inc.
‘Aboriginal Women’s Health & Healing’, Aboriginal Services Division.

Health Promotion SA Projects

Staff involved: Louise Mawby, Fiona Verity, Rob Potter and Gwyn Jolley

SACHRU provided an evaluation consultancy to the following projects funded under the Health Promotion SA Grants:

‘Parent Education: Vietnamese/Chinese Families’ Child & Youth Health and Northern Metropolitan Community Health Service
‘The Adelaide Hills Good Food Project’ Adelaide Women’s and Children’s Hospital
‘Peer Specialist Project’ North West Adelaide Mental health Service
‘Clever Castle’ St Peters Rotary Club of SA
‘Mental Health for Recent Arrivals Project’ Multicultural Mental Health Access Program
‘Hoi Sinh Project’ Vietnamese Community in Australia/SA Chapter
‘Paradise Therapy Services Talkback Group Project’ Resthaven
‘Smog Busters’ Conservation Council of SA
Research and Evaluation
Training and Resources

Research Training seminars

SACHRU’s Service Agreement with the Department of Human Services includes a training role specified as:

"To provide training, staff development and support to community and primary health care workers related to research, evaluation and primary health care development".

We fulfil this role by providing a core program of training seminars, developing ‘tailor made’ workshops in response to field requests and in contributing to one-off talks/seminars.

Core program of training seminars

As in previous years, the Unit continues to offer short training seminars on topics related to evaluation and research matters in primary health care. Our training program is planned in light of emerging needs and requests from the field. Two new workshops have been planned for later in 1999 on the topics of writing for grants and report writing, and emerging issues for primary health care. In 1998/99 we offered five seminars with a total of 111 people in attendance. Participants were from a wide range of primary health agencies including metropolitan and country community health services, non-government organisations, government departments, hospitals and Divisions of General Practice. Training seminars offered were:

*Writing for Project Applications, Reports and Beyond*, 19 July 1999 – Charlie Murray and Fiona Verity
*Introduction to Evaluating Process*, 6 September 1999 – Gwyn Jolley and Louise Mawby
*Introduction to Evaluating Impact and Outcome*, 13 September 1999 – Gwyn Jolley and Louise Mawby
*Where is Primary Health Care Going in the 21st Century?*, 14 April 2000 – Professor David Sanders, Director, Public Health Program University of the Western Cape, Cape Town, South Africa and Prof. Fran Baum

‘Tailor made’ workshops

*Evaluation I*, Wakefield Regional Health Service, Balaklava, 2nd May 2000 – Gwyn Jolley
*Evaluation I*, Mid North Regional Health Service, Port Pirie, 3rd May 2000 – Gwyn Jolley
*Evaluation II*, Mid North Regional Health Service, Jamestown, 8th June 2000 – Gwyn Jolley
*Evaluation II*, Wakefield Regional Health Service, Balaklava, 9th June 2000 – Gwyn Jolley
*Community Participation*, Flinders Medical Centre, August 1999 – Fiona Verity
*Critical Reflection*, Adelaide Central Community Health Service – Fiona Verity
Healthy Cities Short Course – October 25-29 1999

The annual Healthy Cities short course was held from 25th-29th October 1999. These short courses have been run since 1992 as a collaboration between SACHRU, the Department of Public Health, Flinders University and Healthy Cities Noarlunga. In 1999, Alison Smith was the course director. Twenty-one students attended the course including five sponsored by the Western Pacific region of the World Health Organisation and two from Malaysian Healthy Cities projects. The highlight of the course was, once again, the field trip to the Noarlunga project. During that visit, course participants met with community members and heard details of a number of the initiatives that Healthy Cities Noarlunga is involved in. Fran Baum and Fiona Verity taught on the short course.

This year the Department of Public Health also invited Ruth Stern to teach on the Healthy Cities course. Ruth, until recently, was the Healthy Cities co-ordinator in Camden, London. She was able to bring her recent practical experience of Healthy Cities to the course.

Evaluation in Primary Health Care – June 19-20 2000

During the year, Charlie Murray and Gwyn Jolley worked with Christine Putland and John Coveney from the Department of Public Health, Flinders University of SA on a new graduate topic called
Evaluation in Primary Health Care.’ This was run as a two-day workshop and attracted a great deal of interest. Participants came from a wide range of organisations, both South Australian and interstate, such as primary health care services and central bureaucracy.

The workshop was designed to equip participants with the knowledge and skills required to plan and undertake comprehensive evaluation of programs and practices in the field of human services. The workshop was a good opportunity for SACHRU to share its written resources and practical experience in the field of evaluation. Feedback from participants was very favourable, and we look forward to more training collaborations with the Department of Public Health, Flinders University of SA in the future.

‘From a Project to an Approach’ Learning from the Camden (UK) Healthy Cities project, Ruth Stern – October 15 1999

SACHRU hosted this seminar in conjunction with PHAA (SA Branch) and SACHA. Ruth Stern was the Coordinator of Camden Healthy Cities project in the UK, from 1990 to 1998. During this time she took a year’s sabbatical in South Africa where she set up the Cape Town Healthy Cities Project. Ruth is currently undertaking her Doctorate in Public Health with a thesis entitled ‘The impact of community participation on decision making in Healthy Cities projects’.

Self management in community projects – a workshop – Migrant Health Service – May 12 2000

Many primary health care workers struggle with the question of how to facilitate community self management. Issues such as organisational control and agenda setting, readiness of community groups, issues of power and manipulation, and workers feeling confident in having the skills needed are just some of the challenges in this area of work.

This workshop provided an opportunity for workers in the field to talk about their experiences, insights and ideas for practice.

The workshop was part of an action research project being conducted by Kaye Phillips, Department of Public Health, Flinders University of SA and Fiona Verity, SACHRU, into the experiences of community nutritionists in facilitating the transition to self-management in community nutrition projects.

‘Research Matters’ Newsletter

The SACHRU newsletter ‘Research Matters’ is produced quarterly with four editions issued over the last financial year – June, September and December 1999 and March 2000. Our mailing list continues to grow, with interest from local, national and international groups, organisations and individuals. ‘Research Matters’ provides the opportunity for the Unit to detail new and existing research projects, consultation requests, information on training seminars, conferences and publications. The newsletter is also available in electronic format through the SACHRU web page. The newsletter was evaluated
in May 2000 and the findings from this evaluation indicate that it is well-received and regarded by readers.
SACHRU Publications

Sales of SACHRU’s publications have increased in 1999/00 partly because of the re-design of our publications list (which is also available through our web page), advertising through ‘Research Matters’ newsletter and continued promotion by staff at training seminars, conferences and field visits.

Our new publications this year are ‘Building Healthy Communities: Health Development & Social Capital Project — western suburbs of Adelaide’, ‘Inventory of Community Groups and Organisations — western metropolitan Adelaide’ and ‘Social Capital in Action: Health Promotion and Community Groups’. All of these publications have sold well this year. The five booklet set ‘Community Health Research and Evaluation Series’ and the ‘Planning Healthy Communities Manual — A guide to doing Community Needs Assessment’ continue to sell well.

SACHRU Website

SACHRU’s web page was designed in consultation with staff from SACHRU and primary health care services. It provides comprehensive information on the Unit and its activities. Our web page address is [www.sachru.sa.gov.au](http://www.sachru.sa.gov.au) SACHRU also has a generic email address which can be used for general enquiries sachru@fmc.sa.gov.au
Committee Membership

Fran Baum
Training Awards Committee, National Health & Medical Research Council (until December, 1999)
Editorial Committee, Journal of Epidemiology and Community Health
Editorial Board, Critical Public Health
Editorial Board, Australian Journal of Primary Health – Interchange
National Executive, Public Health Association of Australia (as National President)
Chair, PHERP Quality Enhancement Committee – Melbourne Consortium, November 1999

Gwyn Jolley
‘Health For All’ Conferencing Organising Committee
Environmental Health Project, Inner Southern Community Health Service
Interim Research Advisory Group, Department of Human Services
Research and Promotion, Northern Metropolitan Community Health Service

Charlie Murray
Working Party on Collaboration between SACHRU and the Department of Public Health, Flinders University of South Australia

Louise Mawby
Standards Steering Committee, Nurses’ Board of South Australia
Social Work Student Placement, School of Social Work and Social Policy, The University of South Australia

Susan Sidford
Steering Committee, ‘Relationship Violence – No Way!’ Project, Inner Southern Community Health Service

Fiona Verity
Healthy Cities (Noarlunga) Management Committee
Noarlunga Towards a Safe Community Management Committee
Staff

Development

Conferences/Seminars attended by SACHRU Staff

2nd International Conference, Primary Health Care 2000, Melbourne, April 2000

4th National Regional Australia Conference, Whyalla, April 2000


World Health Organisation’s Towards Unity for Health: Challenges and opportunities for partnership in health development Conference, Phuket, Thailand, August 1999

31st Public Health Association of Australia Conference, Darwin, 26-29 September 1999

Getting It All Together – Improving the Health & Wellbeing of Our Community Through Partnerships, Wakefield Regional Health Service, Tanunda, November 1999

International Conference on Healthy Cities and Urban Policy Research, Tokyo Medical and Dental University, Tokyo, Japan, March 2000.

Workshops and Training attended by SACHRU Staff

Access, February 2000, Systems Education
Archiving, March 2000, State Records
DreamWeaver and Web Design, May/June 2000, Douglas Mawson Institute of TAFE
PowerPoint, June 2000, Flinders University of SA
Plant Manager Training, October 1999, Flinders Medical Centre
Office Safety, November 1999, Flinders Medical Centre
Endnote, December 1999, Flinders University of SA
Publications and Conference Presentations

Academic Papers


Books/Chapter/Reports


Murray C. and Modra C. (1999) *Inventory of Community Groups and Organisations – Western Metropolitan Adelaide*: A resource for developing partnerships for health – western suburbs of Adelaide, SA Community Health Research Unit, Department of Public Health, Flinders University of SA.


Conference Papers and Presentations


Masters S. and Jolley G. (2000) Exploring the links between Community Health Services and Non Government Organisations in two regions of South Australia: what’s different about the rural context?, The 4th National Regional Australia Conference, Constructing Alliances across Rural Communities, 11th -14th April, 2000, Whyalla.


Murray C. and Baum F. (2000) Findings from South Australian Trial of Guidelines for Developing Partnerships with Community Groups and Organisations. Presentation to WHO and other trial sites (South Africa, Senegal, Colombia), Cape Town, May.

**Keynote, Plenary and Invited Addresses**


Collaboration with the
Department of Public Health

The Unit continues to have a close link with the Faculty of Health Sciences, Flinders University of South Australia, through the Director, who is Professor and Head of the Department of Public Health, School of Medicine. Gwyn Jolley and Louise Mawby have academic status within the School. The SACHRU and Department of Public Health hold joint staff meetings and a number of research projects are run jointly by the two organisations.
Administrative Arrangements

The South Australian Community Health Research Unit is administered by Flinders Medical Centre (see organisational chart on page 39). With the exception of the Director, all SACHRU staff are employees of Flinders Medical Centre and financial accounting is provided by Flinders Medical Centre. SACHRU is incorporated into Flinders Medical Centre’s service agreement with the Department of Human Services.

Flinders Medical Centre is an Equal Employment Opportunity employer. Occupational Health and Safety is administered through Flinders Medical Centre with Gwyn Jolley acting as the SACHRU occupational health and safety representative.

1999/00 Budget

SACHRU recorded a total budget allocation, including budget variations of $395,000 for 1999/00 from the Department of Human Services. Flinders Medical Centre provides full financial accounting services to the Unit and financial statements are provided as part of the Flinders Medical Centre reports.