

# Who We Are

**phn**  
COUNTRY SA

An Australian Government Initiative

**We commission primary health services for country South Australians.**

Our teams live and work in country South Australia and use this local knowledge to help determine which health services are needed and who is best placed to provide them.



## Our Vision

Better health and well-being for all country South Australians.



## Our Mission

To bridge the gap in health inequity and access for all country South Australians by working with communities to provide quality primary health care.

## Our Values



Much like living entities, what we do is shaped by our core values. These values form the corner stone of our organisation. They're expressed through our personality – *"the way that we do what we do."*

**Valuing the individual:** We acknowledge people's time and input and the uniqueness of their experience accessing health services in country South Australia.

**Respect:** We respect local knowledge and culture and existing services.

**Equity:** We acknowledge that not all country South Australians have the same access to health services. We focus on those most at risk of poor health outcomes.

**Knowledge and understanding:** We use our local and acquired knowledge to implement innovative and relevant quality primary health services.

**Relationships and collaboration:** We create good transparent working relationships with communities and existing health providers to produce improved community health outcomes.

# Our heart is in the health of the country

## Our Personality



**Our personality is shaped by our values. Just like our values, it's intrinsic in everything we do.**

We are transparent and respectful in our relationships with communities and service providers. We collaborate with others and use evidence based knowledge to find innovative solutions. We listen to our communities to determine what the most relevant local primary health services are and how best to deliver them.

Our personality is also shaped by our fundamental beliefs.

We believe that regional health care works most effectively and efficiently when:

- Communities are sustainable and resilient
- There are shared community objectives
- People are supported to look after themselves
- Primary health care is delivered in the community

## What We're Doing



**Country SA PHN is working with country South Australians to improve their health and wellbeing – particularly those most at risk of poor health outcomes.**

We listen to our community to ensure people receive the right care, at the right place, at the right time.

We then commission tailored health services that meet community needs in our key priority areas:



Aboriginal Health



Digital Health



Mental Health  
Alcohol & Other Drugs



Aged Care



Health Workforce



Population Health

The following are examples of services we're currently commissioning across country South Australia:

### **Aboriginal Health – Aboriginal Sobriety Group**

We commissioned, co-designed and fund the mental health program run by the Aboriginal Sobriety Group Riverland to provide mental health services to local indigenous communities in the Riverland region. The program was built in response to an identified gap and was designed from scratch to be culturally appropriate, flexible and adaptable to individual need.

### **Aged Care – Psychological Therapies Service in Residential Aged Care Facilities**

The program sees Psychological Therapy services delivered directly to residents in their facility and enables those with a mental illness to access mental health services onsite, similar to those available in the community. The program is to be expanded across the Barossa Valley and Gawler (Sonder Care), the Limestone Coast (FocusOne Health), Lower Fleurieu (Mind Australia) and Adelaide Hills (Community Options Australia).

### **Digital Health - GoShare Plus**

Country SA PHN funds Healthily to provide GoShare Plus for country South Australian general practices to support quality improvement and preventive health activities within country SA. GoShare Plus aims to increase patient understanding and motivation to participate in preventative health campaigns and quality improvement activities.

### **Alcohol and Other Drugs - Healing Circles**

An innovative group therapy and connection pilot program is proving highly effective in supporting Alcohol and Other Drug misuse and positive wellbeing and wellness recovery in Port Lincoln. The Healing Circle Day Centre provides social support, inspiration, mental health advice and peer support for the giving and receiving of assistance to achieve long-term recovery.

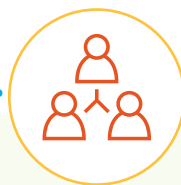
### **Mental Health - Regional Access**

We commissioned and fund, *Regional Access*, a free online and telephone service, staffed by professionally trained counsellors available 24 hours a day, seven days a week to anyone over 16, living or working in regional or remote South Australia, feeling the pressures and stresses of everyday life.

### **Population Health – Asthma Community Connector**

Country SA PHN funded Asthma Australia to develop a whole of community integrated model of asthma self-management known as the Asthma Smart Community to help people in the region 'breathe better' and tackle high rates of asthma in the area. Asthma Australia focused on community and stakeholder engagement to learn about the community and individual needs.

## *How We Do It*



#### **We are:**

#### **Community focused:**

We're listening to communities about their primary health needs and commissioning the services they need.

#### **Valuing local solutions:**

We're building community capacity, resilience and sustainability.

#### **Recognising inequity:**

Access to health services is not equal for everybody. We're focusing on the needs of those most at risk of poor health outcomes.

#### **Innovative:**

We're using our local planning, expert and community conversations to develop new ways to provide the best possible health services for country South Australians.

#### **Transparent:**

We're open and honest in all our relationships.

# Strategic flow chart

