

Briefing Document for engaging with service providers in Shepparton

Increasing Inclusion in rural, generalist health services: creating a process of change

What is the project about?

This project is about **how** and **what** mainstream health services can do to create an inclusive environment where everyone can feel culturally and socially safe to access their services.

Who is involved in the project?

Researchers from the Department of Rural Health, University of Melbourne in Shepparton have partnered with 4 rural mainstream services, Kyabram District Health Service, Primary Care Connect, headspace Shepparton and Maternal and Child Health service, to create and support a process of change within their service.

What has been done so far?

Over the last year, researchers have been facilitating workshops, interviews and discussion groups with staff from the above mentioned services to explore and unpack concepts related to inclusion such as access and equity, culture, health and wellbeing, white privilege and client centred care.

What's next?

Researchers would like to speak with community members to understand their perspectives of what social and cultural inclusion means to them. As such, we feel it is important to listen to the perspectives of those who experience institutionalised barriers to accessing services and some of which includes people from/who identify with:

- a) First Nations Australians background
- b) Culturally and linguistically diverse background
- c) Diverse sexuality(ies)
- d) a disability(ies)

To do this we would like to recruit a community co-researcher from a community that identifies with one or more of the above-named identities this project is focusing on. The community co-researcher will assist with recruiting participants for interviews and focus groups, refining data collection tools, data collection itself where appropriate and data analysis.

Once we have community's responses, researchers will work with the four mainstream services to trial and implement changes within the service. Understanding that process of change takes time and effort, researchers will invite community participants to follow up reviews and consultations to reflect on the changes made within the services.

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