

# Aboriginal Programs

## Women's and Children's Health Network

**Problem:** Engaging with Aboriginal children, young people and families to provide appropriate mental health services has been challenging with high rates of non-attendance.

- Solution:** A multi-pronged improvement process was initiated that included:
- Focusing on the workforce by increasing numbers of Aboriginal mental health workers
  - Changing practices by having Aboriginal worker contact client/family first to set up initial assessment with clinician
  - Having Aboriginal worker alongside clinician as a cultural guide
  - Working with the community and developing steering committees, 'Granny groups' and 'yarning groups'

### Results:

- Decreases in DNA rate % for booked sessions
- Increases in Aboriginal workforce (both temporary and permanent positions)



