HEALTH JUSTICE PARTNERSHIP
InTouch & Monash Health

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Monash Health
Population City of Dandenong

Figure 1. City of Greater Dandenong

Population: in excess of 135,600 residents
30,877 women residing in the City of Dandenong were born overseas.
Over 170 community languages spoken
55% from non-English speaking backgrounds
14% have limited English fluency
Top ten non-English speaking countries of birth:
Vietnam, India, Sri Lanka, Cambodia, China,
Afghanistan, Bosnia, Greece, Mauritius,
Philippines


Figure 3. Factors that influence our health
Population City of Dandenong

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General socioeconomic, cultural and environmental conditions
- e.g. broader policy influences, community design
Living and working conditions
- e.g. housing, health services, legal access, income, employment
Social and community networks
- e.g. family structures
Individual lifestyle factors
- e.g. culture/ethnicity, drug/alcohol use, sexual activity
Age, sex and hereditary factors

Figure 1. City of Greater Dandenong

Figure 3. Factors that influence our health
InTouch Multicultural Centre Against Family Violence

Services & Programs in response to family violence

Servicing migrant and refugee communities

Leading Contributing factor to ill health, death & disease for females aged 15-44yrs in Victoria

Link between social factors and health

Therapeutic, culturally sensitive lawyering with an integrated response
Service Development

Phase One
• Key Activity: Governance & Establishment of Partnerships

Phase Two
• Key Activity: Education/Training

Phase Three
• Key Activities: Service Implementation, Monitoring & Evaluation
The Story – *The Monash Health Chapter*
Setting up the Service

- Legal Agreement
- Social Work & Lawyers
- Working Party

- Focus Groups & Education
- Orientation of Lawyers
- Referral Form & Pathways

- Logistics & Documentation
- Interpreting
- Evaluation framework
The Quick Version

- Service Development
- Developed Model of Care (half-day per week clinic model)
- Referral Pathway
- Programs referred to clinical services
- Updated Health Information Services
- Established communication plan with public affairs
- Service delivery via Health Work Department
- Social Work screen referrals
- Administrative set-up and orientation for lawyers
- Secure office space for lawyer
- Service commences on flexible model to go where the patient is
- Pilot application
- Design of staff training package
- Modern in multiple languages
- Appointed Social Workers, four hours per week (4-months)
- Enterprise-wide SIM
- Referrals from community health and dental established
Establishment of the Legal Outpost
Fatima’s Story
Evaluation

“rarely stressed now. My husband has left the country. Before that it was a very stressful time for me but now things are much better. My health has improved a lot. The legal education I received was very informative.”
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36 Clients from Monash Health

Aged 20 to 66 years

Multiple Countries of Origin

Less fear at home and of authority

No legal Concerns

50% Inpatients

Knowledge & Health

Stress
Training and Evaluation
Training

Health professional rating of skills and knowledge prior and after attending HJP sessions

- Very Good
- Good
- Fair
- Poor
- Very Poor

Prior

- Identifying, responding and referring to CalD
- Family violence in CalD communities
- What is family violence?

After

- Identifying, responding and referring to CalD
- Family violence in CalD communities
- What is family violence?

Monash Health
Outcomes and Learnings

Integration model that works
+ experience of partnership
Process experience & expansion of wisdom

Barriers & Enablers
Social Workers are awesome
Go BIGGER earlier
Ongoing publicity, Education is promotion too
Royal commission supports the model
Future of the Model & Partnership

- Expansion
- Education
- Network

- Strategic Roles
- Opportunities
- Peak Body

- Royal Commission
- Services for Staff
- Diversity in the Law

(inTouch)

(Monash Health)