


# National Allied Health Practice Engagement Toolkit

Communications pack for Allied Health

A close-up photograph of a person's hand holding a green plant branch over a body of water. The person is wearing a white long-sleeved shirt and a colorful beaded bracelet. The background is dark and out of focus, showing more of the water and some driftwood. The text is overlaid on the left side of the image.

Primary Health Networks acknowledge all Aboriginal and Torres Strait Islander peoples as Custodians of Country and recognises their continuing connection to land, sea, culture and community. We pay our respects to Elders past and present.

# Acknowledgements

The Hunter New England and Central Coast Primary Health Network (HNECC PHN) led the development of the Toolkit.

HNECC PHN worked closely with a Steering Group of members which included Allied Health Professions Australia (AHPA), Indigenous Allied Health Association (IAHA), Services for Australian Rural and Remote Allied Health Services (SARRAH), Department of Health and Aged Care Chief Allied Health Office and PHNs from the National PHN Cooperative's Implementation Framework Group (for the National PHN Allied Health in Primary Care Engagement Framework), Brisbane South PHN, Central Eastern Sydney PHN, Northern Sydney PHN, Northern Queensland PHN, Nepean Blue Mountains PHN, Primary Health Tasmania, Western Queensland PHN, and Western Sydney PHN.

We extend our thanks to all allied health providers, individual peak bodies, associations, other PHNs, and stakeholders who contributed to the development of the Toolkit.



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# What is the National Allied Health Practice Engagement Toolkit?

The Toolkit is a new resource designed to support allied health professionals across six key areas.



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- The National Allied Health Practice Engagement Toolkit is a new resource developed by Primary Health Networks (PHNs) for Allied Health professionals. The purpose of the Toolkit is to support Allied Health professionals in private practice with:
- 1 Understanding the **local health care system** you operate in, including your **local PHN** and how to connect with other primary care professionals and referrers
  - 2 Understanding more about the services and resources that are offered by **Allied Health peak bodies**
  - 3 Accessing **learning and education** opportunities to build skills and capabilities to improve patient care
  - 4 Improving **safety and quality** in allied health care through tools that support improvement approaches
  - 5 Understanding and utilising funding streams and accessing grant opportunities to support **businesses efficiency and growth**
  - 6 Understanding the use of different **digital health** care systems to improve integration and connectivity of the health care system, and to support practice efficiency.

The Toolkit is one element of the reform agenda to strengthen engagement between PHNs and the allied health sector. It is part of a broader ongoing process and builds on the National PHN Allied Health in Primary Care Engagement Framework launched in 2022.

For more information about the Toolkit, please contact:

- ☺ Allied Health Team at NBM PHN
- ☎ (02) 4708 8100
- ✉ [alliedhealth@nbmphn.com.au](mailto:alliedhealth@nbmphn.com.au)

# What is in the Toolkit?

Each chapter includes a series of topics, with a brief introduction to the topic and a list of (mostly) online resources or tools.

General introductory information on the topic that is relevant for all allied health professions.

## 2.2 Resources to support cultural safety and inclusive care for Aboriginal and Torres Strait Islander people and communities

### Overview

Culturally safe practice that is free of racism is an essential foundation for allied health care that improves health outcomes of Aboriginal and Torres Strait Islander Peoples and supports greater health equity. All health practitioners should seek to understand cultural safety and its contribution to patient safety.

The [Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy group](#), led by Aboriginal and Torres Strait Islander members, have developed a definition of cultural safety that has been endorsed by the Australian Health Practitioner Regulation Agency (AHPRA) and the National Boards who regulate Australia's registered practitioners. That definition outlines that cultural safety is determined by Aboriginal and Torres Strait Islander individuals, families and communities and that culturally safe practice is the ongoing critical reflection of health practitioner knowledge, skills, attitudes, practising behaviours and power differentials in

delivering safe, accessible and responsive healthcare free of racism.

Culturally safe practice requires acknowledgement of key systemic and individual factors such as racism, biases, cultural and economic factors as well as the importance of self-determination and decision-making driven by Aboriginal and Torres Strait Islander individuals, families and communities. The inclusion of cultural safety in the National Law and by professional bodies in professional standards are increasingly requiring AHPs to invest in and develop their ability to be culturally safe in their practice.

The resources included here are intended to support practitioners seeking to better understand cultural safety and to strengthen culturally safe practice. They include links to training options provided by Indigenous Allied Health Australia, leaders in cultural safety and responsiveness in allied health in Australia.

### Tools and resources



- 1 [HealthInfoNet Cultural Safety Portal for Professionals](#)  
Provides access to a wide range of Aboriginal and Torres Strait Islander health safety publications, policies, resources, organisations and workforce support information as content relevant to specific health professions.
- 2 [Cultural Responsiveness Framework](#)  
The Framework can be downloaded for request to IAHA and provides information to prepare individuals and organisations to learn, and build their capability to provide the health and wellbeing of Aboriginal and Torres Strait Islander people, families and communities.
- 3 [Cultural responsiveness training and development](#)  
IAHA's training is centred on practical and sustainable approaches to cultural safety, targeted toward action and transformational change of individuals, organisations and services, to improve outcomes.
- 4 [Communication effectiveness with Aboriginal and Torres Strait Islanders](#)  
A Guide for communicating effectively with Aboriginal and Torres Strait Islander people which includes demonstrating understanding, building rapport, non-verbal communication, and providing options and ownership.
- 5 [Engaging with Remote Communities](#)  
This site brings together the most effective ways to engage with people in a regional remote communities. The ideas, tools and information here come from a range of sources across Australia and overseas.
- 6 [WellMob Resources](#)  
Resources for common wellbeing issues to use in health promotion and education with clients, carers and communities. The resources include videos, written information, podcasts, apps and websites.
- 7 [Working with the Stolen Generations](#)  
Factsheet with information for primary care professionals to improve care services for Stolen Generations survivors.





Hyperlinks to practical guides, tools and education resources that can be directly applied to clinical practice or business management

The source of the information

# Does the Toolkit include localised information?

The Toolkit was developed nationally and provides general information that is relevant across all PHNs. However, some PHNs have included localised information in the Toolkit.

  Hunter New England central Coast Primary Health Network

 <b>Key contacts</b> PHN information for Allied Health: <a href="https://thephn.com.au/what-we-do/allied-health">https://thephn.com.au/what-we-do/allied-health</a>  General Allied Health enquiries: Email: <a href="mailto:alliedhealth@thephn.com.au">alliedhealth@thephn.com.au</a>  Digital health enquiries: HNECC Digital Health Team Email: <a href="mailto:digitalhealth@thephn.com.au">digitalhealth@thephn.com.au</a>	 <b>Education and networking</b> Upcoming CPD/ education events: <a href="https://thephn.com.au/education-events">https://thephn.com.au/education-events</a>  Collaboration or networking opportunities: <a href="https://thephn.com.au/what-we-do/collaborations">https://thephn.com.au/what-we-do/collaborations</a>  Local communities of practice relevant to Allied Health professionals: <a href="https://peoplebank.hnecphn.com.au">https://peoplebank.hnecphn.com.au</a>  Sign up to the PHN's newsletter: Insert link to any available subscriptions for PHN news/ updates	 <b>Local health system navigation</b>  PHN programs: <a href="https://thephn.com.au/programs-resources">https://thephn.com.au/programs-resources</a>  Local Clinical Referral Pathways: Website: <a href="https://thephn.com.au/what-we-do/digital-health/pathways">https://thephn.com.au/what-we-do/digital-health/pathways</a> Ph: 1300 859 028 Email: <a href="mailto:HNEHealthPathways@thephn.com.au">HNEHealthPathways@thephn.com.au</a> Email: <a href="mailto:CCHHealthPathways@thephn.com.au">CCHHealthPathways@thephn.com.au</a>  Secure messaging: <a href="https://thephn.com.au/what-we-do/digital-health/secure-messaging">https://thephn.com.au/what-we-do/digital-health/secure-messaging</a>	 <b>Open tenders and Commissioning</b> Commissioning: <a href="https://thephn.com.au/do/commissioning-2">https://thephn.com.au/do/commissioning-2</a>  Open tenders: <a href="https://thephn.com.au">https://thephn.com.au</a>  PHN grant opportunities: <a href="https://thephn.com.au/sponsors-grants-programs">https://thephn.com.au/sponsors-grants-programs</a>  Contact for tenders and grants: Ph: 1300 859 028
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National Allied Health Practice Engagement Toolkit

If available for your region, a page like this will be included in section 1.1 of the Toolkit. It provides contact information and links to local events, resources and tender and grant opportunities.



# How was the Toolkit developed, and by who?

The Toolkit was developed with oversight and consultation with Allied Health associations, Allied Health providers, Allied Health First Nations providers, PHNs, the Chief Allied Health Office, and the Australian Digital Health Agency.

The **Implementation Framework Group (IFG)** is overseeing the implementation of the National PHN Allied Health in Primary Care Engagement Framework. The Toolkit is one element of this. The IFG have provided oversight and input throughout the Toolkit development process and endorsed the final Toolkit.



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SARAH  
Services for Australian Rural  
and Remote Allied Health



IAHA Indigenous Allied  
Health Australia



**Hunter New England & Central Coast PHN** provided leadership, support and approvals throughout the project delivery.



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AND CENTRAL COAST  
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Together the consultant and **AHPA** co-delivered the stakeholder consultation process, reviewed resources, and drafted and finalised the Toolkit.



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# Toolkit consultation and development

	Allied Health provider survey <i>May 2024</i>	Consultation workshops <i>June 2024</i>	Resource collection and stocktake <i>July 2024</i>	Review and feedback <i>September 2024</i>
Key activities	<ul style="list-style-type: none"> <li>Launched allied health provider survey</li> <li>400 responses from across all states and territories and 25 different professions.</li> </ul>	<p>AHPA and consultant co-facilitated 7 workshops with a total of 122 attendees, including:</p> <ul style="list-style-type: none"> <li>Allied Health associations (x2 workshops)</li> <li>Allied Health providers (x 2 workshops)</li> <li>Allied Health First Nations providers</li> <li>PHNs (x 2 workshops)</li> <li>Consultation interviews with SARRAH, IAHA, CAHO and Aust Digital Health Agency</li> </ul>	<ul style="list-style-type: none"> <li>Conducted stocktake of available resources against the focus areas that were collected through consultation process plus desktop research.</li> <li>Ran a collection exercise of resources from Allied Health peaks and PHNs.</li> </ul>	<ul style="list-style-type: none"> <li>IFG session to discuss feedback and seek endorsement</li> <li>Feedback received from an additional 8 PHNs</li> </ul>
Purpose	<ul style="list-style-type: none"> <li>To understand the interest of allied health providers in the initial topics of the Toolkit.</li> <li>84% of Allied Health responded were members of an allied health peak group.</li> <li>Clinical quality and improvement, and local health system navigation were the top rated topics of interest.</li> </ul>	<ul style="list-style-type: none"> <li>Identified and confirmed the priority focus areas for the Toolkit.</li> <li>Education and networking was a recurrent theme and hence an additional focus area.</li> <li>Identified the topics of interest to address in each of the focus areas.</li> </ul>	<ul style="list-style-type: none"> <li>Resources were vetted for: <ul style="list-style-type: none"> <li>relevance to the whole allied health sector</li> <li>longevity</li> <li>reliability of the source</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Refine and finalise Toolkit and Implementation Plan based on feedback</li> </ul>

# Contacts

## PHN members of the PHN Cooperative allied health Implementation Framework Group

Brisbane South PHN

Central Eastern Sydney PHN

Hunter New England Central Coast PHN

North Queensland PHN

Nepean Blue Mountains PHN

Primary Health Tasmania PHN

Sydney North PHN

Western Sydney PHN

Western Queensland PHN

### Contact for the Toolkit

✉ [alliedhealth@thephn.com.au](mailto:alliedhealth@thephn.com.au)





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