

SA Dental Service

Aboriginal Oral Health Program

Business Plan

July 2014 - June 2015



Introduction

It is well documented that Aboriginal people have poorer oral health than other Australians. Aboriginal people suffer from more caries, periodontal diseases, and tooth loss than non-Indigenous people. The general and oral health of the Aboriginal and Torres Strait Islander population of South Australia is significantly worse than the total population. As a consequence, Aboriginal and Torres Strait Islander oral health has been identified as priority in the South Australia's Oral Health Plan 2010 – 2017 and an action area in [Australia's National Oral Health Plan 2004-2013](#).

Aboriginal Oral Health Program Background

The Aboriginal Liaison program began in 2005 in response to an identified need to improve clinical access for Aboriginal people into the South Australian Dental Service. A Community consultation process revealed barriers linked to social determinants such as transport; cost and a lack of understanding about access were identified as the most disabling reasons for Aboriginal people not using the service. From its inception and to date, there has been increased uptake in service. The success of the program continues; and this is evidenced by increased attendance by clients who initially had to be referred to the program are now self-referring. Key performance indicators continue to improve across all age groups.

The South Australian Dental Service has secured funding through the Council of Australian Government (COAG) for the financial years 2011-2013 and again for the years 2013-2016. The first round of funding has ensured that strategies to increase access to mainstream dental services for families, early childhood, teenagers and pregnant women was available in addition to resources to support oral health messages specifically for Aboriginal people.

Aim of the Aboriginal Oral Health Program

To improve oral health outcomes for eligible Aboriginal and Torres Strait Islander people in South Australia by increasing the number who access mainstream dental services through a community development process.

KPI Objectives 2013/2014

1. Enable eligible Aboriginal and Torres Strait Islander adults to access priority dental care via SA Community Dental Service Clinics.
2. Enable eligible pregnant women to access priority dental care using a variety of strategies to the South Australian Dental Service.
3. Enable Aboriginal children to access dental care via the South Australian School Dental Service.
4. Develop, maintain and distribute culturally targeted and appropriate oral health resources.
5. Develop, implement and maintain 'Cultural Competency' processes within the South Australian Dental Service.
6. Provide training and support for dental service staff and health care stakeholders associated with the Aboriginal Oral Health Program.
7. Integrate oral health as an important part of general health through community development, community events and community group meetings.

KPI Objective 1.		
Enable eligible Aboriginal and Torres Strait Islander adults to access priority dental care via SA Community Dental Service Clinics.		
Actions/ Strategies	Process Indicators/ Data methods	Date
Revisit & Liaise with existing project sites and recruit workers to offer referral if required to eligible adults into the dental service or inform on pathways to access dental care.	No. of ATSI clients referred per site No. visits to project sites Recorded in the database	Ongoing
Recruit new workers and organisations to be involved in the program.	No. visits to project sites No. meetings with organisations and workers	Ongoing
Provide ongoing support for organisations working with Aboriginal people, continuing to use the oral health assessment if required for AOHP and also pathways into the dental service.	No. visits to project sites No. meetings with organisations and workers	Ongoing
Maintain contact within Aboriginal organisations to ensure new staffs are updated about the program.	No. visits to project sites No. meetings with organisations and workers all recorded in database	Ongoing
Identify staff within hospitals and Medicare Locals become referrers into the program/dental service.	No. visits to project sites No. meetings with organisations and workers all recorded in database	June 2013
Oral health assessments received and numbers recorded in database.	No. oral health assessments recorded in the database	Daily
Maintain list of referring sites.	Maintain a list of sites referring and no. people trained. Record in the database	Update Monthly
KPI Objective 2.		
Enable eligible pregnant women to access priority dental care using a variety of strategies to the South Australian Dental Service.		
Actions/ Strategies	Process Indicators/ Data methods	Date
Develop a referral pathway to streamline processes for eligible pregnant women.	Referral pathway developed	Completed Aug 2012 Review 2014
Identify, engage, train and support Health workers and other professionals to refer eligible pregnant women through the program.	No. visits to project sites No. meetings with organisations and workers Maintain a list of sites referring and no. people trained. No of strategies recorded in action plan No. pregnancy oral health assessments all recorded in database	Ongoing
Identify ways to inform and support eligible pregnant women or mothers of an ATSI baby to access oral health information or treatment at a SA Dental Service clinic.	No of information or support sessions recorded in database.	Ongoing
Roll out pregnancy and oral care information to; referrers of the program and the wider community.	Number of resources distributed	Ongoing
Promote oral health and programs where possible including	All antenatal and postnatal sessions attended recorded in database.	As required/ requested

information at antenatal and postnatal health care services.		
KPI Objective 3.		
Enable Aboriginal children to access dental care via the South Australian School Dental Service.		
Actions/ Strategies	Process Indicators/ Data methods	Date
Identify and met with key stakeholders working with families and children aged 0-5.	No. visits to project sites Meetings recorded Actions minuted and followed up	Ongoing
Implement strategies to ensure Aboriginal children aged 0-5 are accessing free priority dental care at the SWDS.	Monitor numbers of ATSI children accessing dental services at SDS.	Ongoing
Encourage the use of the Lift the Lip screening tool with workers where possible.	Promote LTL and train workers where possible. Record all training sessions on the database	Ongoing
Increase knowledge within the community that dental care is free for babies, toddlers and pre-schoolers and also knowledge about oral health in general.	No. meetings, community events with organisations and workers all recorded in database	Ongoing
Implement strategies to ensure that Aboriginal school aged children are accessing dental care options available to them.	Monitor numbers of ATSI children accessing dental services at SDS.	Ongoing
Promote and encourage the uptake of Medicare Child Dental Benefit Schedule (CDBS)		Ongoing
KPI Objective 4.		
Develop, maintain and distribute culturally targeted and appropriate oral health resources.		
Actions/ Strategies	Process Indicators/ Data methods	Date
As required, develop specific oral health resources that are culturally targeted and appropriate for Aboriginal people.	Identify resources needed within the community. Ensure that resources are low literacy, pictorial, easy read and culturally appropriate. Develop and distribute resources.	Completed financial year 2012/13 As required Review 2014/2015
Develop specific resource pack to aid workers to inform and refer clients (if required) into the Aboriginal Liaison Program.	Maintain up to date info within ALP kit for referrers and distribute to current and new referrers	Completed Review 2015
Develop and maintain the AOHP Titanium Guidelines.	Maintain the AOHP Titanium guidelines incorporating new changes to program. Monitor and apply changes as needed.	Completed March 2014 Review 2015
Develop and distribute and AOHP referral guidelines.	Maintain booklet that encompasses all AOHP information, guidelines and r distribute into the community.	Completed March 2014 Review 2015
KPI Objective 5.		
Develop, implement and maintain 'Cultural Awareness' processes within the South Australian Dental Service.		

Actions/ Strategies	Process Indicators/ Data methods	Date
Identify cultural competency training needed for staff across SWDS with differentiating levels of experience and awareness.	Consult with SADS staff at varying levels to determine what levels of cultural competency training is needed or has previously been undertaken.	Completed June 2013 Review 2013/2014
Develop a Cultural Competency training package.	Attend cultural competency sessions to gauge relevance for SADS staff. Develop a training package and proposal for the directors of HP and Statewide Services to encompass varying levels of Cultural Awareness training required for SADS staff.	June 2013
Deliver training to all SA Dental Staff.	Offer and deliver training to SADS staff. Record attendance and feedback in database.	June 2014
Evaluate cultural competency training effectiveness and impact to service delivery with the Aboriginal Community	Evaluate the effectiveness and responses of both staff and the Aboriginal community in response to the cultural awareness training.	Dec 2014
Review, evaluate and make any necessary changes to cultural competency training package.	Review any feedback and or changes needed to the cultural awareness training package for future improvements. Collate feedback and write report to table at OMG	Dec 2014
Imbed cultural competency training into the workforce training calendar.	Work with the workforce unit to embed cultural competency training into the workforce calendar.	Nov 2013/2014

KPI Objective 6.

Provide training and support for dental service staff and health care stakeholders associated with the Aboriginal Oral Health Program.

Actions/ Strategies	Process Indicators/ Data methods	Date
Maintain contact with organisations that service Aboriginal people, to ensure new staffs are updated about the program.	Maintain a list within the database of Key organisations. Revisit or call organisations to gauge training/ refresher needs.	Ongoing
Provide training for new Health Service staff. Present at new staff orientation days to discuss the aims of the Aboriginal Oral Health Program	Train new staff in the Aboriginal Oral Health Programs available. Record all trainings into the database.	Ongoing Ongoing
Provide training for SWDS staff.	Train staff within the SWDS in AOHP available, changes to programs and impacts it will have on their day to day work.	Ongoing

	Record all trainings into the database.	
Provide support and training to Aboriginal Client Liaison Officers within the CDS clinics.	Support and train all ALO's within the clinics. Record all trainings into the database.	Ongoing
Provide updates of the program to existing sites, through Local Operation Managers, Senior Practitioners, Regional Directors and external health services.	Recorded in evaluation database	As required
KPI Objective 7.		
Integrate oral health as an important part of general health through community development, community events and community group meetings.		
Actions/ Strategies	Process Indicators/ Data methods	Date
Attend events, lunches, group meetings and community events to promote and increase acceptance of dental programs amongst the Aboriginal community.	No of events attended recorded in the database.	Ongoing
Invite when appropriate Aboriginal Client Liaison Officers attend Aboriginal Liaison Program local forums, community events and meetings as requested.	Invite ALO's to attend events, meetings wherever possible in their respective areas to build relationships with referrers and the Aboriginal community. Record all events into database.	Ongoing
Work with Power Community Ltd to raise profile and acceptance of oral health within the Aboriginal community through collaborative oral health and general health messaging. Contribute to events held/ organised by Port Power Community Ltd.	Record all meetings, trainings and events into the database.	Ongoing
Effectively work alongside with Port Power football players and SA Dental ambassadors Brendan Ah Chee and Chad Wingard to promote oral health messages within the Aboriginal community.	Update Port Power Community Ltd and SA Dental ambassadors in oral health information and health promotion techniques. Record all interactions in the database.	Ongoing
Attend information sessions and trainings from external agencies to build strong networks and collaborative partnerships to increase general health and alternative services knowledge to be able to educate the Aboriginal community on health services and options available to them.	Record all sessions in the database. Share any information at staff and team meetings.	Ongoing
Support		
Processes to support Aboriginal Oral Health Program Plan		
Actions/ Strategies	Process Indicators/ Data methods	Date
Prepare monthly SA Dental Service Executive reports	Monthly reports prepared and saved into common drive. Key points reported at staff meetings.	Monthly
Prepare quarterly reports for the Aboriginal Oral Health Program- which can be collated to reflect the end of year	Quarterly reports prepared and saved into AOHP drive.	Quarterly

report	Key points reported at staff meetings.	
Prepare end of financial year reports	EOF year report produced	30 th June Yearly
Liaise with other SA Dental Service portfolio teams (as required) to ensure knowledge transfer & updates on programs are shared and understood	Meetings held with SA Dental Portfolios and recorded if needed	As Required
Liaise with Australian Research Centre for Population Oral Health (ARCPOH) on Aboriginal business and current programs.	Meetings held with ARCPOH and recorded in reports. Key points reported at staff meetings.	As Required
Hold Bi-Annual Aboriginal Steering Group Meetings	AOHP Steering groups to be held twice yearly to engage and consult with the wider ATSI community to guide direction of program.	Bi-Annually
Review and ensure that the AOHP business plan is consistent with the Strategic Plan	Review Strategic Plan and make changes as necessary to business plan to reflect the direction of the strategic plan.	Annually
Review the AOHP Database in May of each financial Year	Review to take place as a team each year in May	Ongoing Yearly May



healthy smile life
healthy life

