

Latrobe Health and Wellbeing Charter



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Latrobe Health and Wellbeing Charter



The Charter

This Charter is a commitment to shared values and principles. Its supporters commit to driving innovation and change to improve health and wellbeing.

The Latrobe Health Innovation Zone

Following the Hazelwood Mine Fire Inquiry, the Victorian Government designated the Latrobe Valley as a Health Innovation Zone in 2016 to improve health outcomes in this region. The Latrobe Health Assembly and Latrobe Health Advocate have been established to promote and support innovative co-designed health and wellbeing models and programs.

Before we start

The Charter acknowledges the members of Latrobe Valley communities who took part in creating it.

It recognises and reflects the energetic commitments of Latrobe Valley communities working to promote health, strength and unity.

The Charter builds on the insights provided by the people who live, work and study in the Latrobe Valley, and who have taken part in studies, inquiries and consultations over time to improve the health and wellbeing of the region.

The Charter recognises that the Latrobe Health Assembly and Latrobe Health Advocate have unique roles to play in promoting health and wellbeing in Latrobe Valley communities. It recognises that they have shared responsibilities for collaborating with these communities to achieve their goals.

The Charter recognises that employment creation and educational opportunities underpin improved health and wellbeing in Latrobe Valley communities.



The framing of the Charter

The Charter was written in collaboration with Latrobe Valley communities and organisations dedicated to improving health and wellbeing in the Latrobe Health Innovation Zone. It is a living document and may change over time to reflect the changing needs and priorities of Latrobe Valley communities.

The Latrobe Health Innovation Zone consists of the Latrobe City local government area. Within this zone, action is inspired by the Charter's values and principles.

The Charter recognises that many things outside of health systems and services affect people's health and wellbeing. The places where people are born, grow, live, work and age, and the distribution of money, power and resources, are all important factors that shape the health and wellbeing outcomes of individuals and community.

The Charter is for people in the Latrobe Valley to help shape their decision making and to control the circumstances through which their health and wellbeing is built and promoted.

What is the Charter and who is it for?

The *Latrobe Health and Wellbeing Charter* is primarily for people who live, work and study in the Latrobe Valley. But it is also for the service providers, government, organisations and health stakeholders who work with them to help achieve their health and wellbeing goals.

The Charter is a statement of the values and guiding principles that the people of the Latrobe Valley have identified as important to their health and wellbeing.

It gives voice to community aspirations and guides stakeholders in planning and delivering better health and wellbeing outcomes. It uses a process of co-design that actively engages with individuals and organisations.

The Charter supports the roles of the Latrobe Health Assembly and the Latrobe Health Advocate to enable community-led solutions and approaches for improving health and wellbeing in Latrobe Valley communities.

How was the Charter created?

The Latrobe Health and Wellbeing Charter was co-designed through a series of community and stakeholder workshops, surveys and collaborative discussions. It reflects the beliefs and aspirations of these participants.

Charter values and guiding principles

Values

Latrobe Valley communities identified the core values of the Charter as:

- **collaboration**
- **integrity**
- **innovation**
- **access**
- **inclusion**
- **equity.**

Guiding principles

Latrobe Valley communities, organisations and government who commit to the Charter will:

- 1.** Use a community-led approach to ensure all people, including those who are marginalised and under-represented, have choice, control and a voice in developing the supports and services they need in their lives
- 2.** Work with First Nations communities and health service providers to improve health and wellbeing
- 3.** Do something different, try new approaches and learn from mistakes to create new and innovative health and wellbeing models and programs
- 4.** Be fair and transparent by doing as we say to follow through on commitments to Latrobe Valley communities
- 5.** Communicate in plain language to build trust and respect among individuals, families, communities and service providers
- 6.** Work to improve the lives of everyone, especially the most vulnerable and disadvantaged
- 7.** Develop equitable access to the most appropriate supports and services for all people in Latrobe Valley communities
- 8.** Grow and nurture collaboration and coordination between agencies to develop new ways of delivering services that cut across boundaries to best meet the needs of each person
- 9.** Use a co-design model to shift how we think about and organise health services in the Latrobe Valley, and create innovative approaches to their design and delivery.

Who will meet the aspirations of the Charter?

The Charter requires the commitment of communities, organisations and government to achieve better health and wellbeing in the Latrobe Valley. It recognises that the Latrobe Health Assembly and the Latrobe Health Advocate have unique roles to play in promoting health and wellbeing and share responsibility for collaborating with Latrobe Valley communities to achieve these goals.

The Latrobe Health Assembly will provide input and direction for health initiatives within the Latrobe Health Innovation Zone. It will facilitate new ways of working to enable the community, local organisations, statewide agencies and government to work together to improve health and wellbeing in the Latrobe Valley.

The Latrobe Health Advocate will provide independent community-wide leadership within the Latrobe Health Innovation Zone by enabling, mediating and advocating for health and wellbeing.

The following groups are committed to the principles of the *Latrobe Health and Wellbeing Charter*:

- Victorian Government
- Latrobe Health Assembly
- Latrobe Valley communities.

The Charter provides new opportunities for community collaboration to improve health and wellbeing in the Latrobe Valley.

Setting the Latrobe Health and Wellbeing Charter in context

The 2014 and 2015–16 Hazelwood Mine Fire Inquiry reports identified health leadership as a challenge for health and wellbeing in the Latrobe Valley. Key actions to address this health challenge were outlined in the *Hazelwood Mine Fire Inquiry: Victorian Government implementation plan*, which was tabled in the Victorian Parliament on 21 June 2016.

These actions included:

- designating the Latrobe Valley as a Health Innovation Zone
- establishing a Latrobe Health Assembly to promote and support the development of the Latrobe Health Innovation Zone
- appointing a Health Advocate.

The *Latrobe Health and Wellbeing Charter* recognises that the Latrobe Health Assembly and the Latrobe Health Advocate have unique roles to play as engines of change to improve health and wellbeing by collaborating with Latrobe Valley communities, organisations and government.

The Latrobe Health Assembly will facilitate new ways of working to enable improved health and wellbeing by collaborating with communities, local organisations and statewide agencies and government. It will provide strategic input and direction for new ways to work together to improve health and wellbeing in the Latrobe Valley.

The Latrobe Health Advocate will provide independent community-wide leadership by enabling, mediating and advocating to facilitate health and wellbeing gains in the Latrobe Health Innovation Zone.

Latrobe City was designated as a Health Innovation Zone to promote innovation and change in co-designing health and wellbeing models and programs in the region. The *Latrobe Health and Wellbeing Charter*, and the co-design process through which it was created, took account of experiences elsewhere. These experiences show that 'clear terms of reference, realistic outcome parameters, and solid and sustainable political commitment at all levels are critical preconditions'¹ for an effective Health Innovation Zone.

Creating a community-centred co-designed Charter reflects the commitment of government, communities and organisations to improve health and wellbeing in the Latrobe Valley through collaborative leadership for health.

¹ de Leeuw and Wise, 2015. Population Health and Wellbeing in the Latrobe Valley. A literature review of world best practice in building healthy communities and healthy systems. Glocal Health Consultants, Drumcondra & University of New South Wales, Sydney, Australia. Quote from page 36.



How the Charter was written

The *Latrobe Health and Wellbeing Charter* is place-based and embeds collaborative co-design to transform health and social outcomes for Latrobe Valley communities. This will happen as the Latrobe Health Innovation Zone becomes an engine of innovation for health leadership in the Latrobe Valley. Part of that innovation is in establishing new and effective ways of co-designing initiatives to drive new approaches to health and wellbeing service design and delivery to meet the goals of Latrobe Valley communities. The Charter guides initiatives and activities and is the central mechanism for achieving a community-centred co-design health environment.

The Charter was developed using a co-design project team that held workshops and used creative methods to facilitate input from a diverse range of participants. The content and methods for the workshops were developed by a team from Federation University, with expert consultation from Professor Evelyne de Leeuw and the Latrobe Health Innovation Zone project team from the Department of Health and Human Services. The co-design model involved multiple stages of community-centred collaborative engagement through a survey, community workshops (in Churchill, Moe, Traralgon and Morwell), a health clinicians workshop, a government stakeholders workshop, a Latrobe Health Authority workshop, email communications, Facebook and a robust newspaper campaign.

The Charter is framed by the awareness that health and wellbeing outcomes are influenced by complex social determinants.

Why co-design is central to the Charter

Co-design offers opportunities for positive change that starts with people and communities in a ground-up approach. It works to find out how to support people and communities to meet their needs within the realities of their lives. All communities and stakeholders were given equitably shared opportunities to participate in the Charter's development.

The co-design process involved a collaborative engagement that was bottom-up, creative and enabled a wide range of people to participate in steering decisions and outcomes. It is underpinned by understandings that community members have the knowledge and means to create solutions to challenges or problems they experience.

Co-design is a partnership approach that enables 'users' or 'clients' to actively define and shape strategies and outcomes. The Charter establishes a partnership between the Latrobe Health Innovation Zone and Latrobe Valley communities to create health strategies that are responsive to their needs and goals and appropriate mechanisms to achieve them.

What a co-designed health and wellbeing model in the Latrobe Health Innovation Zone will do



Community-centred co-design connects decision making with implementation actions and involves stakeholders through equitable engagement and shared goals.

The Charter's co-design model draws on the principles of effective Health Action Zones, especially in its aims for achieving equity, engaging communities, working in partnership and taking a whole-system approach.



Why endorsement by key stakeholders was built into the Charter

Endorsements were sought from stakeholders who lead health initiatives in the Latrobe Valley to publicly acknowledge their importance in listening and responding to communities and clients/users to improve health and social outcomes through shared endeavour.

These endorsements reflect the aims of the Charter in giving government agencies, health and social support providers new confidence that Latrobe Valley communities will work with them to achieve shared health goals. The Charter builds a bridge between these stakeholders and Latrobe Valley communities by establishing shared values and principles to drive future health and wellbeing initiatives in the Latrobe Health Innovation Zone.

Why the Charter matters to the Latrobe Health Assembly

The *Latrobe Health and Wellbeing Charter* supports the work of the Latrobe Health Assembly in collaborating across boundaries and integrating their shared goals. It recognises the role of the Latrobe Health Assembly as a key contributor to innovation, integration and community engagement in improving health and wellbeing outcomes in Latrobe Valley communities and in promoting community-led responses to priority health and wellbeing issues.

Why the Charter matters to the Latrobe Health Advocate

The Charter acknowledges and affirms the role of the Latrobe Health Advocate in promoting health strategies that will adapt over time to meet the health and wellbeing goals of Latrobe Valley communities.

It recognises the Health Advocate as being responsible for sustained health equity advocacy in the context of the experiences and aspirations of Latrobe Valley communities and individuals. The Charter supports the leadership of the Health Advocate in working with people who experience disadvantage and vulnerability.

How the Charter promotes health and wellbeing goals for all Latrobe Valley health stakeholders

The *Latrobe Health and Wellbeing Charter* supports the work of local health stakeholders by promoting an asset-based approach to health and wellbeing in Latrobe Valley communities. It establishes principles and guidelines to strengthen relationships between stakeholders and Latrobe Valley communities.

Appendix 1

Words, terms and meanings: a collective understanding from the workshop participants



Voice of participants

These were the most frequently used words by participants at the workshops as presented in a word cloud.

The word “Community” was so dominant in all discussions that it overshadowed all other words in the word cloud. It was therefore omitted from the word cloud, but Community will always remain the centrepiece of the Charter.

Access

People want access to the services and supports they need, in ways that suit them. Everybody needs to see the benefits of the Latrobe Health Innovation Zone programs and processes.

- *‘All members of the community are able to access the outcomes that are relevant to their needs.’*
- *‘Community members have the same access to health resources as people living in metropolitan areas.’*
- *‘Everybody has different needs but need equal opportunities.’*

Collaboration

Collaboration refers to 'experts' and 'ordinary' people working together. Collaboration begins with people in the community sharing their experiences, perspectives, values, challenges and knowledge with experts. These experts can then build on what has been learnt and work with people to develop new solutions and approaches that are best suited to the needs of those using the services.

- *'That agencies (state, regional and local government) all communicate for the common interest and communicate outcomes to grassroots levels, creating conduits of needs, analysis and evaluation to all. This empowers local people to become strengthened, and enables action and resolutions and community ownership of outcomes, which strengthens our capacity for inclusive long-term resilience.'*

Inclusion

Inclusion of all in the community comes from being informed, and being informed happens with the transparency of decisions and developments communicated to the community in plain language. The needs and perspectives of all people in the community need to be advocated for.

- *'Community members are educated and able to understand the Charter and how it can be used.'*
- *'Service providers and other stakeholders are informed about the intention of the Charter and how to use it.'*
- *'Respect for diversity, different opinions, cultures, backgrounds, needs.'*
- *'Both the engagement and actions or work associated with the Charter and Health Zone are fit for purpose, and inclusive of the many communities within Latrobe.'*

Community-led

For meaningful change to happen, community members, especially those whose voices are often not heard, need opportunities to be actively involved and to have the power to help create new ways of developing and delivering health programs. A community-led approach cannot be tokenistic or merely consultation; it must include the power to make decisions. A community-led approach is not about fitting into existing structures and ways of operating but is about creating new ways of working together. Finding ways to ensure people can contribute and are listened to will form a major plank of how the Latrobe Health Innovation Zone operates.

- *'All in this together. From the ground up, not an artefact from government, but reflecting the aspirations of all members of the community/communities.'*
- *'Informed decisions by community with a genuine focus of agreed priority actions.'*
- *'Not being told what we need.'*
- *'Community in all its complexities needs to drive the process.'*

Action

People want action and outcomes, not more talk. Hope and optimism are created through action and outcomes; action can inspire and create a feeling that things can and will change and that people can be part of that change.

- *'Just do it.'*
- *'Action, action, action.'*

Wellbeing

Community wellbeing is a combination of things needed for the Latrobe Valley to be a good place to live and flourish. This includes having a sense of pride in where we live, strong community groups, access to education, affordable housing, employment, health services, social opportunities for people in the community, the look and feel of a place, and whether you know and trust people in the community.

- *'Connected healthy community engaged in sport and recreation ...'*
- *'A strong emotional and mental wellbeing which generates robust physicality to overcome challenges.'*

Innovation

Be prepared to take a chance, to try new and unusual solutions. If we make a mistake we will learn from it. We need to do things differently – new thinking and new approaches will create new solutions, optimism and belief.

- *'Innovation needs to be in all the "words" on the table.'*

Integrity

People want open communication and transparent processes and decision making. They want real change and a genuine commitment to improve outcomes for people in the Latrobe Valley.

- *'Having gone through so many issues (privatisations), having groups come in and say they will help – we say yes please – but they leave ... and nothing has happened.'*
- *'No lies, cut the bulls**t.'*
- *'Charter to deliver effective, productive, relevant outcomes to our community – don't waste funds.'*
- *'Resonates with the community with no bulls**t, with respect, resulting in empowerment.'*

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The Charter recognises and reflects the energetic commitments of these groups. It builds on the insights provided by the people who live, work and study in the Latrobe Valley, and who have taken part in studies, inquiries and consultations over time to improve the health and wellbeing of the region.



Latrobe Health
Assembly

Shaping
The Valley

LATROBE VALLEY
COMMUNITIES

