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MEMORANDUM OF UNDERSTANDING

Between

**EASTERN GOLDFIELDS MEDICAL DIVISION OF
GENERAL PRACTICE LTD**
(Division)

and

**THE EMOTIONAL AND SOCIAL WELLBEING CENTRE
(ESWC)**

Background

The 2003 Health Needs Analysis completed in the Goldfields South East Region identified that palliative care was an area of need for resource development and education.

Palliative care provision in Kalgoorlie-Boulder and the surrounding Goldfields Region has in the past consisted of limited hospital services and ad hoc agency services, with no central point of coordination. In 2003 The Silver Chain Nursing Organisation secured two years funding from the Caring Communities Program (CCP) to develop a coordinated approach to palliative care in Kalgoorlie-Boulder. Whilst the CCP Grant assisted to coordinate these services, it was apparent that GPs in the region also required a supportive structure to further enhance quality patient outcomes in palliative care. The Eastern Goldfields Medical Division Of General Practice Ltd secured 3 years funding through the Australian Division of General Practice, *Rural Palliative Care Program* to instigate a collaborative program for palliative care clients in the region whilst developing resources for GPs, improving their awareness of the services available throughout the Division and supporting the GPs' access to services for their clients.

The Rural Palliative Care (RPC) Project and The Caring Communities Project are linked through an MOU established in 2004. The Caring Communities Project and the ESWC are linked through a letter of understanding established in 2004.

Recently published research into Indigenous Palliative Care (Mc Grath et al 2004; Sullivan et al 2003), indicates that one of the key areas of need is to improve outcomes for rural Indigenous clients. A model of palliative care delivery that provides culturally sensitive advice and support for rural Indigenous clients will assist to achieve this.

The Emotional and Social Wellbeing Centre was established by the Commonwealth Department of Health in response to recommendations contained in the Goldfields Aboriginal Health Plan in April 1999. The primary objective is to improve access to health services for Aboriginal people through education of health service employees and counselling and liaison support. The Office of Aboriginal and Torres Strait Islanders Health provide the funding for this service

This MOU has been developed between the ESWC and the EGMDGP to provide GPs access to Indigenous support services that will enhance culturally appropriate communication and decision making in palliative care.

Recitals

1. Provision, Frequency and Location of Service

The service will be provided by the Emotional and Social Wellbeing Centre located at Suite 1 ,37 Brookman Street, Kalgoorlie , Monday – Friday from 0900-1630.

2. Service Criteria

This service will be accessed by GPs and other EGMDGP staff to assist with the provision of culturally appropriate advice and care. Provision will also be made for referrals to be accepted from the Palliative Care Coordinator, Silver Chain Goldfields Palliative Care Service.

Memorandum of Understanding, EGMDGP and ESWC

The ESWC will act as the interpreter to assist the GP provide primary health care in a culturally appropriate manner. Advocacy is provided for Indigenous people and their GPs regardless of the presenting medical condition.

Service provided may include:

- Assistance by members of the ESWC either verbally or in person.
- Utilizing networks of ESWC to ensure the indigenous person is supported in their own environment.

The ESWC can assist the GPs patients who travel to Kalgoorlie for treatment, to link into appropriate social support networks to help them cope during their time away from home.

The ESWC can assist the GP to locate patients whose accommodation or location are unclear.

Alternatively if the situation requires, the ESWC Coordinator is able to travel to provide assistance to the GP and their client in their own environment.

Each request for assistance will be discussed with the ESWC Coordinator to determine the best course of action.

Referral Process

Requests for assistance shall follow the pathway demonstrated as attachment 1, with first point of contact being via a phone call directly to the ESWC Coordinator.

The ESWC will refer clients for an appointment with a GP in situations when clients known to the ESWC have a palliative care need.

Referral types and sources will be evaluated after 12 months of service provision.

3. Data Collection

ESWC will collect and provide data to the RPC Project Officer to enable report writing, requirements to be achieved and will be reviewed as program progresses. The ESWC will also use data collected for their own reporting requirements. All data collected and forwarded to EGMDGP for reporting processes will be de-identified. Client confidentiality will be maintained at all times.

4. Marketing and promotion of service

Newsletters, leaflets, and media produced as a result of this agreement are to contain acknowledgement of both organisations and funding bodies, with visible logos.

Any media articles promoted publicly will follow due process for authorization by both organizations prior to publication.

Memorandum of Understanding, EGMDGP and ESWC

5. Service development

Memorandum of Understanding will be reviewed on a six month basis initially involving representatives from both EGMDGP and ESWC to evaluate the indigenous Palliative support referral process, and then annually.

6. Acknowledgements

In signing the Memorandum of Understanding, it is acknowledged that:

- Neither organization is diminishing its own sovereignty or legal status
- Each organization is a legal entity with its own accountability requirements, policies, practices, standards, and culture.

The terms and conditions as outlined above are until the end of EGMDGP RPC Project December 2006. Modification of these services can be made with prior written agreement from both parties.

In WITNESS WHEREOF the parties have executed this Memorandum of Understanding as at the day and year indicated.

SIGNED on behalf of the:-

EASTERN GOLDFIELDS MEDICAL DIVISION OF GENERAL PRACTICE LTD

Name:

Title:

Signature:

Date:

In the presence of.....

...../...../05

SIGNED on behalf of the

Emotional and Social Wellbeing Centre

Name:

Title:

Signature:

Date:

In the presence of.....

...../...../05

Memorandum of Understanding, EGMDGP and ESWC

References:

Goldfields South East Region, Regional Health Needs Analysis: 2003 (2003) A partnership project between the Goldfields South East Health Region and the Eastern Goldfields Medical Division of General Practice Ltd.

Mc Grath P. et al, (2004) "Indigenous Palliative Care Service Delivery –A living Model" National Health and Medical Research Council, Australia

Sullivan K.,(2003) National Indigenous Palliative Care Needs Study, commonwealth Department of Health and Ageing ,Canberra.