

January, 2022

Inclusive Health Partnerships

MICAH PROJECTS 

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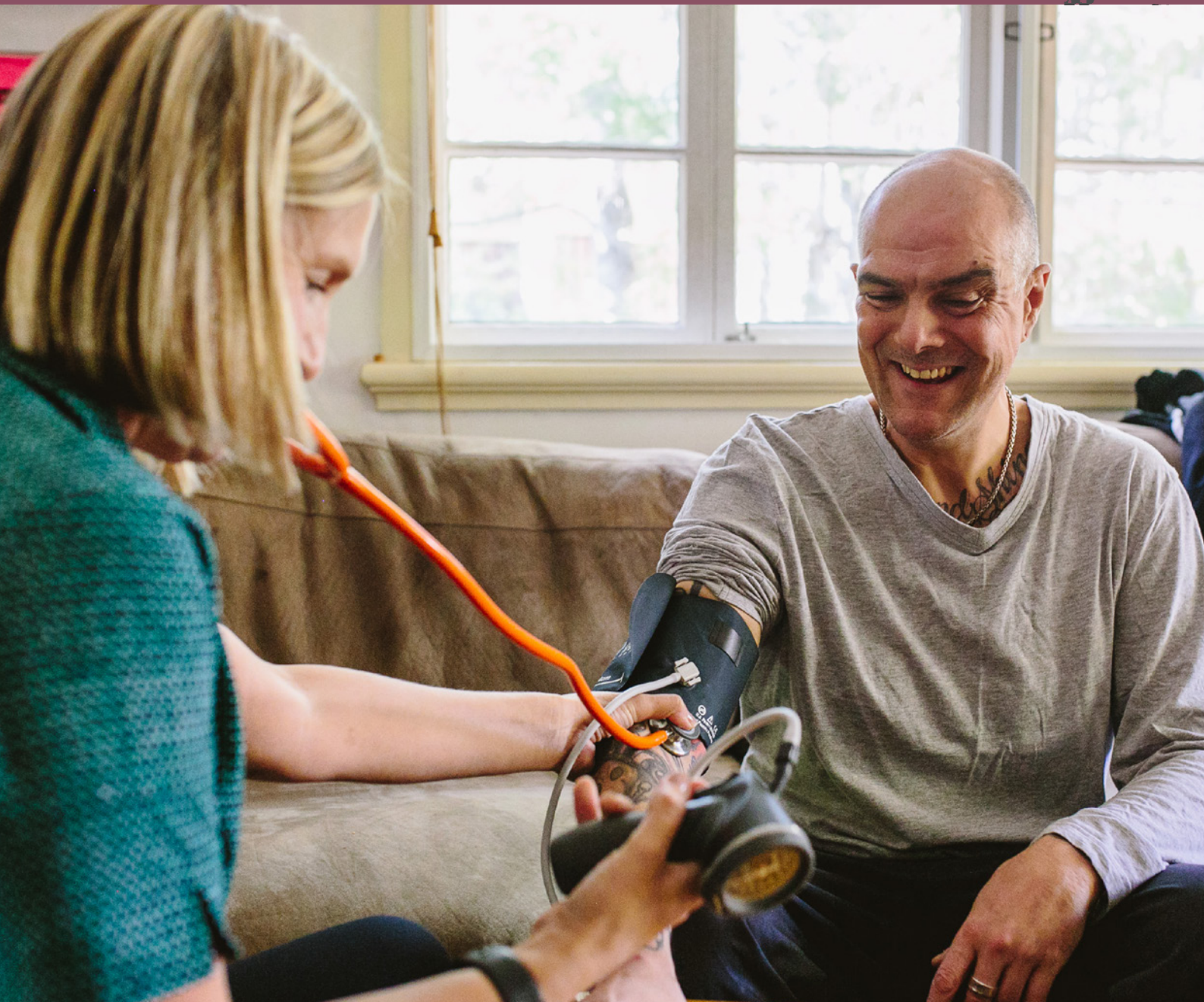
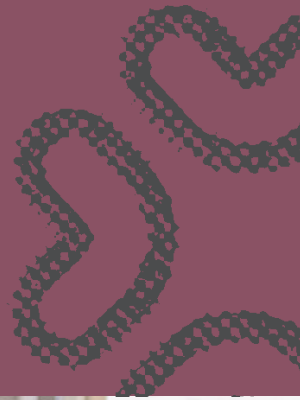
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Impact Report

Mobile Health Service for people experiencing homelessness or are vulnerably housed

Brisbane City Council, \$1 million investment over 5 years 2017–2021





Our commitment

Micah Projects is committed to nurturing partnerships that address health inequity in Brisbane.

To do this, we integrate healthcare in our teams such as Street to Home, Brisbane Domestic Violence Service, Home for Good Homeless Hub, Homefront and Supportive Housing.

People living on the streets and women experiencing domestic, family, and sexual violence experience higher rates of morbidity and mortality than the general community.

Economic factors such as income and high rents, combined with significant health conditions, all contribute to barriers in accessing both healthcare and safe and affordable housing.

Brisbane City Council provided funding of \$1 million over 5 years to assist in developing these partnerships and initiatives. Micah Projects also has funding to address health inequality in partnership with Queensland Health (Housing and Homelessness Programs), St Vincent's Health Australia (DV Nurse), Mater (Brisbane Common Ground), Flannery Foundation, and PHN South and North Brisbane.



Key success factors

Brisbane City Council funding facilitated...

- » improvement of individual health outcomes
- » developing and integrating housing and health system
- » improved care for vulnerable populations.

Partnerships



Key success factors

- » Integration between housing, healthcare and homelessness.
- » Working to ensure everyone has a home and access to healthcare that recognises the social determinants of health.

Addressing health inequity requires health and human services agencies, including both public sector and community-based organisations, to work collaboratively to overcome the chasm between healthcare delivery and health outcomes. Key to this effort is the need to address the social determinants of health – the conditions in which people live, work, and play.

Non-Government community-based organisations have an important role in this collaboration and the systems change that is needed to truly achieve health equity. This is achieved by connecting individuals and families to place-based resources and creating innovative approaches like mobile healthcare linked with housing and homelessness initiatives. This takes resources and services to people who may be marginalised or mistrust complex systems of care. The outcome provides an economic benefit to health economies whilst providing improved health access and outcomes for individuals and families.



Micah Projects, in partnership with the Inclusive Health and Wellness Hub and Street to Home, has achieved an excellent return for Brisbane City Council’s investment of \$1 million dollars for the Mobile Health Service.

For people experiencing homelessness or vulnerably housed there is no doubt that the commitment and capability of the program team were critical to the program’s success. However, Micah Projects has also demonstrated efficient use and dispersal of funds with over 70% being allocated to frontline service delivery such as: direct employment costs (nurses, clinicians, and support workers) and motor vehicles (mobile clinics). The remaining funds were directed to other operating costs including medical supplies, participant follow-up and support, and liaison with other health and community service providers, activities vital for effective integration of services.

Over the 5 years, additional funding partnerships enabled more sustainable health outcomes within the Brisbane housing and homelessness system.

✓ Key success factors

- » Response is integrated, not siloed.
- » Response is flexible to meet individual and community need.
- » Workforce is skilled and collaborative.
- » Partnerships with government, philanthropy and community enhance impact.



Funding partners increased over 5 years to include: Queensland Health | Buddhist Compassion Relief Tzu Chi Foundation | Flannery Foundation | Brisbane South PHN and Brisbane North PHN (*After-hours nursing service*) Queensland Department of Communities, Housing and Digital Economy (*Street to Home*)



Outcome 1

Individuals have greater access to mobile nursing services

January 2017 – September 2021



3 vans drove a total of 115,260km to provide health outreach to public spaces. Nursing staff were funded through a combination of grants including from the Brisbane City Council. This enabled greater mobility and flexibility for nursing staff.

Van 1 46,215km



Van 2 42,853km



Van 3 26,192km





Outcome 2

Enabling integrated care with housing and healthcare

January 2017 – September 2021

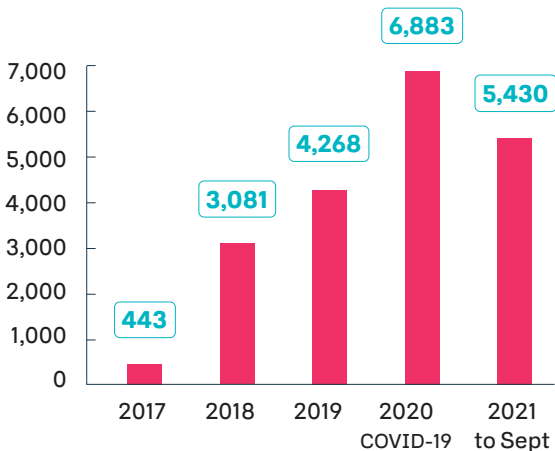


20,105 occasions of direct mobile nursing were provided to **2,286** individuals.



749 people have been housed and **4,177** have been supported on the streets or in temporary accommodation.

Occurrences of care 2017–2021





Outcome 3


Accessible healthcare and wellness

Inclusive Health and Wellness Hub: January 2018–December 2021

 **2,185** registered patients received **10,853** GP and nurse practitioner consultations.

The Inclusive Health and Wellness Hub is a partnership between Micah Projects and Tzu Chi and with seed funding by Brisbane City Council in the year 2017/18.

From 2018–2021, ongoing funding sources for Inclusive Health and Wellness Hub have been Queensland Health, Flannery Foundation, MBS Billing, and in-kind Tzu Chi.

 **10,400** occasions of service provided at the hub by dentists and wellness teams.

Wellness services include acupuncture, myotherapy, massage, reflexology and podiatry.

Referrals

To the Inclusive Health Clinic

- 324** to General Practitioners
- 42** to Nurses
- 86** to other clinical services

 **5,500** hours of dentistry worth **\$271,610** were volunteered by Tzu Chi in 2020–2021 alone.

\$55,000 of medical consumables were also donated by Tzu Chi.

To external services

3,133 to Health Housing and Social Services, including integrated care with homelessness and domestic violence services at Micah Projects.




Outcome 4

COVID-19 public health response

Brisbane City Council funding has enabled Micah Projects to be responsive and adaptive to meet the health needs of vulnerable people during COVID-19. This funding, alongside Queensland Health and the Queensland

Government Housing and Homelessness Response, enabled people to access emergency housing and healthcare during the COVID-19 crisis. The flexibility to provide an integrated response was a key learning and success factor.

1 April – 31 July, 2020 during the COVID-19 pandemic emergency

 **1,280** individuals and families referred through the *Emergency Housing Assistance Response (EHAR)*. By the end of this period, **222** were permanently housed with **362** in hotel/motels and **157** in boarding houses. **700+** accessed our 24/7 support.



During service hours

5,327 occasions of outreach
4,308 occasions of coordinated access

After-hours

443 engagements
2,866 hours of support
1,900 volunteer hours
1,404 Chaplain Watch hours

Including...

 **2,841** occasions of nursing
 **392** flu vaccinations



Outcome 5



\$10,000
has been donated by the Lord Mayor's Charitable Trust to continue vaccinations.

COVID-19 mobile vaccination strategy

Micah Projects has received funding from PHN North and South to work in collaboration with other community services to offer COVID-19 vaccination to vulnerable individuals and families sleeping rough, in temporary crisis accommodation, boarding houses and residents of public and community housing.

Our strategy is particularly targeting people who are unable, due to personal circumstances, to book and present to regular vaccination outlets. Brisbane City Council funded the nurses and outreach vans contributing to this outcome.

27 September 2021 – 13 January 2022

 **1,010** individuals received COVID-19 vaccinations by collaborative planning across the sector and assertive outreach to vulnerable people and locals. **797** were through Micah Projects Mobile Vaccination Clinics and **213** through the Inclusive Health and Wellness Hub.

Mobile vaccination demographics

- 125** Aboriginal people
- 1** Torres Strait Islander people
- 9** Both Aboriginal and Torres Strait Islander
- 50** Culturally and Linguistically Diverse



1,835+ doors knocked, **172** transported for vaccinations.
58 pop-ups across **25+** locations with **13** barbecues.