

JustHealth Consultants is the consultancy service of AHHA, launched to support Australian healthcare organisations at national, state, regional hospital and community levels across all sectors to meet complex governance and organisational requirements of today's healthcare system.

SERVICE EXAMPLE:

ONLINE COURSE – RESPONDING TO VULNERABILITY

Client	Victorian Government Department of Health and Human Services
Services	Content development for an online course on responding to vulnerability
Context	<p>AHHA was engaged, together with an online course developer (formerly e3 Learning), to undertake work to develop online learning resources to support staff working in child and adult community-based and primary health services in Victoria with the early identification and response to vulnerable children at risk of child abuse and neglect.</p> <p>The online learning modules were to complement existing modules for hospital-based settings, and be developed with a focus on the following practice settings:</p> <ul style="list-style-type: none">• Mental health• Community health• Drug and alcohol• General practice.
Approach	<p>AHHA established a team with significant experience, credibility and expertise in health professional education, mental health, drug and alcohol services and primary care, and an extensive track record in managing and leading engagement and consultation with stakeholders across multidisciplinary teams, services and sectors.</p> <p>AHHA established relationships with a number of expert advisors representing the Mental Health, Drug and Alcohol, Community Health sectors and General Practice. Initial interviews with expert advisors, together with an environmental scan and review of existing resources, guided the development of a discussion paper reflecting current experience and best practice.</p> <p>The discussion paper was used to underpin consultation with staff in clinical, administrative and management roles across these broad sectors, as well as peak bodies. Consultation was conducted utilising a mixed-methods approach, featuring an online survey, workshops, face-to-face interviews and teleconferences. Findings from these consultations were synthesised and major recurring themes were used to inform the focus and structure of the training.</p> <p>Based on the consultation report, a draft course proposal was prepared for discussion and agreement with the expert advisors.</p>

The AHHA project team prepared the course content according to the agreed course proposal, with ongoing consultation with the expert advisors to ensure the material met the target audience requirements, and with the online developers to ensure the content was 'fit for purpose' for online course delivery.

Result

The course content was developed into online training modules, complementing existing modules for hospital-based settings:

- Responding to vulnerability: A guide for general practitioners
- Responding to vulnerability: A guide for health and community service providers
- Working with vulnerable children.

They can be accessed at <https://vulnerablechildren.e3learning.com.au/>

Date completed January 2017
