



Latrobe Health  
**Advocate**

# ENGAGEMENT REPORT **ON THE BUSES** December 2018

## **Acknowledgements:**

Jane would like to acknowledge the support and assistance of:

- Everyone who took the time to speak with her on the buses
- Latrobe Valley Buslines Management and staff
- Local media for their interest including:
  - ABC Gippsland
  - Latrobe Valley Express
  - Channel Nine News

For more information or to get the full report contact:  
The Latrobe Health Advocate Office on 1800 319 255 or  
Email: [info@lhadvocate.vic.gov.au](mailto:info@lhadvocate.vic.gov.au)



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In December 2018 the Latrobe Health Advocate sought to give people an opportunity to have their say and increase her profile in the community so she travelled on local buses and spent time at bus terminals engaging with community members.

This unique approach to community engagement proved to be invaluable enabling the Latrobe Health Advocate to hear from 70 people in four days. Community members shared their stories, raised concerns and talked about their health and wellbeing aspirations for themselves and Latrobe.

The Latrobe Health Advocate initiated discussions by introducing herself and her role before asking open ended questions about health and wellbeing in Latrobe, demonstrating an openness to hearing from community members about whatever they wanted to discuss. Every conversation was different and unpredictable.

Most conversations were issue based and not about systems, however each issue raised provides some insight from a community point of view into what is working well and what could be improved with the broader health system.

Feedback about local health services and community activities was both positive and negative.



**Latrobe Health Advocate**  
1800 319 235 | info@latrobeatadvocate.vic.gov.au

**Share your health and wellbeing stories**

If you're travelling on the bus from Traralgon, Churchill, Morwell or Moe, in December. Meet Jane and share your aspirations and concerns for the health and wellbeing of you and your community.

**MON 10<sup>TH</sup>**  
Traralgon Plaza  
8am to 10 am  
Mid Valley Shop Centre  
10:17 to 11:17  
Moe Bus Interchange  
11:38 to 1:08

**TUE 11<sup>TH</sup>**  
Moe Bus Interchange  
9 to 9:49  
Mid Valley Shopping Centre  
10:10 to 11:10  
Traralgon Plaza  
11:27 to 12:30

**THUR 13<sup>TH</sup>**  
Morwell Bus Interchange  
8:15 to 10:45  
Phillip Pde/Amaroo Dr. Churchill  
11:08 to 1:08

**FRI 14<sup>TH</sup>**  
Glendonald Park/Amaroo Dr. Churchill  
9:15 to 10:39  
Morwell Bus Interchange  
12:02 to 1:02

**LATROBE VALLEY BUS LINES**

In the weeks prior to the commencement of the engagement activity, promotional flyers were distributed via Latrobe Valley Bus Lines on the buses and promoted on the Advocate’s Facebook and Twitter accounts.

The Office of the Latrobe Health Advocate distributed a media release that generated strong interest from local media outlets. The Advocate had numerous interviews with media and was joined on the buses by a TV news crew on the first day. The project received Radio, TV and newspaper coverage reaching a potential audience in excess of 30,000 people.

The Latrobe Health Advocate had conversations with 70 people in four days. There were few people that declined to have a conversation and these people are not included in the numbers below. Conversations occurred both on the bus and at the bus stops, individually and in small groups when friends and family were travelling together.

The estimated ages of community members engaging with the Latrobe Health Advocate were varied. Notably, one in five people were under 25 years and one in five people were over 65 years. As such the Latrobe Health Advocate was able to hear directly from younger people and older people.

Number of conversations in 4 days				
MON 10 DEC	TUE 11 DEC	THU 13 DEC	FRI 14 DEC	TOTAL
20	19	18	13	70

Est. ages of community members						
0 – 17 YEARS	18 – 25 YEARS	26 – 35 YEARS	36 – 45 YEARS	46 – 55 YEARS	56 – 65 YEARS	65+ YEARS
13	3	10	8	10	13	13

In total twelve themes or categories were identified. The main topic of conversation was access to services. People talked about the availability, affordability and location of medication, doctors, health services and specialists. They shared their concerns about having to wait too long and about having to retell their story too often.

Most frequently raised issues				
ACCESS TO SERVICES	SOCIAL INCLUSION	COMMUNITY SAFETY	MENTAL HEALTH AND WELLBEING	ALCOHOL AND DRUGS
The Advocate will continue to work with Latrobe City Council, the Latrobe Health Assembly, Victoria Police, local health services and Government to identify what more can be done to support communities to feel included and safe.  Through the expression of the community voice on availability of doctors and services, the Advocate has shone a light on the issue and continues to support local providers as they explore alternative solutions to the concerns expressed.			Identified as priorities for 2019, the Advocate will continue to engage with Latrobe communities, the local health system and Government in the planning for service delivery immediately and in the longer term to improve health and wellbeing.	

**The Latrobe Health Advocate encourages Government and local organisations to:**

- engage with purpose and an awareness of the context in which people live their lives.
- be authentic, approachable, reaching out to communities at times and locations convenient to them.
- Demonstrate a willingness to truly hear from people, free from a predetermined agenda.

We need more GP's, they change every three months and we have to keep telling our story.

Services need to listen to people who are yelling out for help

We need to engage young people. I don't see kids out and about any more.

Sometimes I'm afraid to walk the streets by myself.

We need to support people who are struggling with stress and financial pressures

There are lots of activities but some people don't leave their house.