



# A day in the Life of Closing the Gap

**NSW Divisions  
March 2011**



## A day in my life working on Closing the Gap

We all work in exciting and different environments. It's what makes the Division network so unique.

Feedback to GP NSW from Division staff has indicated that many people employed under Closing the Gap are not quite sure their actual role is and if they are doing the same as other people in the role. This is not surprising, these are very new jobs with no real precedent in Divisions.

This survey is an anonymous diary where GP NSW is asking people working on Closing the Gap programs in NSW to record what happens on a day to day basis.

We are hoping this will help Division staff to share what is actually happening on the ground across the state, the barriers, the wins, the joys and the despair.

GP NSW will collate the responses. If there is enough material the results will be presented at the State Workshop in March 2011. Divisions may be able to use the results to start to develop a more representative job description for each of the areas covered.

Please complete this as many times as you can or want to. We are hoping for at least 10 days input from each person as a kind of a benchmark...but all input to the diary gratefully accepted.....

If we get enough input we may be able to use the information as a lobbying tool.

Remember, it is COMPLETELY ANONYMOUS!

Where is your Division?

- Metropolitan  
 Rural  
 Remote

What best describes your job title?

- Aboriginal and Torres Strait Islander Outreach Worker  
 Indigenous Health Project Officer  
 D/G Care Coordinator

The best thing that happened today was:

The most frustrating thing that happened today was:

Today I spent this much of my time: (responses could be something like 1/4 day, 1/2 day, most of the day)

Traveling to and from meetings or appointments

with clients

in medical appointments with clients

picking up medication for clients

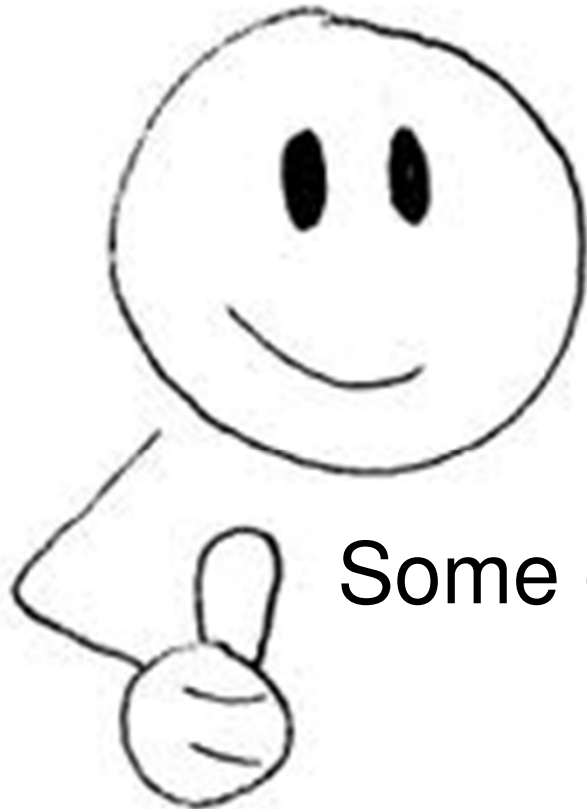
in internal meetings

in Community meetings

visiting General Practice

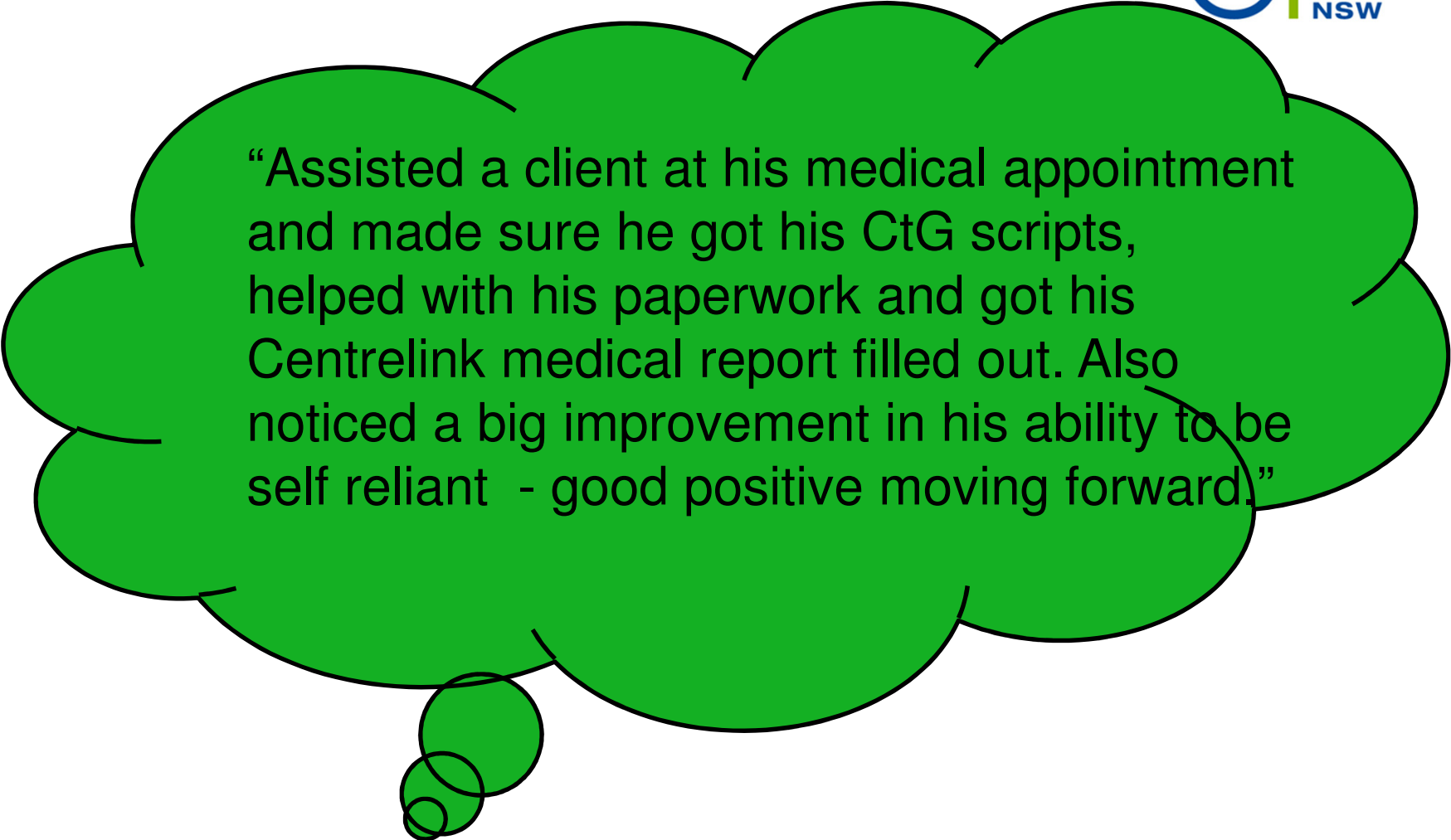
visiting/meeting with local Aboriginal organisations

meeting with other health providers




Some of the good stuff.....





“Assisted a client at his medical appointment and made sure he got his CtG scripts, helped with his paperwork and got his Centrelink medical report filled out. Also noticed a big improvement in his ability to be self reliant - good positive moving forward.”



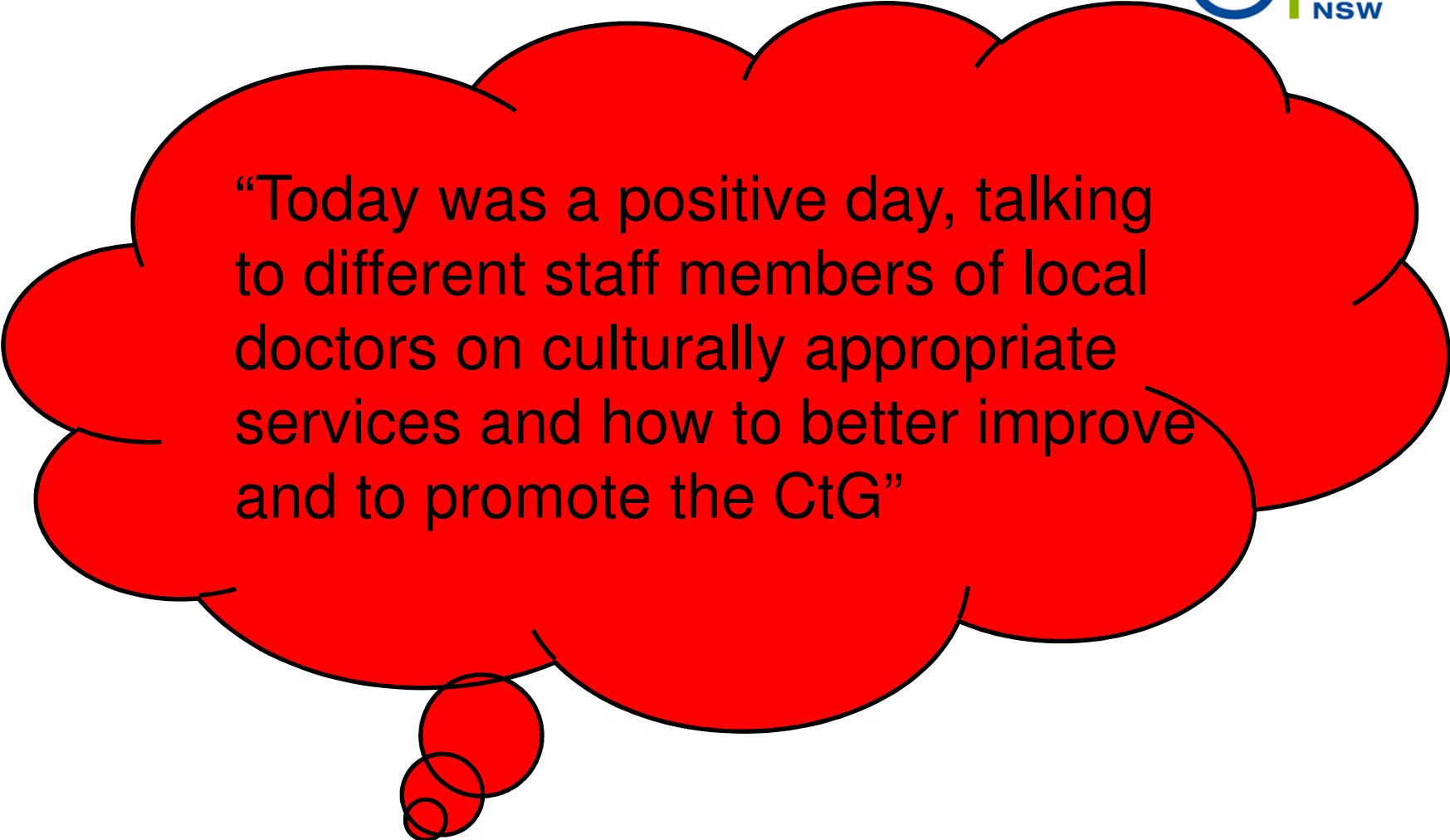


“Had some good results with some of our clients, improvements in their health and all in all things getting better for them.”



“Got a clients gap fee paid for and found someone who could transport him to his appointment.”






“Today was a positive day, talking to different staff members of local doctors on culturally appropriate services and how to better improve and to promote the CtG”




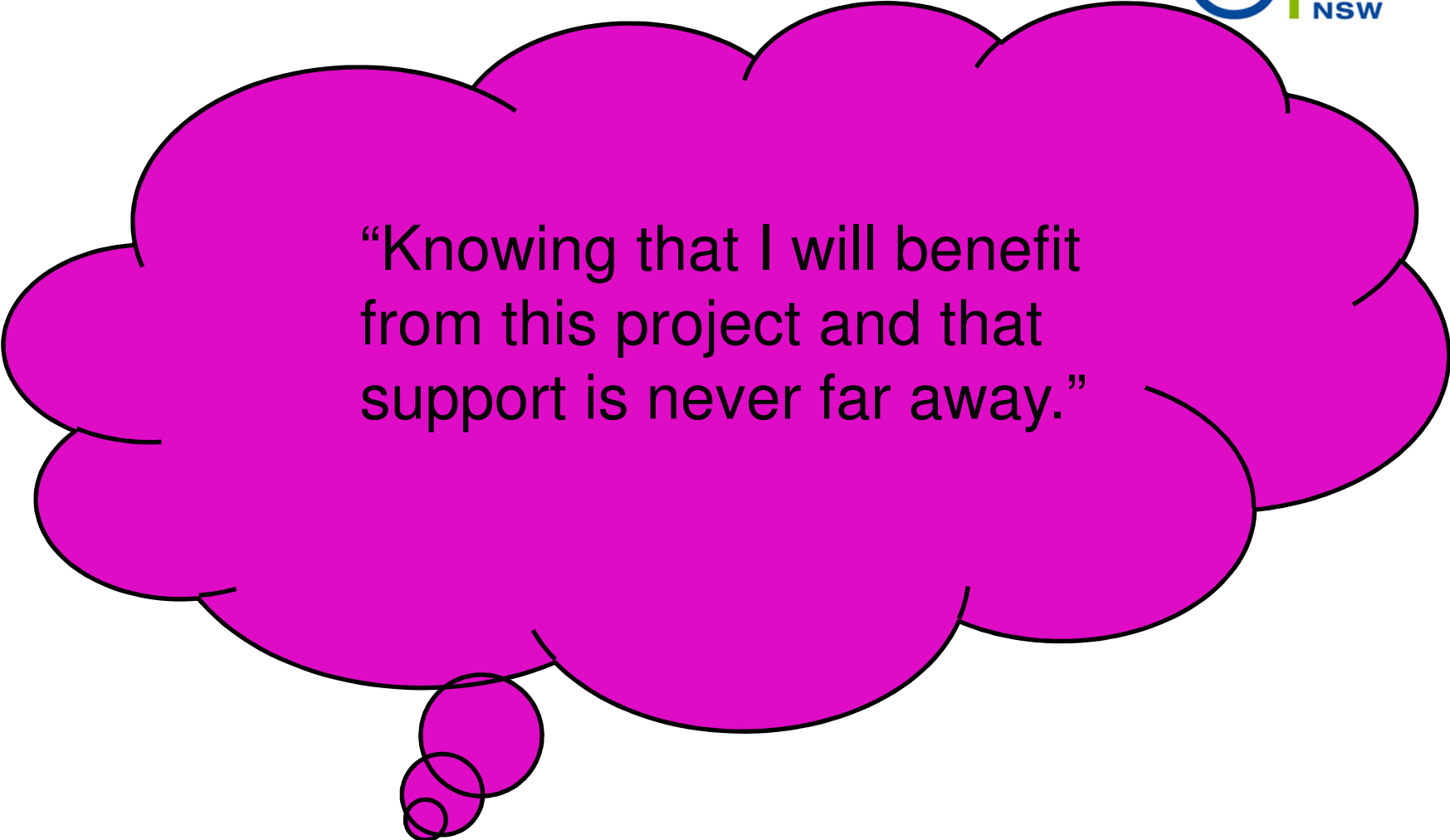
“Registered another practice  
to CtG.”

“Signing up 3 more Drs for  
PIP.”




“Feels like there is a communication / discussion out there about CtG as access to GPs and practice staff has been easier in the last 2 weeks!?”





“Knowing that I will benefit from this project and that support is never far away.”





Some of the **not** so  
good stuff.....

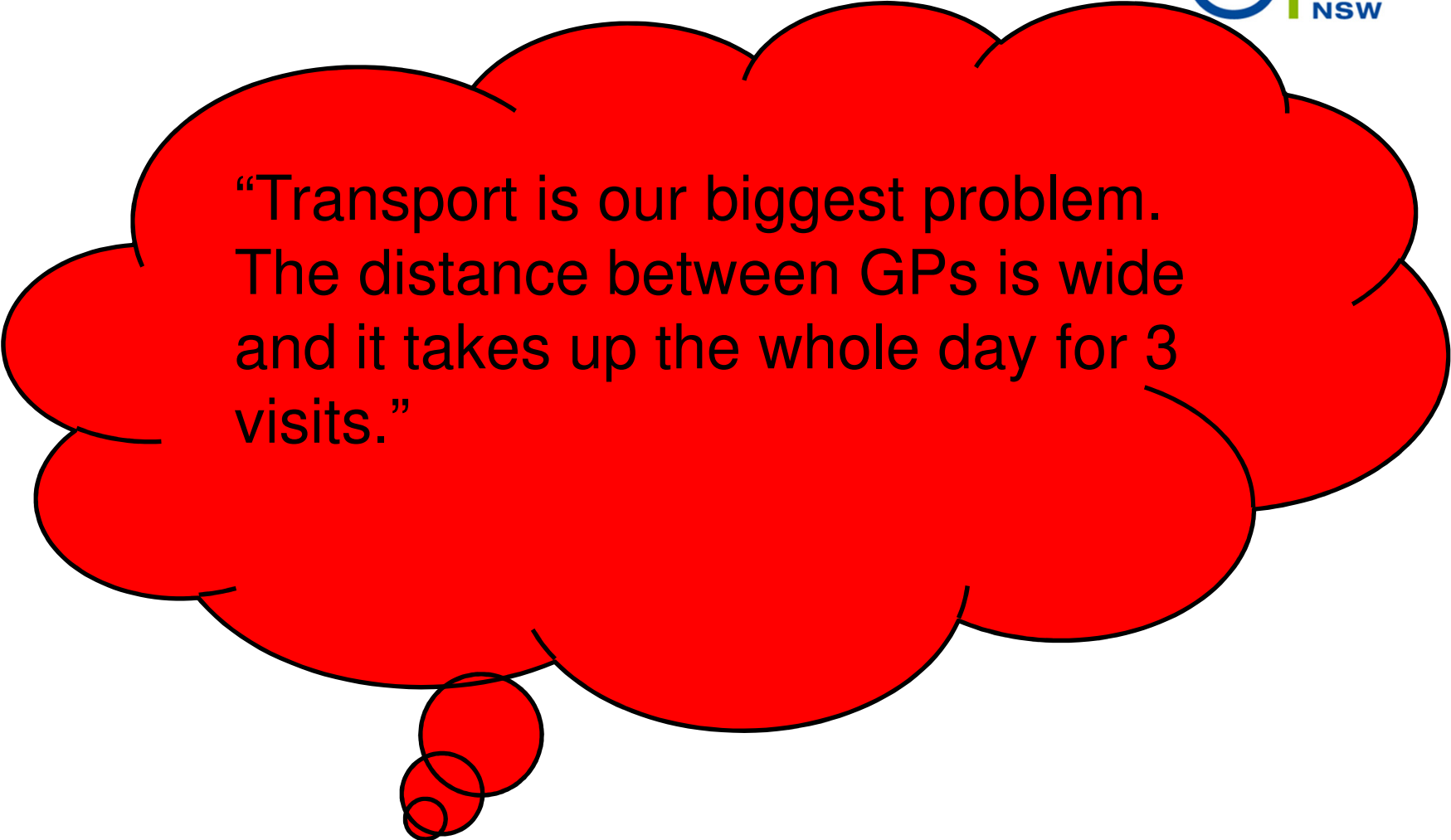
Time, time, time.....

“Lack of time”


“Designing certificates for workshop participants. Very time consuming and requires a lot of patience and a good part of my day”

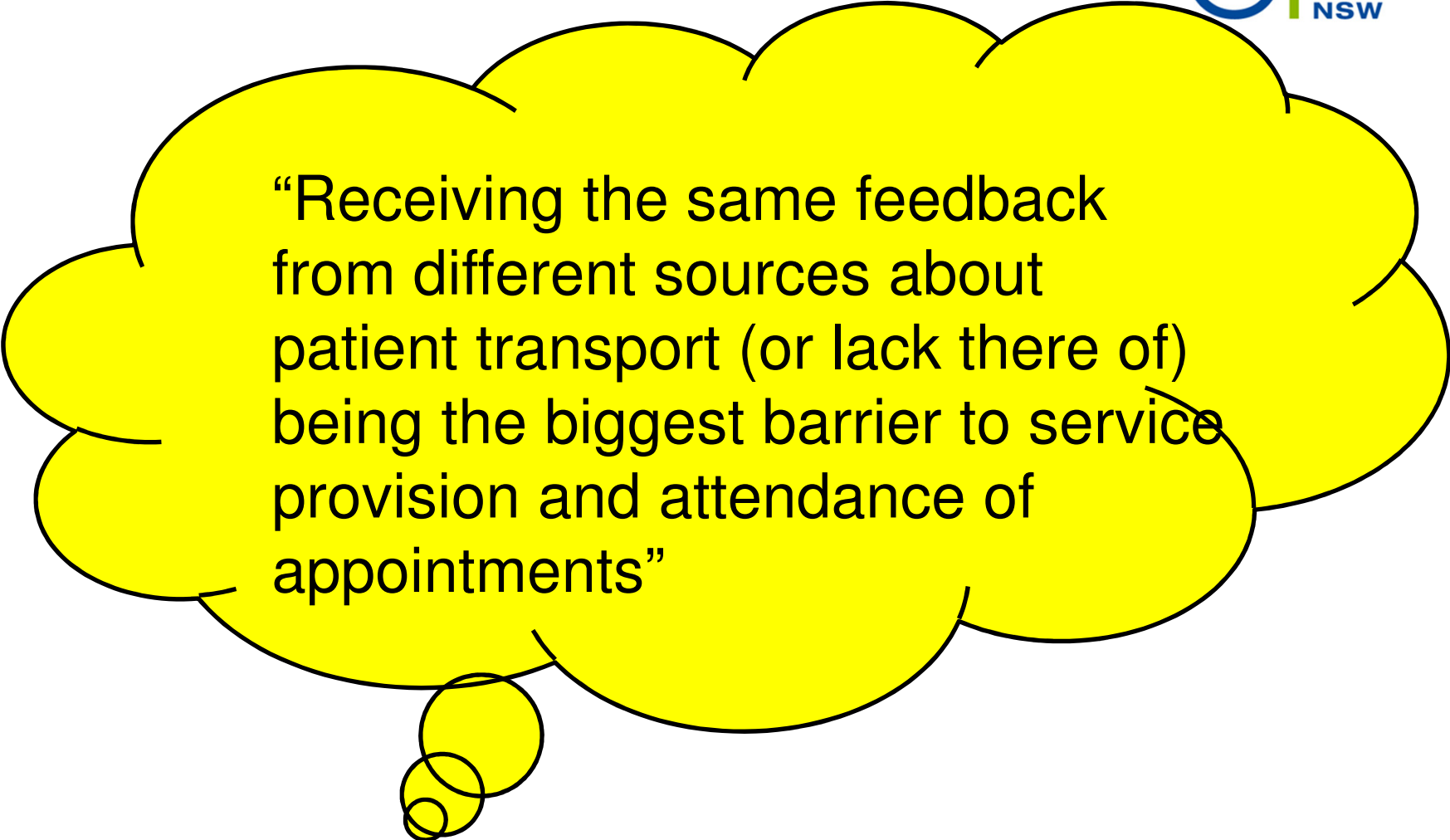
“ I wish I could get things done quicker”

“Running out of time.....”



“Transport is our biggest problem.  
The distance between GPs is wide  
and it takes up the whole day for 3  
visits.”





“Receiving the same feedback from different sources about patient transport (or lack there of) being the biggest barrier to service provision and attendance of appointments”

“Continued issues regarding other staff here at the Division. I often feel I have to **JUSTIFY** our positions to other staff members. Some people are so ignorant”

“Team conflict”

“Explaining Aboriginal Health  
to other staff”

“Doing jobs that are not mine”

“Trying to do a practice visit where there appears to be many barriers to access – getting passed the Practice Manager is impossible – he will only accept email correspondence – then will not respond – so far I have sent 3 emails”

# Time spent on CtG.....

The most time is spent:

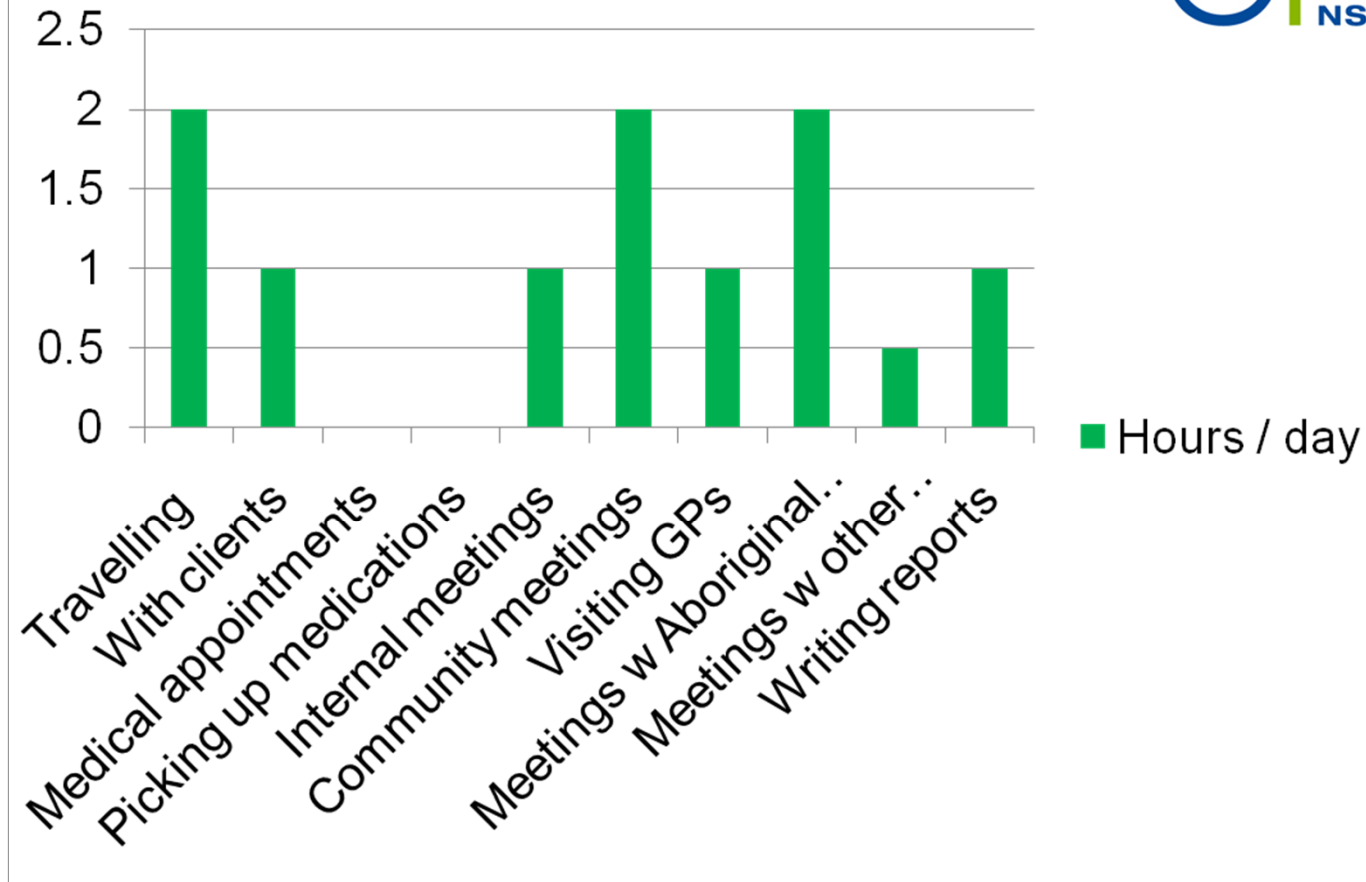
- Travelling to and from appointments
- With clients
- Meetings with Aboriginal organisations

The least time is spent:

- In meetings with other providers
- Writing reports



## Hours per day on Closing the Gap



A few funny  
ones.....



“One of the girls made  
cupcakes!”

“The laminator was playing  
up.....again!”

“The internet came back up.”

‘It’s Friday!’