Australian Indigenous
Health*InfoNet*

healthinfonet.ecu.edu.au

Environmental Health
Performance Report
1 July 2023 – 30 June 2024

Submitted to: **IAHP-WA**

Submitted: **July 2024**

AUSTRALIA
ECU
EDITH COWAN
UNIVERSITY

Australian Indigenous HealthInfoNet

healthinfonet.ecu.edu.au

Environmental Health portal performance report
Key developments and Impact
1 July 2023 – 30 June 2024

Highlights

✓ The HealthInfoNet **exhibited at 7 conferences and gave presentations at the following two:**

✓ **National Aboriginal and Torres Strait Islander Environmental Health (NATSIEH)** Conference in Melbourne

✓ **International Federation of Environmental Health (IFEH)** World Congress on Environmental Health in Perth

Newsletters

538 newsletter subscribers

6 newsletters distributed

New content

118 Publications

67 Resources

29 Policies

43 Programs

15 Organisations

50 Events

6 Courses

19 Funding

269 Jobs

Website usage and where our users are from

23,344 sessions

35,683 page views

616 new entries added

1,073 entries audited

16%
1%
24%
8%
30%
19%
3%
2%

Social media activities
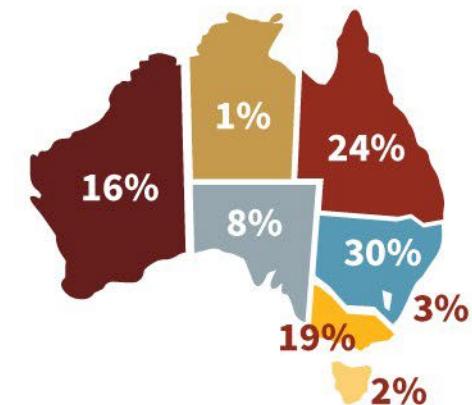
f 95 engagements — **1.95%** engagement rate (Industry average*: 0.07%)

Instagram 205 engagements — **4.19%** engagement rate (Industry average*: 0.62%)

X 354 engagements — **4.04%** engagement rate (Industry average*: 0.044%)

in 571 engagements — **4.48%** engagement rate (Industry average*: 1.91%)

*Industry average engagement rates for non profit organisations

Helping to close the gap by providing the evidence base to inform practice and policy in Aboriginal and Torres Strait Islander health

AUSTRALIA ECU UNIVERSITY EDITH COWAN

Instructions:

This template is to be used for:

- Completion of a **Performance Report (2A and 2B)** measuring outcomes against your approved Activity Work Plan (as required in the terms of your Agreement).
- When complete, email to your IAHP-WA@dss.gov.au

1A. SERVICE PROVIDER & FUNDING INFORMATION	
Organisation Name & Location	Edith Cowan University, Mount Lawley, Western Australia
Activity ID: 4-JORVTLC	Australian Indigenous Health*InfoNet* - Environmental Health Project
Reporting period:	1 July 2023 – 30 June 2024
Contact name & position title:	**Professor Neil Drew** AM FAPS FCCOMP Director Australian Indigenous Health*InfoNet* Edith Cowan University 2 Bradford Street, Mt Lawley WA 6050 Ph: 08 9370 6155

Performance Report Template

The streamlined template overleaf has been created from the submitted 2023 - 2024 Activity Work Plan to enable the Community Grants Hub to efficiently assess the progress made against the grant key performance indicators during the reporting period.

1A. ACTIVITY DELIVERABLES 2023-2024 Activity Work Plan (AWP)			2A. Performance Report	
Objective	**Measures**	**Timeframe**	**Status** (Select from Met, Partly-Met, Delayed, or Completed)	**Progress Comments**
1. Add new entries on environmental health of publications and resources added in the Health*InfoNet's* online bibliography and other information added about programs, organisations and workforce information (events, courses, funding and jobs).	Number of new environmental health entries added.	1/7/23 – 30/6/2024	**Met**	In the reporting period, the following number of items were added to the database: Publications — 118 Policies — 29 Resources — 67 Programs — 43 Organisations — 15 Events — 50 Courses — 6 Funding — 19 Jobs — 269
2. Produce practical factsheets, using simple/plain language, which are accessible to FNEHPs to use with clients as well as by residents themselves.	Online publication of factsheets on the Environmental Health Portal and promotion of these throughout the sector via the	By 30/6/2024	**Partly-Met**	The factsheet drafts have been completed and waiting for final external review from ERPATSIEH before publishing and promoting in September 2024.

	newsletter and social media.				
3. Conduct audits of existing information on the Environmental Health Portal, located on the Health*InfoNet* website, to ensure the information is accurate and free of broken links.	The 'Healthy Housing' and 'Caring for Country' subtopics will be fully audited.	By 30/6/2024	**Met**	In the reporting period, 1,073 entries were audited across the 'Healthy Housing', 'Caring for Country' and 'Water' subtopics. This included auditing of organisations, programs, health practice and health promotion resources, funding, and policies across each of these subtopics. As part of the ongoing Portal review process, 105 entries were removed from the Portal (either untagged, archived or unpublished due to lack of relevance). An estimated 12,440 broken links of publications, resources, and policies, across the Health*InfoNet* websites (which includes the Environmental Health Portal) were checked for currency and updated during the reporting period.	
4. Ensure the state-of-the-art web resource is publicly available for a minimum of 95% of the time.	The percentage of time that the Health*InfoNet* website is publicly available. Usage statistics for the Environmental Health Portal reported in the performance report.	1/7/23 – 30/6/2024	**Met**	The Health*InfoNet* website was freely available to users for 99.82% in the reporting period. During this reporting period there were 35,683 pageviews and 23,344 sessions recorded. The same time in the previous year, 1 July 2022 to 30 June 2023, there were 29,873 pageviews and 21,111 sessions. As of September 2023, Google Analytics underwent a complete transformation in the way data are collected, analysed, and reported. The previous analytics system, known as Universal Analytics, primarily focused on page views and screen views. However, the new method, Google Analytics 4 (GA4), centres around event-based tracking. At the Australian Indigenous Health*InfoNet*, we have undertaken efforts to adapt to this transformation and update our reporting methods accordingly. However, this process is still a work in progress. We are currently in the process of trialling alternative data criteria for metrics that are no longer supported under GA4. Therefore, due to the fundamental changes, it's important to note that data collected prior to September 2023 using Universal Analytics are not directly comparable to data collected after this date using GA4.	

5. Add social media posts on environmental health for Facebook, Twitter, LinkedIn and Instagram.	Number of social media posts, followers, impressions, engagements and click-throughs.	1/7/23 – 30/6/2024	**Met**	The following table provides information on social media activities in the reporting period:

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	Facebook	Instagram	Twitter	LinkedIn	Total
Posts	41	41	39	41	162
Reach/Impressions	4,876	4,888	8,772	12,750	31,286
Engagement	95	205	354	571	1,225
Engagement rate	1.95%	4.19%	4.04%	4.48%	3.66%
Industry average engagement (non-profit organisations)[1]	0.07%	0.62%	0.044%	1.91%	0.66%[2]
No. of followers[3]	5,035	1,535	7,818	11,428	25,816

With limited funds, the social media strategy for environmental health is performing well with engagement rates much higher than the industry average. There has also been an excellent growth in Instagram and LinkedIn followers.

6. Produce at least six issues of newsletters for environmental health.	An increase in the number of newsletters subscribers.	1/7/23 – 30/6/2024	**Met**	In the reporting period, six Environmental Health newsletters were sent to subscribers. Each newsletter item is hyperlinked to the Environmental Health Portal, where readers can access more detailed information. At the end of the reporting period there were 538 subscribers to the newsletter.

[1] Source: SproutSocial 2023

[2] This figure is the average of industry engagement rates across all platforms

[3] The number of Health*InfoNet* followers

7.	Continued engagement with the workforce and other stakeholders, at an environmental health conference, workshop or seminar.	One conference display, and/or presentation, workshop os seminar to be held during the year.	1/7/23 – 30/6/2024	**Met**	In the reporting period, the HealthInf*oNet*: • attended the NATSEIH Conference, May 2024, Melbourne VIC at which we held an exhibition stand/café and gave a presentation on the Portal • Presented at the International Environmental Health conference, May 2024, Perth, WA • promoted the Portal at six other conferences which the Health*InfoNet* exhibited at - these conferences were across most major cities thus broadening the Portal exposure.
8.	Engagement with the Expert Reference Panel on Aboriginal and Torres Strait Islander Environmental Health (ERPATSIEH) under the Environmental Health Standing Committee (enHealth).	One meeting held in the year.	1/7/23 – 30/6/2024	**Met**	In the reporting period the Health*InfoNet* conducted one online consultation meeting with ERPATSIEH members on Friday 20 October 2023. The purpose of the meeting was to seek ideas for knowledge exchange products (KEPS) to be developed for the Portal.

1B. RISK MANAGEMENT 2023-2024 Activity Work Plan (AWP)		2B. Performance Report
Challenges - What difficulties may be experienced by your organisation in delivering the program?	**Mitigation strategies** – how will your organisation try to address these difficulties?	**Progress** - to be filled in by organisation only when undertaking a Report against your Deliverables
There are five main risks to the Health*InfoNet*'s operations: • cultural appropriateness • quality control • financial • staffing • information technology	• Cultural appropriateness: mitigated through strong governance; oversight by the Advisory Board and strong relationships and partnerships with key stakeholders and peak bodies along with the Health*InfoNet's* experience of over 26 years in developing and delivering websites and knowledge exchange material • Quality control: mitigated through embedded quality control mechanisms including peer-review of substantial documents • Financial: mitigated through ECU's comprehensive governance structure • Staffing: mitigated through a strong orientation and training regime along with a documented procedure manual • Information technology: mitigated through operating within a protective ECU IT environment	• Cultural appropriateness The Health*InfoNet* continues to have strong cultural governance structures and processes that are working effectively. Since the last report there has been ongoing negotiation between the Health*InfoNet* Director Professor Neil Drew, Professor Dan McAullay, Head of Kurongkurl Katitjin at ECU, Professor Braden Hill Deputy Vice Chancellor Equity and Indigenous at ECU and Health*InfoNet* Advisory Board members. In the reporting period it was resolved that the Health*InfoNet* Advisory Board will be integrated into the Edith Cowan University institutional cultural governance structures with special responsibility for the Health*InfoNet*. This will provide a more formal cultural authority structure and ECU will provide resources to support the Advisory Board. The integration process underway and will be completed in the next reporting period. • Quality control All quality control mechanisms, such as peer-review of knowledge exchange products and publications, were adhered to throughout the reporting period. All new staff were inducted and trained in Health*InfoNet* policies, procedures and practices. The review of the Environmental Health Portal inclusion/exclusion criteria and subtopics has been completed and a draft report was forwarded to the Expert Reference Panel for Aboriginal and Torres Strait Islander Environmental health (ERPATSIEH) in July 2023. • Financial Regular due diligence oversight meetings were held between ECU Finance and the Health*InfoNe*t's Director and Business Manager. • Staffing

		All new staff received induction, orientation and training as required by ECU and the Health*InfoNet* policies and procedures. All new staff were recruited in accordance with ECU HR policy and procedures.

- Information technology

The Health*InfoNet* IT ecosystem continues to be managed within the ECU IT environment, with oversight by the Health*InfoNet's* IT Manager. All performance indicators relating to IT performance were met and exceeded. We are part of an ECU internal audit and review of IT security practices which will ensure we remain best practice.

We continue to liaise with ECU IT experts to update our security software and protocols.

The Health*InfoNet* has established an Artificial Intelligence (AI) working group to assess the impact of AI on Health*InfoNet* operations. In addition, the HealthInfoNet IT Manager is a member for the ECU AI Working Group. The Director has been liaising with experts in the Aboriginal and Torres Strait Islander health sector to ensure that the cultural, ethical, moral and legal obligations for best practice use of AI in Aboriginal and Torres Strait islander health are developed, adopted and adhered to. |

Stakeholder Engagement

(provide a short narrative update on stakeholder engagement over the period)

The Health*InfoNet* has continued to promote the Portal and newsletter in teleconferences, face-to-face meetings and stakeholder emails.

In the six-month period, the following engagement activities with stakeholders took place:

- email blasts on the publication of the *Overview of Aboriginal and Torres Strait Islander health status 2023, Summary of Aboriginal and Torres Strait Islander health status 2023* and associated powerpoint presentations in March 2024 (which included a section on Environmental Health); production in house of a new short 'take a tour' of the portal video was also promoted to stakeholders
- a presentation on the Portal and Health*InfoNet* café/exhibition stand at the NATSIEH conference in Melbourne, May 2024
- a presentation on the Portal at the IFEH World Congress in Perth, May 2024
- promoting the portal in all face-to-face meetings with organisations in Perth, Melbourne, Adelaide, Brisbane, Sydney and Canberra
- two Health*InfoNet* Roundtables; one in Brisbane and Canberra. These were well attended with 45-50 attendees representing a cross section of peak bodies in the sector and there were networking opportunities among attendees. The Environmental Health Portal was promoted during the Director's presentation and the Environmental Health Portal brochure was included in the attendee kits.

In the reporting period, we also exhibited at six other conferences (not environmental health specific) and the Portal was promoted at all of these.

Stakeholders include the national Advisory Board members, partners, funders, Consultants, NACCHO and affiliates, Government agencies, NGOs, peak bodies and professional associations.

CGH Administration use only

Funding Agreement Manager
Record observations and recommendations (if any)

THIS PAGE FOR ACCEPTANCE OF Performance Report

Activity Work Plan accepted – Community Grants Hub	Signature: Date:
	Name:
Team Leader Action (EL/Team Leader to finalise)	Signature: Date: Name: