



Aboriginal and Torres Strait Islander Health

# 2022 Year in Review

Metro North  
Health



Queensland  
Government



The Aboriginal and Torres Strait Islander Leadership Team pays respect to the Dalungbara/Djoondaburri, Gubbi Gubbi/Kabi Kabi, Jagera/Yuggera/Ugarapul, Jinibara/Jiniburi, Ninghi, Turrbal and Undumbi people of Metro North Hospital and Health Service area, on whose lands we walk, work, talk and live. We also acknowledge and pay our respect to Aboriginal and Torres Strait Islander Elders both past and present.

Aboriginal and Torres Strait Islander readers are warned that this publication may contain images or names of people who have passed away.

#### **Aboriginal and Torres Strait Islander Leadership Team**

If you have any feedback regarding Aboriginal and/or Torres Strait Islander services, programs and initiatives, you can contact the following:

**Mail to:**

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QLD 4032.

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**On the front cover:**

Better Together artwork by Elaine Chambers-Hegarty

# BETTER TOGETHER

A BETTER LIFESTYLE THROUGH OUR HEALTH CARERS

BY ELAINE CHAMBERS-HEGARTY



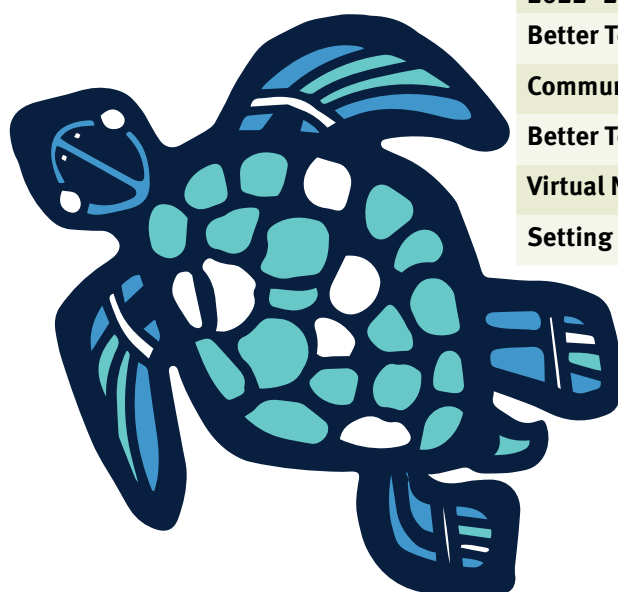
My design has the inspiration of the Moreton Bay region, and concentrates on the Closing the Gap Plan and what it delivers for our Aboriginal and Torres Strait Islander people in our community and the positive outcome it brings to the health and wellbeing of our mob.

Four icons that flow across the artwork, shows a timeline from the care and strong start to life when a child is born, then onto a healthy heart beat and hands to embrace showing the care of our people to influence a healthy lifestyle to reduce the burden of disease. The next icon shows the tree and represents growth and complex care of those in need. There are two message stick symbols that represent the communication with cultural awareness given from the staff during times of crisis. Whilst the the last icon which has the medical cross and the shape above of a gunya to represent care at home or elsewhere, and living longer with the care provided, taking into account the social, emotional, and mental wellbeing of clients and their families.

Circle markings represent the gathering areas and the coming together in community. The crosshatching in my artwork represents the structure and support of the policies established amongst the plan - similar to the crosshatchings on a weaving and how it all holds combines together. Whilst the middle image of the people show them as enjoying the healthy outcomes. I have added the two animals that are relevant to this area, and was a food source for the people many years ago.

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## EXECUTIVE DIRECTOR'S FOREWORD

**Metro North Health created history as the first Hospital and Health Service in the State to launch our strategy under the new amendments to the Hospital and Health Boards Act 2011 and the Hospital and Health Boards Regulation 2012.**

The strategy, unveiled on 4 July 2022 during NAIDOC Week, will guide our staff to ensure our hospital and health services are accessible, free from racism and discrimination and are culturally safe and responsive.

The [Metro North Health Equity Strategy 2022-2025](https://metronorth.health.qld.gov.au/wp-content/uploads/2022/04/mn-health-equity-strategy.pdf)<sup>1</sup> describes our commitment for cultural change and consists of five priority areas for inclusion in our local strategy:

1. Actively eliminating racial discrimination and institutional racism within the service.
2. Increasing access to healthcare services.
3. Delivering sustainable, culturally safe and responsive healthcare services.
4. Influencing the social, cultural and economic determinants of health.
5. Working with First Nations peoples, communities and organisations to design, deliver, monitor and review health services.

Throughout the development of the Metro North Health Equity Strategy, we listened, learned and shared the voices of Aboriginal and Torres Strait Islander peoples.

Our vision for Metro North Health is creating a healthcare system that is responsible for addressing health inequities. To do this we must successfully bring together the consumers, health providers and health services as we strive to make health equity our everyday business.

I would like to acknowledge and thank our Metro North Health Board, Chief Executive Jackie Hanson, Chief Operating Officer Jane Hancock, Executive Leaders, staff and valued community members for contributing to the strategy, and now as we move into the implementation, the ongoing commitment to Aboriginal and Torres Strait Islander Health.

There are many examples of great work across Metro North Health working towards improved health outcomes, research opportunities, building the Aboriginal and Torres Strait Islander workforce and health prevention pathways. I encourage you to read on to learn about the highlights over the past 12 months and to reflect on our journey together.

I would like to make special mention of Barbara (Auntie Barb) Pershouse for sharing her health journey story demonstrating the strength of her recovery journey and the gratitude she has to our doctors, nurses, Indigenous Hospital Liaison Officers, Nurse Navigators and staff to create a culturally safe health journey to recovery.

I look forward to working with you all again in 2023 as we move towards our implementation phase of the Metro North Health Equity Strategy 2022-2025.

Enjoy a well-deserved break and time with family over Christmas.

Until next time, stay safe and deadly.

**Sherry Holzapfel**  
Executive Director  
Aboriginal and Torres Strait Islander Health

<sup>1</sup> <https://metronorth.health.qld.gov.au/wp-content/uploads/2022/04/mn-health-equity-strategy.pdf>



# EXECUTIVE DIRECTOR'S FOOTPRINTS



## JANUARY

- Height of COVID-19 pandemic – daily COVID Incident Management Team Teleconferences
- Work from Home arrangements



## FEBRUARY

- Strong Start to Life Project team up and running
- Metro North First Nations Health Equity Strategy
- Kabi Kabi and Metro North Networking
- 25 February - Operational Leadership Team and Aboriginal and Torres Strait Islander Leadership Team | Health Equity – Our Journey Towards Health Equity workshop



## APRIL

- 13 April - Metro North Health Equity Draft Strategy Community Consultation Workshop



## MARCH

- Health Equity KPA cohorts and workgroup meetings commence
- Health Equity Film Campaign
- 2 March - Commencement of Health Equity Management Sessions
- 17 March - Health Equity Vidcast with Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel



*"I commit to ensuring people have access to information and services to make informed decisions about their own lives."*

Sherry Holzapfel, Executive Director  
Aboriginal and Torres Strait Islander Health, Metro North Health

## EXECUTIVE DIRECTOR'S FOOTPRINTS (CONTINUED)



### MAY

- 5 May - Health Equity Vidcast with Aunty Denise Proud, Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel
- 5 May - Aboriginal and Torres Strait Islander Leadership Team Lunch with Chief Executive and Acting Chief Operating Officer
- 16 May - Aboriginal and Torres Strait Islander Leadership Team Showcase at Royal Brisbane and Women's Hospital Education Centre
- 19 May - Public Health Physicians First Nations Leads Conference in Cairns
- 26 May - National Sorry Day Yarning Circle, Redcliffe Hospital Healing Gardens



### AUGUST

- 16 August - Workshop with Glenn Singleton, Founder and Chief Executive Officer, Courageous Conversation
- 23 August - Health Equity External Partners Workshop at The Prince Charles Hospital



### JUNE

- Commence Metro North Health Equity Strategy External Stakeholder Workshops
- 1 June - Official Launch of The Royal Brisbane and Women's Hospital Reconciliation Action Plan (RAP)
- 7 June - Women's Cultural Gathering Day North Stradbroke Island (Minjerribah)
- 22 June - Deadly Awards afternoon tea presentations for those unable to attend the Aboriginal and Torres Strait Islander Leadership Team Showcase on Monday 16 May 2022
- 29 June - 2022 Deadly Start Orientation at Royal Brisbane and Women's Hospital



### JULY

- 4 July - Metro North Health Equity Launch at Morayfield
- 5 July - Health Equity Vidcast with Aunty Merle Cashman, Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel
- 6 July - NAIDOC Week Cook Up Lunch at Aboriginal and Torres Strait Islander Leadership Team office





## SEPTEMBER

- 12 September - Health Equity Vidcast with Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel
- 13 September - Metro North Health Equity Implementation Plan Community Consultation and Survey at Brighton Health Campus
- 13 September – Brighton Health Campus ‘Moora View’ Healing Garden Opening Ceremony
- 23 September - Deadly Start Graduation at Birrunga Gallery Brisbane City



## OCTOBER

- 27 October - Health Equity Vidcast with Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel



## DECEMBER

- 6 December – Better Together Medication Access Stakeholder filming
- 7 December - Aboriginal and Torres Strait Islander Annual Showcase at Brighton Health Campus
- 9 December – Metro North Health Staff Excellence Awards

## NOVEMBER

- 11 November - Community Yarns Meet and Greet at Deception Bay Community Hall
- 15 and 17 November - Presentations of framed Metro North Health Equity Commitment Statements at Redcliffe, Community and Oral Health, The Prince Charles Hospital, Royal Brisbane and Women's Hospital and Surgical Treatment and Rehabilitation Service.
- 21 November - Caboolture/Kilcoy Hospital and Woodford Corrections Reconciliation Action Plan Launch
- 21 November - Presentation of framed Metro North Health Equity Commitment Statements to Caboolture/Kilcoy Hospital and Woodford Correction
- 24 November - Health Equity Vidcast with Chief Executive, Jackie Hanson and Executive Director, Aboriginal and Torres Strait Islander Health, Sherry Holzapfel



## KEY HIGHLIGHTS FROM 2022



### JULY 2022

**METRO NORTH HEALTH**

makes history as the first HHS in the state to launch their Health Equity Strategy.



**STUDENTS GRADUATE THE DEADLY START PROGRAM**

### 11,000

consumers have been offered Better Together Medication Access and



### 7,400

**MEDICATIONS SUPPLIED**

### 8,589



**VIEWS OF THE METRO NORTH VIRTUAL NAIDOC CELEBRATION FILMS**

### 287,806

**YEARLY REACH FOR HEALTH PROMOTION MESSAGES**

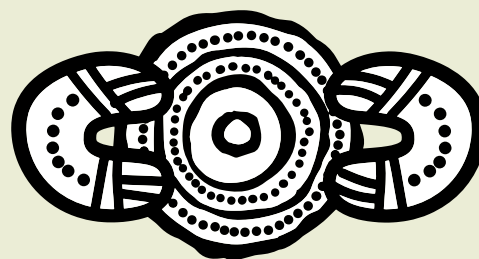
via the Better Together Health Van Facebook page



### OCTOBER 2022

**SISTAS SHAWL LAUNCHED**

to improve breast screen rates of Aboriginal and Torres Strait Islander women.

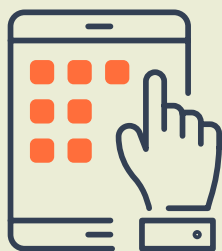


### APRIL 2022

**HEALTH EQUITY STARTS WITH ME**

campaign launched to support efforts to put Aboriginal and Torres Strait Islander health front and centre.



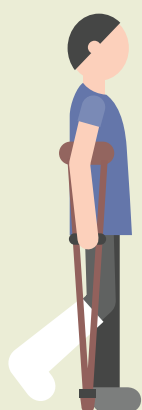


Metro North  
Health Aboriginal  
and Torres Strait  
Islander (MOHR)  
headcount,  
currently sits at  
**329**

Number of Aboriginal and  
Torres Strait Islander  
patients accessing  
Metro North Health  
(FY 21-22)



**OUTPATIENTS**  
**73,009**



**EMERGENCY**  
**20,540**

**INPATIENT**  
**16,414**



Birth rates  
(FY 2021/22)

Aboriginal and Torres  
Strait Islander **Women**

who gave birth  
in Metro North  
facilities

**463**

Aboriginal and Torres  
Strait Islander **Babies**

born in Metro North facilities

**715**



# OUR JOURNEY TOWARDS HEALTH EQUITY



On July 4, 2022, Metro North Health created history as the first Hospital and Health Service in the State to launch our strategy under the new amendments to the Hospital and Health Boards Act 2011 and the Hospital and Health Boards Regulation 2012.

The Metro North Health Equity Strategy 2022-2025 describes our commitment to drive health equity, eliminate institutional racism across the public health system and achieve life expectancy parity for Aboriginal peoples and Torres Strait Islander peoples by 2031.

A commitment to health equity requires reform, change and improvement across the entire health system. It cannot be a continuation of the status quo or business as usual. Now is the time to be bold and brave because all parts of the health system needs to do better.

Driving change, our way, means Metro North Health works closely and extensively with community Elders, community members and prescribed stakeholders within our catchment area as well as all other Hospital and Health Services across Queensland.

“

*You have the full commitment from the Board and Metro North Leadership to co-design with Elders, community, and partners to make our hospital and health services accessible, free from racism and discrimination, culturally safe and responsive.”*

Metro North Board Chair, Jim McGowan.

The [Metro North Health Equity Strategy 2022-2025](https://metronorth.health.qld.gov.au/health-equity)<sup>1</sup> describes our commitment for cultural change and consists of five priority areas for inclusion in our local strategy:

1. Actively eliminating racial discrimination and institutional racism within the service.
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The Health Equity Strategy for Metro North Health is now in the implementation phase.

You can access both the strategy and implementation plan via the Health Equity website – <https://metronorth.health.qld.gov.au/health-equity>

“

*Health Equity to me means hope and opportunity. Hope that my family, community and future generations will finally have the health care and support they need and deserve in a safe and unbiased way. Hope that our peoples' health disparity will improve. It means finally a great opportunity for our people's voices to be heard and for health services to listen. Opportunity to give our people a chance to have a say in how health services should be providing health care to Aboriginal and Torres Strait Islander people. Health Equity is finally putting Aboriginal and Torres Strait Islander health to the forefront on everyone's agenda and making it the upmost priority to finally make change. It means everyone and every health service taking action (doing, not talking).”*

Community member.

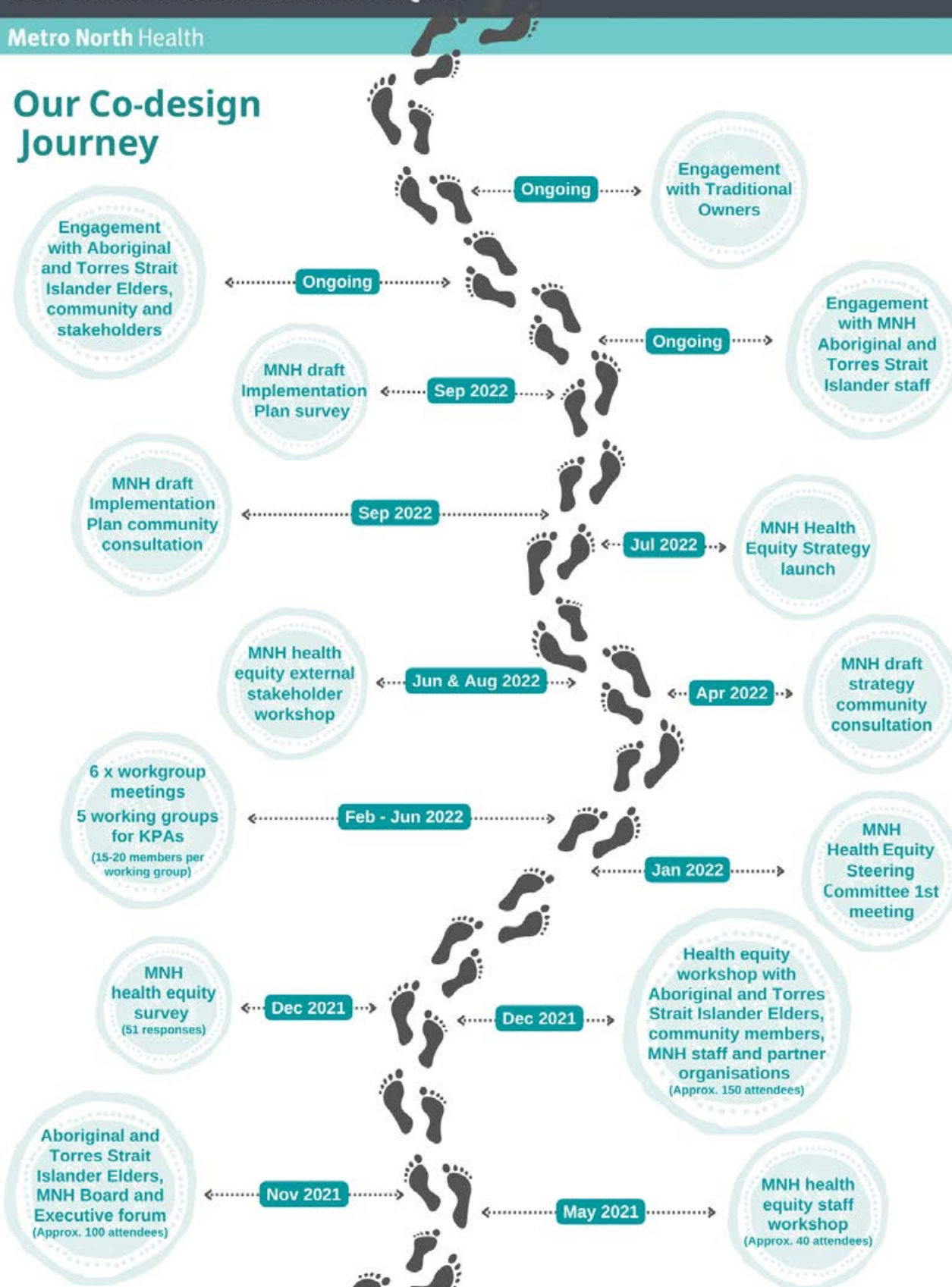
<sup>1</sup> <https://metronorth.health.qld.gov.au/wp-content/uploads/2022/04/mn-health-equity-strategy.pdf>



# OUR WORK TOWARDS HEALTH EQUITY

Metro North Health

## Our Co-design Journey





# A CLOSER LOOK AT THE HEALTH EQUITY KPAS

## KEY PERFORMANCE AREAS



Actively eliminating racial discrimination and institutional racism within the service



Increasing access to healthcare services



Delivering sustainable, culturally safe and responsive healthcare services



Influencing the social, cultural and economic determinants of health



Working with First Nations peoples, communities, and organisations to design, deliver, monitor and review health services

Metro North Health commissioned visual summaries to be produced from the consultation period of the health equity journey. The following visuals provide a snapshot of the key themes, messages and feedback obtained for each Key Performance Area (KPA).





# ELIMINATING RACIAL DISCRIMINATION AND INSTITUTIONAL RACISM

## HAVING COURAGEOUS CONVERSATIONS ABOUT RACE

Race and racism were the topic of discussions when staff from across Metro North Health participated in Courageous Conversations about Race™ (CCAR).

CCAR workshops operate on the belief that an organisation cannot achieve cultural responsiveness and inclusion in professional practice until they can talk about race and racism.

The virtual workshops provide participants with navigational tools that they can apply in their daily

professional practices, leading to significant short-term impact and longstanding organisational change, and is required to achieve systemic racial equity transformation.

The Aboriginal and Torres Strait Islander Leadership Team have committed to delivering the training across Metro North Health to sustain a culturally equitable and safe network.

CCAR dovetails with Metro North Health's Values in Action framework as a practical approach to dealing with issues relating to race and racism.

**The workshop aims to help participants answer the essential question, 'How can I lead for a more racially equitable health system and community?'**



## NEW POSITION DESCRIPTIONS REFLECT HEALTH EQUITY

An important part of the health equity journey is to ensure the future workforce of Metro North Health has a deep and valued understanding of health equity and the impacts of racism.

Metro North HR has introduced an important statement in all Role Descriptions (right) to ensure future employees are educated and supported on the journey towards health equity.

In addition to the new statements in all role descriptions, Metro North Health has mandated an Aboriginal and Torres Strait Islander representative be present on the recruitment panels for all roles AO8 and above. There has been 55 requests received for Aboriginal and Torres Strait Islander panel membership representation since 20 July 2022.

## HEALTH EQUITY AND RACISM

Metro North Health has set out its actions and agreed key performance measures to improve Aboriginal and Torres Strait Islander people's health and wellbeing outcomes.

Racism is a key structural determinant of Aboriginal and Torres Strait Islander people's health inequity. Racism is not always conscious, explicit, or readily visible - often it is systemic. Systemic or institutional racism are forms of racism that are widely and deeply embedded in systems, laws, written or unwritten policies and well-established practices and beliefs that produce, condone, and perpetuate widespread unfair treatment, causing and/or contributing to inherited disadvantage.

It is expected that all Metro North Health staff, including the incumbent of this role as a valuable member of the Metro North workforce, contribute to the health equity agenda and meet the intent of supporting the defined six actions that specifically meet the needs of Aboriginal and Torres Strait Islander people within the National Safety and Quality Health Service Standards (NSQHS), by actively supporting the elimination of racial discrimination and institutional racism; supporting increased access to health care; influencing the social, cultural and economic determinants of health; supporting the delivery of sustainable, culturally safe and responsive health services; and recognise the importance of working with Aboriginal and Torres Strait Islander peoples, communities and organisations to design, deliver, monitor and review the health and support services we provide.

Please visit our website for additional information about Metro North Health. <http://metronorth.health.qld.gov.au/>

# HEALTH EQUITY STARTS WITH ME CAMPAIGN

Metro North Health has unveiled a bold new campaign – Health Equity Starts with Me - to drive health equity and eliminate institutional racism across the health service.

The campaign features a commitment made by midwives, doctors, administration staff, health executives and Aboriginal and Torres Strait Islander consumers.

Aboriginal midwife Sonita Giudice was proud to put her hand up for the campaign and said it was her commitment to ensure all Aboriginal and Torres Strait Islander babies had the best start to life.

“I commit to ensuring our babies are born healthy and strong,” Sonita said.

To watch the film or access the resources, visit <https://metronorth.health.qld.gov.au/health-equity>



(L-R) Jordan Pedder RBWH Security Officer, Uncle Milton Walit Torres Strait Islander Elder and Prof Peter Hopkins Executive Director of Metro North Health and Lung Stream supporting the Health Equity Starts with Me campaign.

A large graphic for the 'Health Equity Starts with Me' campaign. It features a woman, Sonita Giudice, in a blue Metro North Health uniform. The background has a colorful Aboriginal pattern at the top. The text 'HEALTH EQUITY Starts with Me' is prominently displayed. Below it, a quote from Sonita Giudice is shown. At the bottom, there is a QR code and social media information.

## HEALTH EQUITY Starts with Me

We all have a role to play in making our services accessible and free from racism and discrimination.

**“I commit to ensuring our babies are born healthy and strong.”**

Sonita Giudice, Office of the Chief Nursing & Midwifery Officer, Growing Deadly Families.

**Aboriginal and Torres Strait Islander health is everyone's business.**

Visit our website <https://metronorth.health.qld.gov.au/health-equity> for further information

Be part of the conversation #ourhealthourway #forcommunity #BetterTogether - <https://www.facebook.com/BetterTogetherHealthVan>

Metro North Health in partnership with



Metro North Health



Queensland Government



# HEALTH PREVENTION PROGRAMS

## BREASTSCREEN QUEENSLAND LAUNCHES SISTAS SHAWL TRIAL TO BOOST SCREENING RATES



(L-R) BreastScreen Queensland Brisbane Northside Service Medical Director Dr Jane Brazier, community member Auntie Barb Hubbert, Metro North Board Member Bonny Barry and Aboriginal and Torres Strait Islander Leadership Team Project Officer Kim Minniecon (wearing the Sistas Shawl).

**BreastScreen Queensland Brisbane Northside Service launched a new 'Sistas Shawl' project to boost screening rates of Aboriginal and Torres Strait Islander women.**

Developed in partnership with the Metro North Aboriginal and Torres Strait Islander Leadership Team, 700 shawls were ordered as part of the project designed to increase comfort levels in women who may otherwise feel uncomfortable undressing in front of a stranger.

The Sistas Shawls, featuring 'A Women's Dreaming' artwork by Aboriginal artist Sharon McAvoy, was unveiled at a special morning tea at the Chermside service as part of Breast Cancer Awareness Month (October 2022).

Breast cancer is the most common cancer diagnosed in Aboriginal and Torres Strait Islander women. This cohort of women experience higher mortality rates, tend to get breast cancer younger, and have lower participation in breast screening programs.

BreastScreen Queensland Brisbane Northside Service Medical Director Dr Jane Brazier said it was never more important than now to improve cultural appropriateness to increase screening numbers.

"Our Northside Service experienced an increase of Aboriginal and Torres Strait Islander women screening in the 2021-2022 financial year with 522 women coming in for a breast screen compared with 507 the previous year," Dr Brazier said.

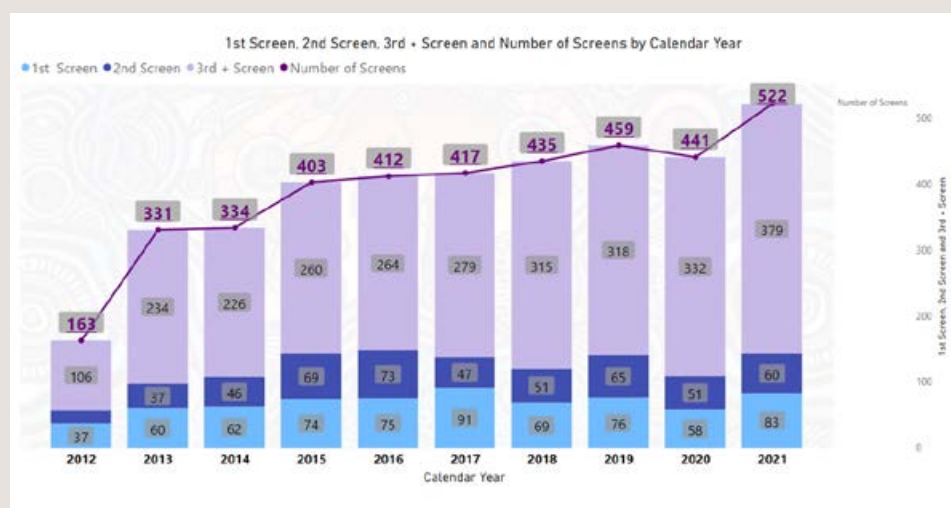
"While this is the highest number of Aboriginal and Torres Strait Islander women screened at the service, we cannot become complacent, and this trial signifies our commitment to actively improving our care pathways for women and to remove barriers to screening."

The modesty shawl concept was introduced to BreastScreen Queensland by the BreastScreen Victoria Beautiful Shawl Project.

BreastScreen Queensland Brisbane Northside Service has screening locations at Chermside, Brisbane City, Keperra, North Lakes, Indooroopilly and Redcliffe. Women can make an appointment by phoning 13 20 50 or can book online at [www.breastscreen.qld.gov.au](http://www.breastscreen.qld.gov.au). A doctor's referral is not required.

### What our community thinks of the new Sistas Shawl:

- "This modesty shawl is a Godsend for all us Tiddas, Thankyou." – Auntie Barbara Hubbert
- "Beautiful I hope to get one when I get my annual screen this week." - Tina Linnane
- "They are beautiful the colours stunning. I have my screening at RBWH. Brisbane. Be good if they get them there. Deadly alright. Thank you." - Tina Currie
- "They are beautiful. Wonderful colours. I hope they come to all regional areas. Bundaberg." - Jann Webb
- "How beautiful! So lovely to see women looking after each other ❤️" - "Mari-Anne Wells
- "Absolutely Beautiful Shawl." - Frances Lea Blow.



# IMPROVING OUR RESEARCH EFFORTS



(L-R) Professor Bruce Abernethy, Poche Advisory Board Chair and Executive Dean UQ Faculty of Health and Behavioural Sciences, Adrian Carson, CEO Institute for Urban Indigenous Health and Metro North Health Board Member, and Professor Tom Calma AO, Co-chair Reconciliation Australia attending RAUGH Launch

## Closing the gap in life expectancy for Aboriginal and Torres Strait Islander peoples will be the focus of an Australian first new health alliance.

The Research Alliance for Urban Goori Health will unite a research organisation, health service and primary health care provider to improve health for Aboriginal and Torres Strait Islander peoples.

The partnership between UQ's Poche Centre for Indigenous Health, the Institute for Urban Indigenous Health (UIIH) and Metro North Health, has identified cancer care, rehabilitation programs and innovative models of care, such as hospital in the home, as priority areas.

Poche Centre Director Professor James Ward said the Alliance's work would be transformational, helping to accelerate Australia's progress towards closing the gap in life expectancy.

"Some of the issues we're looking to explore is where the health system works well for Aboriginal and Torres Strait Islander patients, and where it needs to be improved," Professor Ward said.

"As a Pitjantjatjara and Nukunu man, I know how important it is to ensure our peoples' voices are at the centre of service design and delivery, to ensure equal access across the healthcare system."

The life expectancy for Aboriginal and Torres Strait Islander peoples born in a major city is approximately eight years shorter when compared to the non-Indigenous population.

The first phase of the project will focus on Aboriginal and Torres Strait Islander peoples living in Brisbane's northside to understand what the issues are, what barriers they face, and what needs to be fixed.

Institute for Urban Indigenous Health Chief Executive Officer Adrian Carson said the new partnership aims to build the evidence base for the delivery of integrated care across the health system, spanning from primary to public healthcare and back to the community.

"With almost 27,000 Aboriginal and Torres Strait Islander people residing within the northside of Brisbane, it's imperative that our sectors work together to address the barriers which exist within the health system that prevent our people from receiving the care they require," Mr Carson said.

"Through applied research in priority areas, we can invest in healthcare pathways across the continuum of care and life course, which lead to our people living healthier, happier and longer lives."

Metro North Health Chief Executive Adjunct Professor Jackie Hanson said the Alliance would help achieve health equity.

"We acknowledge there is a lot of work to do to enable integrated and culturally appropriate health care for Aboriginal and Torres Strait Islander peoples and I'm proud of our commitment to improve health outcomes and close the gap," Ms Hanson said.

"Metro North Health is very focused on achieving health equity and we are particularly excited about the opportunity to upskill all staff working in Metro North Health to improve cultural responsiveness and remove barriers."

The Alliance is supported by funding from Queensland Health to achieve health equity via a [Health Equity Framework](https://www.health.qld.gov.au/public-health/groups/atsihealth/making-tracks-together-queenslands-atsi-health-equity-framework).<sup>1</sup>

<sup>1</sup> <https://www.health.qld.gov.au/public-health/groups/atsihealth/making-tracks-together-queenslands-atsi-health-equity-framework>



## STRONG START TO LIFE



**The Strong Start to Life project is designed to support Ngarrama maternity services across Metro North Health and facilitate cultural training opportunities, supporting engagement and feedback with consumers and building service capacity.**

In early 2022, the project team held a Ngarrama community day at Sandgate Hall with Elders, consumers and Ngarrama staff.

Strong Start to Life Clinical Nurse Consultant, Tara Denaro, said the gathering was an opportunity to see what improvements the community would like within the three Ngarrama services, located at Caboolture Hospital, Redcliffe Hospital and The Royal Brisbane and Women's Hospital (RBWH).

"Feedback from the day was positive and the community would like more of these type of events throughout the year," said Tara.

Two separate trips were held at Nungeena, an important ceremonial birthing place at the Glass House Mountains, for Midwifery Unit Managers, Executives and Directors, and all Ngarrama staff to participate.

"We walked down to the birthing trees and held a yarning circle. Respected Elder, Aunty Minnie Mace, shared with us the history of Nungeena, and also shared her own experiences with birthing."

In October, RBWH Ngarrama service in conjunction with the Strong Start to Life team began antenatal, birthing, and postnatal classes.

The classes are held every second Friday, with 5 classes in total.

"A social worker, dietician, physiotherapist and perinatal-mental health worker present information and education at the sessions.

"Arts and craft activities are also organised. A Child Health Nurse will be available at each class starting in November for a few hours for all parents to meet or bring their little ones for a child health check," Tara said.

In 2023, the team will continue to work on enhancing all the Ngarrama services along with building partnerships with Child Health, Institute for Urban Indigenous Health and other community services.





## NEW ARTWORK

In 2021, the Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) commissioned Aboriginal artist Elaine Chambers-Hegarty to develop a Strong Start to Life artwork to be utilised across the maternity areas of each Ngarrama service site – Redcliffe, Caboolture and the Royal Brisbane and Women’s Hospital.

A series of creative workshops were held with Elaine and Monique Proud from Cultural Grounding to inform the key messages, design elements and colour palettes of the artwork. Separate sessions were held with community members, Elders and staff, covering both Men’s and Women’s business.

The artwork was launched in April 2022 and maternity areas are currently planning ways to incorporate the beautiful artwork in birthing suites, the outpatient areas and on staff polo shirts/scrubs.

### ARTWORK STORY

by Elaine Chambers-Hegarty

The Strong Start to Life artwork pays respect to the Ngarrama story using the imagery of the star constellations behind the centre tree. The tree shape represents the placenta and its importance to a ‘strong start to life’ as well as a reference to the tree of life. The linework across the artwork represents the Country or three main hospital sites where maternity services and birthing suites are situated – Redcliffe Hospital, Brisbane and Women’s Hospital and Caboolture Hospital. There is a fourth linework element included to represent the site of The Prince Charles Hospital and its focus on children’s health and wellbeing. The gathering circle in the centre of the artwork represents the holistic support structures that are present throughout the whole health and wellbeing journey. The five artwork motifs represent the journey and stages of pregnancy. From women’s health to the conception and growth of a baby, to the health of the child right up until late adolescence. Also included is a men’s motif that depicts the significance of partners, fathers, donors or role models – supporting the women, babies and children in the journey of life. There are eight circular motifs throughout that depict the importance of connection to Country, connection to sea and waterways, connection to community and family and connection to Culture. Water represents life, and is depicted in a motif emphasising how it links people to place – saltwater people or freshwater people and weaves connections across the land.





# SHARING THE VOICES OF OUR PATIENTS

## AUNTY BARB'S SECOND CHANCE IN LIFE

It took many years, and a trip to the Royal Brisbane and Women's Hospital (RBWH), for proud Badtjala woman, artist, mum, friend, and survivor of domestic violence, Barbara (Aunty Barb) Pershouse to find out that symptoms she has been experiencing were more serious than severe anxiety attacks.

In 2014, Aunty Barb was staying in Brisbane with her daughter, Ann-Maree, when she suffered a heart attack and was taken to the RBWH.

"I had a major heart attack after fleeing from domestic violence. Thankfully the nurses did a thorough examination and an angiogram," said Aunty Barb.

Whilst on the operating table at RBWH, Aunty Barb suffered repeated heart attacks, which showed in real time what was happening to her valves, and was immediately admitted into hospital to undergo a heart procedure.

Sitting in the hospital bed after her procedure at RBWH, Aunty Barb knew it was time that she had to quit smoking.

"I gave up smoking whilst in the hospital with the help of the nurses. I had access to patches and ongoing support from staff. This wasn't easy, yet having the help from the medical professionals made it possible.

"To this day I haven't had a smoke since," said Aunty Barb.

Requiring heart surgery, Aunty Barb was transferred from RBWH and admitted into The Prince Charles Hospital (TPCH).

"I had a double heart valve transplant procedure at TPCH with one of the best cardiac doctors in the country. This operation gave me a second chance in life which I am very grateful for."

Experiencing breathing difficulties two years later, Aunty Barb found herself back at TPCH.

"One of the valves in my heart was too narrow so I had to undergo a high-risk heart operation". Thankfully it went well, and she recovered and felt better than ever.

During her stay at TPCH, Aunty Barb was supported by the Indigenous Hospital Liaison Officers (IHLO).

"They assisted me in getting to appointments as my daughter and I do not drive. They were always there for me to communicate with and have been friendly faces in my health journey," said Aunty Barb.



Eight years on after her diagnosis, Aunty Barb still receives ongoing care at both hospitals, travelling from Hervey Bay to Brisbane every three months for face-to-face appointments, as well as connecting in with the Indigenous Cardiac Outreach program (ICOP) team monthly via telehealth from the beautiful Badtjala Country.

The care she continues to receive from staff at both hospitals has made her feel safe, respected, and listened to when attending appointments in Brisbane.

Feeling safe when accessing the health care system has not always been the case for Aunty Barb, with her fear and reluctance stemming from a very young age.

"My mum was a part of the Stolen Generation, and she was deaf. Staff in uniforms or of authority were very intimidating, and I absorbed some of that concern. I would take days off school as a kid to assist my mum who was going to appointments because of the fear she felt in that environment," said Aunty Barb.

Fast forward to recent years, and in a full circle moment, Aunty Barb's daughter, Ann-Maree, is now that strength, and supports her when attending appointments.

"I know it was hard for my daughter to sit and wait while I had my open-heart procedures. I was in the hospital for many months before and after my operation," said Aunty Barb.

At first, Aunty Barb found it intimidating when doctors used medical jargon, however over time she gained confidence in feeling more relaxed around medical professionals.

"Not all mob find it easy to ask questions at their appointments, so they go home not knowing or comprehending what their health issue is, or its long-term impact.

## SHARING THE VOICES OF OUR PATIENTS (CONTINUED)

“It is important for doctors to explain in simple ways what the diagnosis is.”

Aunty Barb recommends patients, and their families, utilise the support of the Indigenous Hospital Liaison Officers within the hospitals as they have been instrumental in supporting her throughout her health journey and explaining in simple ways what was going on.

By distributing information of the services and supports that are available within the hospitals, and by the health care system becoming more aware of barriers such as language, access, history, locations, and ongoing fear from past exploitation, Aunty Barb hopes this will encourage more Aboriginal and Torres Strait Islander people to seek

the help they need and feel safe in doing so.

Aunty Barb can't thank the medical staff enough for saving her life.

“The staff, doctors, nurses and specialists all deserve a special mention as they have treated me with respect and care,” said Aunty Barb.

“Galangoor nyin (thank you) to the staff again at The Prince Charles Hospital for giving me a better life and for your ongoing support for my future, as well as looking after our fellow Aboriginal community members.”



Sherry Holzapfel, Executive Director Aboriginal and Torres Strait Islander Health yarning with Elders

### YARNING WITH COMMUNITY

Elders are the backbone of our community. They are our family, leaders, mentors, story tellers and cultural guides.

Throughout Metro North's Health Equity journey, local Elders have contributed numerous amounts of time, knowledge and guidance as part of the co-design process to creating a health equity strategy that reflects community voices.

Metro North Health is committed to building strong relationships with Elders and community, including ongoing engagement activities and partnerships.

To show their sincere appreciation and ongoing commitment to Elders and community, Metro North Health held their first Community Yarns event at Deception Bay. This event will be held annually with the aim of connecting staff, Elders and community together to build stronger relationships.

“I feel this is a great way for our staff to connect informally with our community members and be a part of the understanding, importance and obligation of their roles to the community,” said Rayna Cowburn, Community and Engagement Officer.

“Connecting with each other is a really important part of sharing information. Elders and community feeling that they are being a part of the system, having their voices heard, and being acknowledged for their ongoing support and work is how we will build better relationships, and receive increased participation and community interest in supporting our health initiatives/ direction across Metro North.”

Staff, Elders and community came together for this relaxed and casual event held on Remembrance Day, enjoying a yarn with one another over a delicious roast buffet lunch while enjoying music by the legendary and award-winning country music singer, Uncle Roger Knox. Uncle Russell Doctor also provided music and gave tribute to the late Dennis ‘Mop’ Conlon, lead singer of Mop and the Dropouts. Everyone in attendance was treated to a special blessing of the food by Pastor Rodney Minniecon and an acknowledgement of Remembrance Day by Aunty Brenda Kanofski, sharing a personal story and leading a one-minute silence to reflect and remember our fallen Aboriginal and Torres Strait Islander war heroes.

Following lunch, a few Elders even carved up the dance floor showing the young ones some classic moves. So much enjoyment was had by attendees, the day filled with laughter, tears, storytelling, and fun, and many people reconnecting with old friends and family.

“The atmosphere was beautiful, there was a peace about the day. The conversations that were flowing around the room were so broad and meaningful. Everyone looked so happy and the community that was there felt so connected. The kindness in the room was evident from the smiles, gratitude and support, not only from the community members but from the leadership staff and other staff,” said Kim Minniecon, Aboriginal and Torres Strait Islander Alcohol and Other Drugs Workforce Development Coordinator.



# BUILDING THE ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE



## A DEADLY START FOR FUTURE LEADERS

June was an exciting time for Metro North Health who welcomed their next cohort of Deadly Start school-based trainees to the Deadly Start program alongside students, their families and friends, staff, Metro North Executive and Queensland Minister for Health and Ambulance Services Honourable Yvette D'Ath MP at the Deadly Start orientation day held at Royal Brisbane and Women's Hospital.

This year Metro North Health welcomed their fourth intake of Deadly Start trainees, with 45 year 11 Aboriginal and Torres Strait Islander high school students eager to start their one day a week work placement within various Metro North Health hospitals and community health facilities.

The new students will be continuing on the programs legacy from the previous cohort of 30 students, who recently graduated their Deadly Start traineeship this year. Deadly Start trainees complete 375 hours of paid work placement that contributes to their certificate III qualification in their chosen field of nursing, allied health, dental, administration, cultural capability, patient support services or food services.

Metro North Board has committed to ongoing employment for each student upon their successful completion of the Deadly Start program.

"Education and employment are key elements around the social determinants impacting on health outcomes and are important if we are going to achieve Health Equity outcomes for our First Nations people," Board Chair Jim McGowan said.

"Some may seek to work with us upon completion, and whilst we hope that many will go on to further study either at TAFE or university, many may benefit from part-time casual work."

The Queensland Government has also committed to tripling the number of school-based traineeships in health support services from 100 to 300 from 2023. This will provide more opportunity and grow Queensland Health's workforce by collaborating with education to support young people interested in working within the healthcare system.

Watch this great short video from current and past participants of the Deadly Start program and hear what they have to say about the program: <https://bit.ly/3INDrJP>.

# BUILDING THE ABORIGINAL AND TORRES STRAIT ISLANDER WORKFORCE

## WHAT THE STUDENTS HAVE TO SAY ABOUT THE PROGRAM

**Maddy Wiggs,**  
Deadly Start Graduate

“I definitely wouldn’t be where I am today without the Deadly Start program. I didn’t even get the right ATAR to get into the university course I am currently in. Completing the Deadly Start program provided me an alternative pathway into university,” said Maddy



**Claire Guthrie-Quinn,**  
Deadly Start Graduate

“My experience at the Oral Health Centre has definitely inspired me to explore dentistry as a future career. I hope to be able to work in community in the future, or with the Royal Flying Doctor Service,” said Claire.





**Estella Bligh-Espinall,  
2022 Deadly Start  
Student**

Joining the Deadly Start traineeship program, Stella is now one step closer to fulfilling her dream of becoming a Dental Assistant.

“I truly believe that your smile gives you a lot of confidence, and if I have the power to boost people’s self-esteem, then I know I’ve succeeded,” said Stella.

**Jack Maloney-Wills,  
Deadly Start Trainee**

“I’ve always been someone to help others and I knew I’d end up in a job where I can be doing that all the time. Being here has taught me that having patients trust you counts for so much, they rely on you to feel safe. I think having more Aboriginal and Torres Strait Islander people working in hospitals will be great for our community because it will build that trust,” said Jack.



**Kelise Beetson,  
Deadly Start Graduate**

“I decided I wanted to go to university during my Cert III training. The Deadly Start program helped me get into university because I was not on an ATAR pathway. I am the first person on my dad’s side to go to uni. In the future I am hoping to be a registered nurse to give back to my community. Deadly Start is deadly by giving students a chance to grow and have futures they may never thought have been possible,” said Kelise.

## ALLIED HEALTH CADETSHIPS

The Metro North Health Aboriginal and Torres Strait Islander Cadetship Program, now in its third year of operation, has provided university students pursuing a career in Allied Health the opportunity to gain practical paid work experience with the largest hospital and health service in Queensland, whilst continuing their studies.

This year, Metro North Health welcomed three new allied health cadets to our workforce, bringing the total of Allied Health Cadets onboarded throughout the last three years to 19.

The cadetship program has proven successful, with several cadets obtaining ongoing employment with Metro North Health after having successfully completed their cadetship.

Metro North Health is committed to increasing our Aboriginal and Torres Strait Islander workforce, and endeavour to expand the number of Allied Health Cadets across Metro North Health in future.



(L-R) Previous Indigenous Cadetship participants Tasmin Handsaker, Kiri Fabila and Jonathon Gilkes

## MEET SOME OF OUR NEW STAFF MEMBERS JOINING METRO NORTH HEALTH IN 2022



**Layla Scott, Tanganekald woman**

Health Equity Program Manager, Aboriginal and Torres Strait Islander Leadership Team

**Tara Denaro, Mununjali woman**

Clinical Nurse Consultant – Strong Start to Life, Aboriginal and Torres Strait Islander Leadership Team







**Aunty Phillipa Cole, Aboriginal woman**

Senior Project Officer – Strong Start to Life, Aboriginal and Torres Strait Islander Leadership Team

**Sarah Gbewonyo, Saisarem Tribe of Erub (Darnley Island) and the Dauareb Tribe of Mer (Murray Island) in the Torres Strait**

Support Officer – Innovation and Strategy, Aboriginal and Torres Strait Islander Leadership Team



**Kathleen (Kitty) Synot, Wamba Wamba woman**

Clinical Nurse – Emergency Department, The Prince Charles Hospital

**Theresa (Tess) Symes, Torres Strait and South Sea Islander woman**

Assistant Director of Nursing, Aboriginal and Torres Strait Islander Leadership Team



**Jesse Blackman, Gurang man**

Cultural Capability Officer, The Prince Charles Hospital

## MEET SOME OF OUR NEW STAFF MEMBERS JOINING METRO NORTH HEALTH IN 2022 (CONTINUED)



**Sharna Dodd, Gunggari woman**

Clinical Nurse Consultant – Innovation and Strategy,  
Aboriginal and Torres Strait Islander Leadership Team



**Glen Quinn, Dungibara man**

Clinical Nurse Consultant – First Nations Safety,  
Quality and Risk, Aboriginal and Torres Strait Islander  
Leadership Team



**Vashti Beetson, Wiradjuri and Gubbi Gubbi woman**

Administration Officer, Women's Business Pathway,  
Royal Brisbane and Women's Hospital



**Samantha Martin, Mitakoodi and Waanyi woman**

Project Support Officer – Deadly Start Program, Metro  
North Health



**Siobhan Johnson, Wiradjuri/Ngiyampaa woman**  
Receptionist, STARS



**Dakota Ellington, Kuku Yalanji, Kuku Nyungkal, Saibai Island woman and South Sea Island woman**

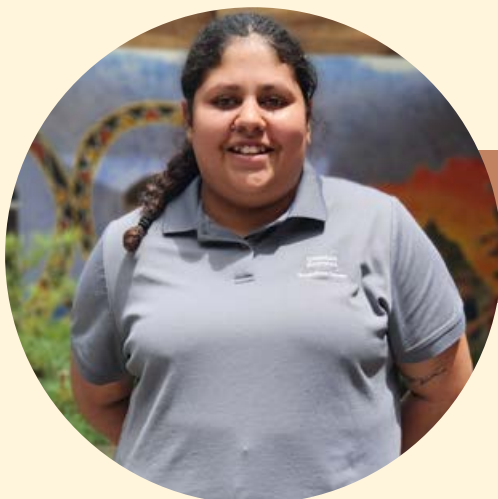
Project Support Officer – Deadly Start Program, Metro North Health



**Maddison Wiggs, Ngemba woman**  
Allied Health Assistant - Caboolture Hospital



**Jamie-Lee Black, Kullilli and Butchulla woman**  
Clinical Assistant, Caboolture Hospital



**Elizabeth (Liz) McRae, Warluwarra and Quandamooka woman**  
Emergency Department Ambassador, Caboolture Hospital



# METRO NORTH FIRST NATIONS WORKFORCE UPDATE

(HEADCOUT & FTE) Source: DSS Pay Period - 26 Jun 2022

Indigenous MOHRI Headcount %



Indigenous MOHRI Headcount

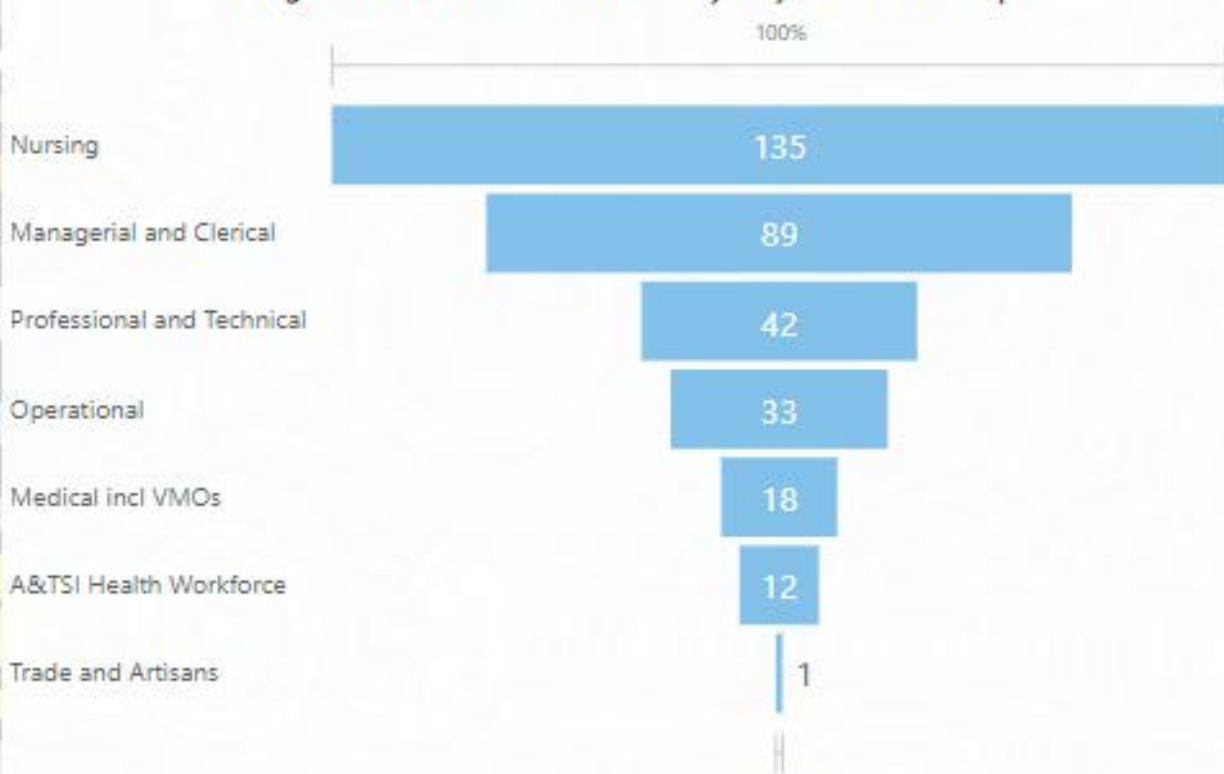
329

Total MOHRI Headcount  
22,258

Indigenous MOHRI Headcount by Employment Status



Indigenous MOHRI Headcount by Pay Stream Group





### Indigenous MOHRI FTE %

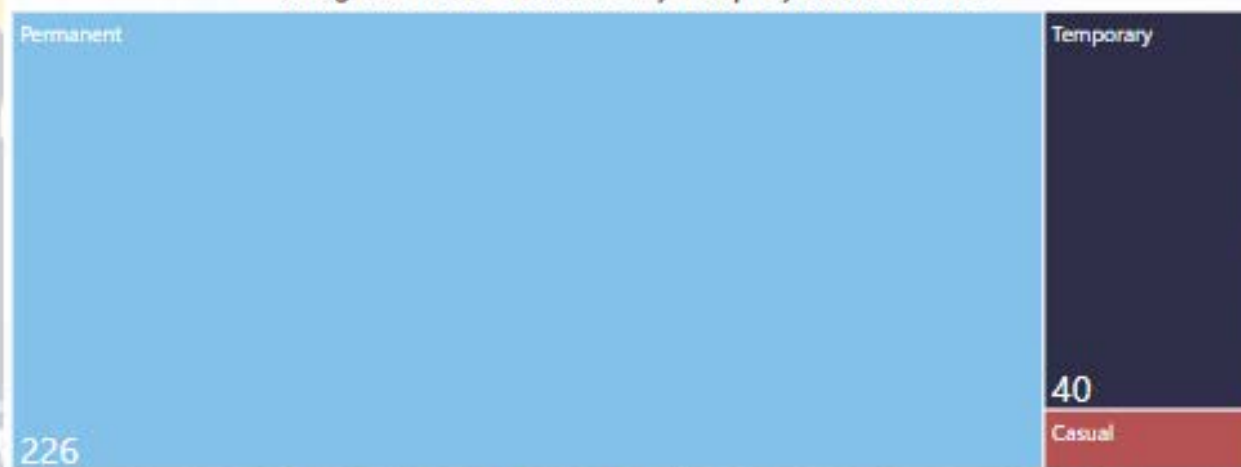


### Indigenous MOHRI FTE

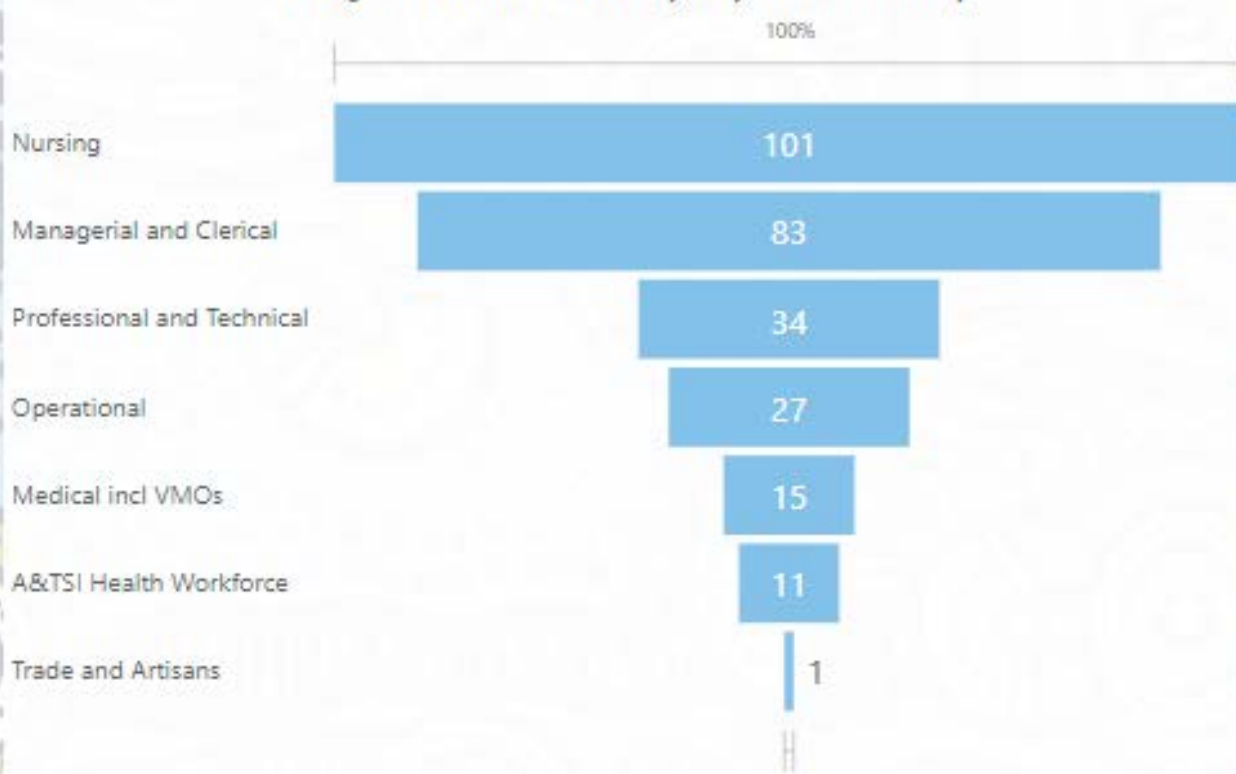
272

Total MOHRI FTE  
18007

### Indigenous MOHRI FTE by Employment Status



### Indigenous MOHRI FTE by Pay Stream Group



## MOVING TO SUPPORTED DISCHARGE



**In 2020, the Australian Commission on Safety and Quality in Health Care (ACSQHC) commissioned a systematic literature review - Understanding leave events for Aboriginal and Torres Strait Islander peoples and other Australians from health service organisations.**

One of the key recommendations was to develop a culturally appropriate discharge model of care for Aboriginal and Torres Strait Islander people in collaboration with Aboriginal and Torres Strait Islander communities to enable appropriate healthcare in their community.

Localised Metro North Health data showed the need to address early discharge with Aboriginal and Torres Strait Islander patients who choose to discharge early is three times higher (3.25%) compared to the number of non-Aboriginal and Torres Strait Islander people who discharge early at (1.17%).

The journey commenced two years ago, with the Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) guiding the project through a cultural lens and to develop true co-design to ensure better outcomes for discharge planning.

In November 2021, a workshop was held with Aboriginal and Torres Strait Islander nurse navigators, working

groups and clinicians to genuinely co-design a new way of discharge planning.

“What we came up with was a different approach to move towards ‘Discharge with Support’,” said Michele Gardner, Executive Director of Metro North Clinical Governance, Safety, Quality and Risk.

“We felt collectively the current term ‘Discharge Against Medical Advice’ isn’t right and we would focus on follow-up and support for the patient to ensure each cultural group has their appropriate support and vulnerable patients as well.”

The new ‘Discharge with Support’ policy and procedure across Metro North Health was formally launched on October 27, 2022. The new policy and procedure ensures all patients are involved in decision making, aware of available treatment options in the community, potential risks of discharging early and follow-up from staff members.

“Metro North is committed to ensuring a safe and culturally appropriate process is in place to best manage the process of patients who choose to leave hospital before the completion of treatment,” Michele said.



## KEEPING OUR COMMUNITY INFORMED

Through our ever-growing communication platforms, we are keeping our Aboriginal and Torres Strait Islander community members informed on initiatives, services and opportunities that matter to them.

The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) communication service works tirelessly to ensure up to date and accurate information is shared in a timely manner with Aboriginal and Torres Strait Islander community members on the northside of Brisbane.

With the successful launch of the Metro North Health Equity Strategy in July 2022, this legislative document will now guide the direction of key messages shared via our Better Together Health Van Facebook page and Talk-About Newsletter.

In January 2023, the A&TSILT communication service will be expanding further, with the launch of two new platforms aimed to inform and engage our target audience – LinkedIn and Instagram.

**CURRENT FOLLOWERS: 2,774**  
**(WOMEN: 77% AND MEN: 23%)**

**YEARLY PAGE REACH: 287,806**

**YEARLY PAGE VISITS: 9,229**

**NEW YEARLY PAGE LIKES: 526**

## BETTER TOGETHER HEALTH VAN FACEBOOK PAGE

With a following just shy of 3,000, the Better Together Health Van Facebook page is a trusted platform for Aboriginal and Torres Strait Islander community members residing on the northside of Brisbane, and beyond, seeking accurate health information, upcoming community events, engagement and workforce opportunities.

You can view our Facebook page and stay up to date [here](#).<sup>1</sup>



1

Aboriginal and Torres Strait Islander Leadership Team (A&TSILT)



## TALK-ABOUT NEWSLETTER

For the past eight years, the Talk-About Newsletter has proven to be a vital communication tool, keeping Aboriginal and Torres Strait Islander community members up to date with essential and important health messaging, programs and initiatives, good news stories and staff profiles.

Our newsletter continues to grow in popularity each year, with electronic copies of the publication being sent directly to the emails of 175 staff members and 122 community members, and 2,200 hard copies of the newsletter being printed and distributed to staff, community members and community organisations in 2022.

You can view previous editions of the Talk-About Newsletter at <https://bit.ly/3DN7yiG>.



## KEEPING OUR COMMUNITY INFORMED (CONTINUED)

### HEALTH PROMOTION

The A&TSILT communications team continue to highlight the importance of preventative health for our mob including bowel screening, breast screening, diabetes and mental health and wellbeing. Through preventative health promotion and initiatives facilitated across our health service, our aim is to reduce the stigma associated with these health topics and create safe environments for staff and community to request information and share information and/or experiences with one another.

### A&TSILT WEBPAGES

In addition to our communication platforms, we also share important health information, and information regarding services specific to mob on our two webpages:

Better Together Health Van: <https://metronorth.health.qld.gov.au/better-together-van/>

Health Equity: <https://metronorth.health.qld.gov.au/health-equity>



**Better Together Health Van**

Published by Tamika Birch · October 30 at 8:15 AM ·

Aunty Floss jumped at the chance to support the new Sistas Shawl initiative, booking in to have her breast screen done on the same day the shawl was launched! 🍌

"The Sistas Shawl is great, especially for older women who are a bit shy," said Aunty Floss.

Making sure to prioritise her health, Aunty Floss attends a breast screen every two years 😊

"It [breast screening] doesn't really bother me. The Sistas Shawl helped me to feel more comfortable this time, as I was always covered on one side."

Way to go Aunty Floss! ❤️

Aboriginal and Torres Strait Islander women eligible for a breast screen can receive their free Sistas Shawl from any BreastScreen Queensland Brisbane Northside Service at the time of their screening.

Join the Sistahood and screen for your mob 🍌

Call 13 20 50 or visit [breastscreen.qld.gov.au](https://breastscreen.qld.gov.au)

[#FirstNationsHealth](#) [#BetterTogether](#) [#BreastCancerAwarenessMonth](#)



### WEBPAGE VISITS

(1 JANUARY 22 – 30 OCTOBER 22)

**BETTER TOGETHER HEALTH VAN  
WEBSITE: 5,317**

**HEALTH EQUITY WEBPAGE: 7,348**



# BETTER TOGETHER HIGHLIGHTS

## METRO NORTH BETTER TOGETHER ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PLAN 2019-2022

In 2019, Metro North Health developed the Metro North Aboriginal and Torres Strait Islander Health Plan 2019-2022 to provide the framework to ensure all Aboriginal and Torres Strait Islander people accessing health services in Metro North Health will receive high quality person-centered care that is culturally responsive, empowers self-care and choice, and is designed to improve health and wellbeing.

The plan focused on four priority areas:



Leadership, Governance and Workforce- strengthening a culturally capable workforce where Aboriginal and Torres Strait Islander employees are supported and valued for their contribution.



Engagement and Partnerships- understanding the health needs of Aboriginal and Torres Strait Islander people through engagement of the local services, clinical, consumers and other stakeholders and using national, state and local data analysis.



Transparency, Reporting and Accountability- enhancing visibility of outcomes to close the gap and recognising the contributions and role of the person, the service, the health sector, and other social sectors.



Culturally Responsive, Safe and Connected Care- providing integrated, culturally appropriate care that empowers people to achieve their health goals, improve their experience, and close the gap in health outcomes. This includes four target clinical service delivery areas;



Strong Start to Life



Reducing Burden of Disease



Crisis and Complex Care



Living Well, Living Longer

With the completion of the plan and now the migration to future plans as part of the Metro North Health Equity Strategy 2022-2025, we celebrate the milestones and achievements across the Hospital and Health Service (HHS) in 2022. Read on to learn more.

## CABOOLTURE HOSPITAL



- Recruitment has now been completed for the Manager of Aboriginal and Torres Strait Islander Health for Caboolture Hospital, and a successful applicant commenced in July.
- Increasing Indigenous workforce representation is a priority area in our workforce plan and is a significant part of the workforce modelling planned for the recruitment of staff into the new clinical services building opening in July 2023.
- Caboolture/Kilcoy/Woodford Corrections Reconciliation Action Plan (RAP) conditionally endorsed by Reconciliation Australia with annual reporting to commence from 2022 onwards.

## COMMUNITY AND ORAL HEALTH (COH)



## BETTER TOGETHER HIGHLIGHTS (CONTINUED)

- Yarning Circles were held in April, May and June.
- Indigenous Sexual Health Service Model of Care discussion commenced, and Indigenous Sexual Health Service staff have been re-established (1 x Advanced Health Worker occupied, 1 x Advanced Health Worker vacant, 1 x Clinical Nurse Consultant occupied - non-identified, 1 x Clinical Director - non-identified).
- COH Aboriginal and Torres Strait Islander Community of Practice launched in July 2022.
- COH artworks, including Oral Health specific artwork, completed for distribution across sites.
- COH Reconciliation Shield held.
- Brighton Brain Injury Service Healing Garden Opening.
- Ongoing discussions held to fill current vacancies (Manager - Referral And Navigation (RAN), Health Practitioner (HP3)- Brighton Brain Injury Service, Health Practitioner Residential Aged Care Facility, Aged Care Assessment Team). This will include discussions on attraction opportunities.
- Aboriginal and/or Torres Strait Islander positions established for Registered Nurse Post Acute Care Services, Registered Nurse - Diabetes, Nursing Relief Pool, Brighton Brain Injury Social Worker, Exercise Physiologist.
- COH Orientation (online and face to face) - 76 participants.
- Cultural Practice Program - 24 participants.
- Implemented COH Indigenous Identification Training across all streams.

### MENTAL HEALTH



- Metro North Mental Health (MNMH) employed an Identified Social Worker student on a consecutive 12-week cadetship within the Continuing Care Team.

- MNMH has continued to offer four cadetships in 2022 for Aboriginal and Torres Strait Islander allied health students completing third year university studies.
- MNMH continues to provide nursing training positions under the Training Support Program (TSP).
- Memorandum of Understanding continues to provide fortnightly psychiatric registrar clinics to MATSICHS.
- Reconciliation Action Plan working group formed with actions to explore consumer, carer and community engagement.
- MNMH has a Staff Ambassador to champion the identification of consumers and MNMH staff.

### REDCLIFFE HOSPITAL



- COVID-19 has continued to impact the ability to hold large staff gatherings, but there has been smaller community gatherings held including; Men's gatherings, Women's gatherings, various Yarning Circles in the Healing Garden for calendar events with community members and the leadership team.
- The Cultural Capability Officer has been involved in re-development/re-build and employment discussions around office spaces, family spaces and courtyards.
- The Executive Director has implemented succession planning for the Cultural Capability Officer and Indigenous Hospital Liaison Officer positions.
- Elders continue to attend Yarning Circles and an Elder provided 3 x 2 hour sessions as part of the Deadly Red Program.
- The Reconciliation Action Plan (RAP) Group have developed the Innovated RAP which was endorsed by Reconciliation Australia for 2 years. The group is working towards the STRETCH phase of The RAP Framework.



- The Indigenous Hospital Liaison Officer, Nurse Navigator and Cultural Capability Officer sit on the Health Equity/Better Together Steering Committee.
- Acknowledgement of Country plaque is being displayed on campus.
- Aboriginal and Torres Strait Islander artwork to be included in Specialist Outpatient Department (SOPD) appointment letters.

## SURGICAL, TREATMENT AND REHABILITATION SERVICE (STARS)



- Currently 1.75% of staff employed identify as Aboriginal and/or Torres Strait Islander.
- STARS entry has bespoke Indigenous artwork, flags displayed and Acknowledgement of Country on the glass entryway.
- Delivering culturally responsive care presented at clinical excellence showcase in May 2022.
- STARS has an established consumer network and actively recruit Aboriginal and Torres Strait Islander consumers.
- Linked in with CSIRO RAP committee as well as Reconciliation QLD events (RAP endorsed).

## THE PRINCE CHARLES HOSPITAL (TPCH)



- A TPCH Indigenous Hospital Liaison Officer (IHLO) initiative, 'Wrapped in Culture' blankets, commenced for palliative care adults and children. Currently working with local Aboriginal Auntie that makes these blankets to share with clients and their families through the end stages, or when they are unwell, to wrap them in their culture and care for them during this time. The Wrapped in Culture blanket was displayed at a funeral of one of the first recipients, and given to her family members as a keep sake in her memory.
- The Aboriginal and Torres Strait Islander Health Services and Older Persons team co-hosted a Yarning with Elders yarning circle with local Elders and staff. The yarning circle enables more opportunities for co-design and engagement between Elders and staff caring for Elders attending TPCH.
- The Indigenous Respiratory Outreach Clinic (IROC) and Indigenous Cardiac Outreach Program (ICOP) services recently engaged with Abstarr and Gilimbaa - two First Nations businesses.
  - Abstarr hosted an Equity workshop in June 2022, with all except one of the 22 community-controlled organisations and Hospital and Health Services that IROC and ICOP services present, to introduce and create a vision for equity into the future.
  - As part of the change for amalgamating IROC and ICOP, TPCH engaged Gilimbaa to redesign the logo and reimagining of IROC and ICOP into Connecting Care to Country. By sharing IROC and ICOP knowledge across Queensland, our hope is to tread softly to heal gently.
- At the end of 2022 TPCH welcomed a new temporary Nurse Navigator and Administration Officer (identified) into the Aboriginal and Torres Strait Islander Health Service to support Aboriginal and Torres Strait Islander consumers and families whilst on the outpatient's waiting lists.



## BETTER TOGETHER HIGHLIGHTS (CONTINUED)



### THE ROYAL BRISBANE AND WOMEN'S HOSPITAL (RBWH)

- Bespoke Cultural Capability / Awareness training being delivered to units on request by Cultural Capability Officer.
- Aboriginal and Torres Strait Islander - Better Health, Better Future presentation on Digital Health and Well Being resources was held in March 2022 as part of the Medical Grand Rounds.
- Currently 100% of pregnant women engaged in the Ngarrama Midwifery Group Practice (MGP) attend more than 5 antenatal visits. During these visits and at case conferencing the women are referred to appropriate services including physiotherapy, social work, mental health services and obstetric medicine specialist.
- There is ongoing service improvement to Ngarrama's Model of Care.
- Although physiotherapy Failure To Attend (FTA) rates remain similar to baseline, the Women's Business pathway has resulted in an increased number of Aboriginal and Torres Strait Islander women (300%) accessing physiotherapy care.

- Nurse Navigator and Cultural Capability Officer have established a State-wide Network of Queensland Health and Aboriginal and Torres Strait Islander Health Services to assess patients' needs and streamline patient attendances at surgery appointments at RBWH.
- Nurse Navigator in partnership with Cultural Capability Officer and other staff members has secured scholarships/grant funds to conduct research into Aboriginal and Torres Strait Islander health and identify and implement remedies to better the health outcomes and reduce patient, family and community related matters inhibiting attendances at RBWH.
- RBWH Suicide Prevention and Harm Minimisation Collaborative convened to explore and apply best practice.
- In July 2022 the RBWH launched their first Reconciliation Action Plan.

### METRO NORTH HEALTH

- Assistant Nursing Director – First Nations Clinical Innovation and Strategy has been appointed.
- 56 Aboriginal and Torres Strait Islander students commenced traineeships.





## CABOOLTURE HOSPITAL INDIGENOUS TOUCH FOOTBALL CARNIVAL

Staff and community members banded together again for the highly anticipated annual Caboolture Hospital Indigenous Touch Football Carnival, for the third year running, organised by the Caboolture Hospital Reconciliation Action Plan (RAP) committee.

This year's event saw 11 teams register to participate in a family friendly event, all competing for first place bragging rights. But drifting their way into first place, the Drifters secured the win with Tap N Gap coming in at a close second.

The day was enjoyed by all who attended, with a number of health and information stalls and activities on offer for the whole family. Attendees were even treated to a sausage sizzle sponsored by local community organisation KYC.

"Definitely the highlight is meeting people and having a yarn, I had both of my kids involved in the day, volunteering and playing on a team, and to see their investment in it, enjoyment and creating connections with community is great. It was lovely to see so many people come this year, we had the most teams this year at 11," said Rachel Bailey, Clinical Nurse Consultant and Caboolture RAP committee member.

## CABOOLTURE HOSPITAL REDEVELOPMENT

Caboolture is derived from words meaning place of the carpet snake and is home of the Kabi Kabi (also known as Gubbi Gubbi) peoples. Aboriginal and Torres Strait Islander people make up 3.7% of the Caboolture community, one of the highest populations of the Metro North Health service catchment.

The Queensland Government has committed \$399.5 million to expand Caboolture Hospital to include a 5 storey clinical services building and a multi-storey car park. Part of the redevelopment to create a new modern healthcare facility is the refurbishment of existing spaces including the Aboriginal and Torres Strait Islander Liaison Unit.

As part of the project, consultation and engagement has been undertaken with Traditional Owners, Elders and the community to ensure all voices have been heard during the design and build phase of the project.

"Our initial focus was to consult to design the new Aboriginal and Torres Strait Islander Liaison Unit, to make sure the space provided the right environment for our staff to deliver culturally appropriate care and that they felt safe within that space," Senior Engagement Officer, Erin Flynn said.

"If staff have that feeling within their work environment that will automatically come through to their patients, visitors, carers and families."

As part of the engagement journey, building contractor Lendlease introduced a cultural awareness session as part of the site induction.

"We thank redevelopment and Lendlease for listening and drawing the perspectives of the Aboriginal and Torres Strait Islander community," Cultural Capability Officer Elwyn Henaway said.

Proposed image of the new Caboolture Hospital redevelopment





## BETTER TOGETHER HIGHLIGHTS (CONTINUED)

### METRO NORTH HEALTH'S INNOVATIVE NEW VIRTUAL ED

Metro North Health have created an innovative and alternative pathway for community needing to access Emergency Department's (ED), with their newly launched virtual ED.

Providing a platform for people to connect with health professionals, the virtual ED can be accessed from any device that can enable a telehealth consultation, while avoiding the long waiting times usually experienced when attending a hospital ED.

This great service allows community living in, visiting, or receiving treatment in the Metro North catchment area to seek medical advice through video chat with a health professional, instead of waiting hours in an Emergency Department waiting room. The Virtual ED is open to community from 8am to 10pm, Monday to Friday and 8am to 6pm, Saturday and Sunday.

Not all medical problems are suitable for the Virtual ED, so it is important to check your eligibility online first at <https://metronorth.health.qld.gov.au/hospitals-services/virtual-ed>.

If you or someone you know is experiencing any of the following symptoms do not use the Virtual ED, seek immediate emergency care by dialling 000:

- Chest pain
- Breathing problems or turning blue
- Comatose or unconscious
- Sudden inability to move or speak, or sudden facial drooping
- The effects of a severe accident



**In an Emergency  
DIAL 000**

**Please call 000 IMMEDIATELY if you have a life-threatening condition or require urgent medical help.**



### THE PRINCE CHARLES HOSPITAL

**TPCH welcomed Kirsty Leo as Assistant Nursing Director – Aboriginal and Torres Strait Islander Health Service in April 2022.**

As the newest member of TPCH's Executive Leadership Team, Kirsty is responsible for providing high level leadership, guidance, and advice to the organisation, working with staff from TPCH Aboriginal and Torres Strait Islander Health Service and senior leaders to re-imagine and co-design how we work together with the Aboriginal and Torres Strait Islander community, consumers and families we care for.

As a proud First Nations and South Sea Islander woman, and with over two decades of work experience in Aboriginal and Torres Strait Islander Health, Kirsty is well equipped to meet the challenges of this newly established role which will largely be involved in leading Queensland's new Aboriginal and Torres Strait Islander Health Equity reform agenda across TPCH.

Kirsty is excited to work with teams across TPCH to build what she calls a 'brain trust' – a shared understanding of what health equity for Aboriginal and Torres Strait Islander people looks like.

"For health equity to occur, we need to create a co-designed health service which considers and understands the needs of Aboriginal and Torres Strait Islander people, so they feel culturally safe and respected when accessing health services," Kirsty said.

"This involves working closely with consumers, families and staff to work together as a collective for our TPCH community."



## STARS WORKING TOWARDS RECONCILIATION



(L-R) Aboriginal Artist Elaine Chambers-Hegarty, Allira Schafer Indigenous Hospital Liaison Officer, Kellie Stockton STARS Director Allied Health, Jackie Hanson Chief Executive and Helen Boocock STARS Executive Director.

**Surgical, Treatment and Rehabilitation Service (STARS) have launched their first Reconciliation Action Plan (RAP) along with their new exclusive one-of-a-kind artwork by gifted Aboriginal artist Elaine Chambers-Hegarty.**

The STARS Reflect RAP demonstrates the newest purpose-built specialist public health facility's commitment to reconciliation; "Through partnership and collaboration, we are proudly building culturally capable services through the delivery of healthcare that is planned, supported, and culturally equipped to increase access and improve health outcomes for Aboriginal and Torres Strait Islander people," said Helen Boocock, Executive Director of STARS.

The concrete and deliverable action plan supports STARS to lay the foundation and build a culture of leadership and accountability, so that all staff actively engage on their reconciliation journey. It reinforces the importance of delivering culturally responsive, safe, and connected care, services and programs. "By increasing understanding, recognising, and celebrating Aboriginal and Torres Strait Islander cultures, histories, and knowledge, we will embed cultural respect into everything we do," said Helen.

Community, Aboriginal and Torres Strait Islander staff, patients, Metro North Health staff and Executive came together to celebrate this significant milestone in STARS reconciliation journey, and to get a first peek at the stunning new artwork which is proudly on display to everyone who visits the service. "We are delighted to launch our STARS Reflect RAP and artwork. These two key pieces of work demonstrate our commitment to drive health equity and provision of a culturally safe service for patients who identify as Aboriginal and Torres Strait Islander," said Kellie Stockton, Director for STARS Allied Health and RAP committee member.

"The artwork created for STARS by Elaine Chambers-Hegarty depicts the journey one needs for a successful recovery incorporating stepping stones, water, message sticks and links to community."

## BRIGHTON HEALTH'S NEW MOORA VIEW HEALING GARDEN

Brighton Health Campus residents, staff and community joined together in September to celebrate the newly anticipated and welcomed edition to the facility, the Moora View Healing Garden.

Located next to the Brighton Brain Injury Service, the healing garden was created with the love and pride of many people including Elders, staff, community members, patients and the Men's Shed.

Moora View received its name from the language of the local Traditional Owners, the Turrbal people, who called Moreton Bay 'Moora', meaning 'open sheet of water'.

The garden is a culturally safe, visually pleasing outdoor space featuring Australian native plants and a shady seating area with space for wheelchairs and seating for patients, residents, families, visitors and staff to enjoy and escape to.

Not only does this special place of healing celebrate Aboriginal and Torres Strait Islander people's connection to Country, it acknowledges history, celebrates identity, and the healing properties of plants and place.





## NEW ARTWORK

### NEW ORAL HEALTH ARTWORK

Oral Health have received their new specially designed and dedicated artwork created by talented Aboriginal artist Elaine Chambers-Hegarty. The stunning artwork is an exciting new addition to Metro North Health's suite of artworks designed exclusively for each directorate within the hospital and health service.

In this new creation, Elaine has portrayed elements and markings relating to the flow of oral health procedures. The four main middle pieces are 'shields', as shields are used for protection, showing the need to protect and care for our teeth. The outer area of the artwork consists of markings used by Aboriginal people and represent different areas working towards better health. Linework in the corners represent song lines, water and the purity of water, and its importance in the care of teeth. The crosshatching represents the mixture of Aboriginal and Torres Strait Islander people working together, with their knowledge, to help their families and community. Message sticks are shown in the top right of the

design representing knowledge, while the dots down the bottom signifies communities. The white dots through the middle show clean and fresh water to cleanse the teeth and mouth.

The individual elements represented on the artwork show important healthy lifestyle choices and dental care that contribute to healthier teeth.

The Oral Health artwork will be used across Metro North Health dental clinics contributing to a culturally welcoming and safe environment for Aboriginal and Torres Strait Islander people accessing their services.





# DOING THINGS DIFFERENTLY IN ED FOR CULTURAL SAFETY



**The Royal Brisbane and Women's Hospital (RBWH) Emergency Department (ED) incorporated a First Nations Senior Health Worker (SHW) into the multidisciplinary team. The new SHW will provide direct and immediate, culturally sensitive clinical support to Aboriginal and Torres Strait Islander ED patients, and role model culturally sensitive behaviours for ED clinicians.**

Between January and June 2022, the Senior Health Worker Model of Care:

1. Advanced the transformation of the RBWH ED into a culturally safe environment that considers the social and emotional wellbeing of Aboriginal and Torres Strait Islander patients, visitors and staff.
2. Delivered culturally sensitive clinical care and follow-up of Aboriginal and Torres Strait Islander patients and their families presenting to the ED. During the 6-month period of the evaluation:
  - 2.a The proportion of Aboriginal and Torres Strait Islander patients having incomplete ED visits (including DNW and LATC) dropped from 1 in 8 to 1 in 16.
  - 2.b When the SHW was on shift (7am - 3pm) there were no patients who absconded or had escalating behaviours that required security interventions.

- 2.c Of the 296 patients with incomplete visits, the SHW attempted follow up with 120 patients, and successfully contacted 39.
- 2.d For Aboriginal and Torres Strait Islander patients with mental health issues requiring suicide prevention support, a referral pathway was established with the Kurbingui Youth and Family Development – National Suicide Prevention Trial Social Emotional Wellbeing Program. Referral pathways for other Aboriginal and Torres Strait Islander patients included Aboriginal and Torres Strait Islander Community Controlled Health Services (ACCHS) and General Practitioners (GPs).
- 2.3 Designed and tailored a clinically relevant Cultural Practice Program that is immersive and contemporary of the issues prevalent to the ED.

In the position's relatively short tenure of 6 months, this highly visible and innovative position delivered profound benefits to RBWH ED Aboriginal and Torres Strait Islander patients and earned staunch support from clinicians and community services and organisations.

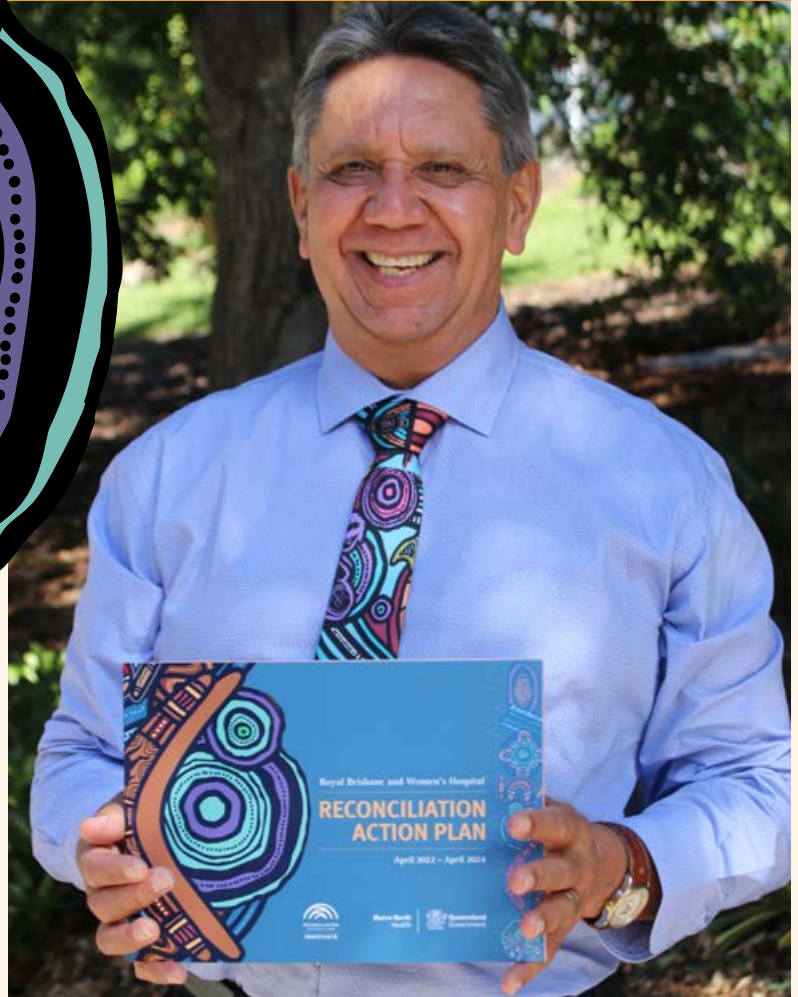
The strong interest that this position had attracted from other EDs and clinical departments across Queensland, highlighted both the lack of existing solutions and the eagerness to adopt interventions that work.

Following completion of the project, the RBWH Critical Care and Clinical Support Services executive team agreed to support the ongoing funding of the SHW role.

## LAUNCHING THE INAUGURAL RBWH INNOVATE RECONCILIATION ACTION PLAN 2022 – 2024 (RAP)



RBWH Cultural Capability Officer,  
Geoffrey Binge proudly holding the  
hot off the press RBWH Innovate RAP



**During the height of National Reconciliation Week 2022, Royal Brisbane and Women's Hospital (RBWH) launched the inaugural RBWH Innovate Reconciliation Action Plan 2022 – 2024 (RAP).**

This formal statement of commitment to bettering reconciliation includes months of hard work, dedication, and commitment from staff at RBWH and Aboriginal and Torres Strait Islander Traditional Owners, Elders, and community members who have come along on the journey.

RBWH Cultural Capability Officer Geoffrey Binge, a proud Kamilaroi man, and member of the RBWH Staff Council, has worked tirelessly on the RAP which will be implemented across RBWH over two years as a meaningful guide to key milestones along their journey, and to support reconciliation initiatives for RBWH patients, their families and communities, and staff.

“Being our first RAP, I hope it clearly shows the Aboriginal and Torres Strait Islander community and RBWH staff that we are ‘fair dinkum’ about closing the gap, and that we all have a job to listen and learn from each other,” Geoffrey said.

The RBWH RAP has been designed to unite and monitor RBWH’s shared efforts to reconciliation and guide the organisation forward alongside the Aboriginal and Torres Strait Islander community.

RBWH is committed to creating a future of true equity in health and wellbeing for Aboriginal and Torres Strait Islander peoples and aims to build an all-inclusive workforce that stands respectful of cultural values and hosts culturally safe services that inspire consumers to benefit and enjoy quality treatment and care.



# BETTER TOGETHER HEALTH VAN – OUT AND ABOUT



COVID-19 and flooding impacted the engagement opportunities in 2022 for the Better Together Health Van. The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) took this time off the road to conduct a Patient Safety Audit, develop a Model of Care and facilitate a refit of the van.

Plans for 2023 include increased awareness internally, and partnerships for Metro North Health clinical services to utilise the Van for outreach clinics, education, and prevention awareness opportunities.

JANUARY



**7 – 14** West Moreton Vaccination Clinic; COVID-19 Immunisation Outreach in West Moreton Health Service catchment.

MAY



**17** Moreton Bay Murri Expo in Morayfield

Distributed Better Together Health resources, COVID-19 resources, Kindness, Care and Community resources to Community.

JULY



**4** Metro North Health Equity Launch at Morayfield

SEPTEMBER



**17** Caboolture Hospital Touch Football Carnival

Distributed Better Together Health resources, COVID-19 resources, Kindness, Care and Community resources to Community and Participants.

OCTOBER



**10** BreastScreen Queensland Brisbane Northside Service Sistas Shaw Launch at Chermside

NOVEMBER



**4** Bowel Cancer Screening; Men's Health Promotion Event at Brighton. Event included guest speakers, barber, BBQ, lawn bowls and resources.

**5** The First Nations Indigenous Football Cup 2022 at North Lakes

**30** World AIDS Day  
Distributed Better Together Health resources, COVID – 19 resources, Kindness, Care and Community resources to Community.

DECEMBER



**6, 13 and 20**

Ngarrama Maternity Service at Caboolture.

Caboolture Ngarrama Maternity Service are going to be without a clinic space for approximately 2 months in December and January due to renovations and moving.

Ngarrama Maternity Service will run services from the Better Together Health Van once a week (Tuesday) during this time.

# COMMUNITY ENGAGEMENT OPPORTUNITIES

The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) takes an active role in supporting the community and partnering for engagement opportunities.

A roadmap below highlights the successful partnership opportunities over the past 12 months.



**NOVEMBER 2021 – JANUARY 2022**



## COMMUNITY AND COVID-19 FAMILY DAY

A&TSILT in partnership with Mindle Bygul, National Indigenous Australians Agency and Moreton Bay Regional Council addressed the myths and misinformation about COVID-19 within the Aboriginal and Torres Strait Islander community.

The family day provided cultural activities and entertainment, a panel of speakers, break-out space to talk and ask questions with a health professional, kids activities, BBQ and pop-up vaccination clinic on site.

**MAY 2022**



## MORETON BAY MURRI EXPO

A showcase of services available for the Aboriginal and Torres Strait Islander community living in the Moreton Bay area.

This event came from the Moreton Bay Murri Network who wanted to come together and provide support to the Aboriginal and Torres Strait Islander community.

A&TSILT partnered on the working committee.

## METRO NORTH HEALTH MEN'S GATHERING

An opportunity for Aboriginal and Torres Strait Islander male staff within Metro North Health to come together in a culturally safe environment and share cultural knowledge and experiences, network, and strengthen relationships.

## ONGOING – MONTHLY

### MORETON BAY MURRI NETWORK (MBMN) – YARNING CIRCLE

This engagement activity is for Aboriginal and Torres Strait Islander staff and service providers based in the Moreton Bay catchment who provide programs and services to the Aboriginal and Torres Strait Islander community of Brisbane Metro North.

### MORETON BAY MURRI NETWORK (MBMN) – MURRI INTERAGENCY

This engagement activity is for all staff of Aboriginal and Torres Strait Islander service providers based in the Moreton Bay catchment who provide services and programs to the Aboriginal and Torres Strait Islander community of Brisbane Metro North.





**JULY 2022**



### **METRO NORTH HEALTH WOMEN'S GATHERING**

An opportunity for Aboriginal and Torres Strait Islander female staff within Metro North Health to share cultural knowledge, experience, network and strengthen ties.



**NOVEMBER 2022**



### **COMMUNITY YARNS – MEET & GREET**

The aim is to create better relationships and communication opportunities for Metro North Health staff and the Aboriginal and Torres Strait Islander community to ensure stronger health services in our Metro North Health catchment.

### **BRISBANE NORTHSIDE ELDERS**

Kurbingui Youth and Family Development operate a monthly meeting for Elders who reside around the Zillmere area where both cultural and social activities take place.

The Brisbane Northside Elders group provide guidance and leadership with cultural consultation to Metro North Health and other organisations.

### **YINARR COMMUNITY YARNING CIRCLE**

A culturally safe space for Elder women to practice culture, provide cultural advice and lead community in the Moreton Bay region.

# BETTER TOGETHER MEDICATION ACCESS

The Better Together Medication Access (BTMA) program is a co-payment subsidy program launched in October 2020 to provide identified Aboriginal and Torres Strait Islander patients with access to discharge medication from the hospital pharmacy.

Patients that identify as Aboriginal and/or Torres Strait Islander origin upon admission to a Metro North Hospital are given the choice to opt-in to the BTMA program. If they do so, the discharge medication script is taken to a Metro North Health pharmacy and the medication is supplied to the patient with no out-of-pocket cost.

The project was co-designed with pharmacy services, Aboriginal and Torres Strait Islander Leadership Team, Indigenous Hospital Liaison officers, IT teams, communications and engagement, executive, finance and governance teams across Metro North Health.

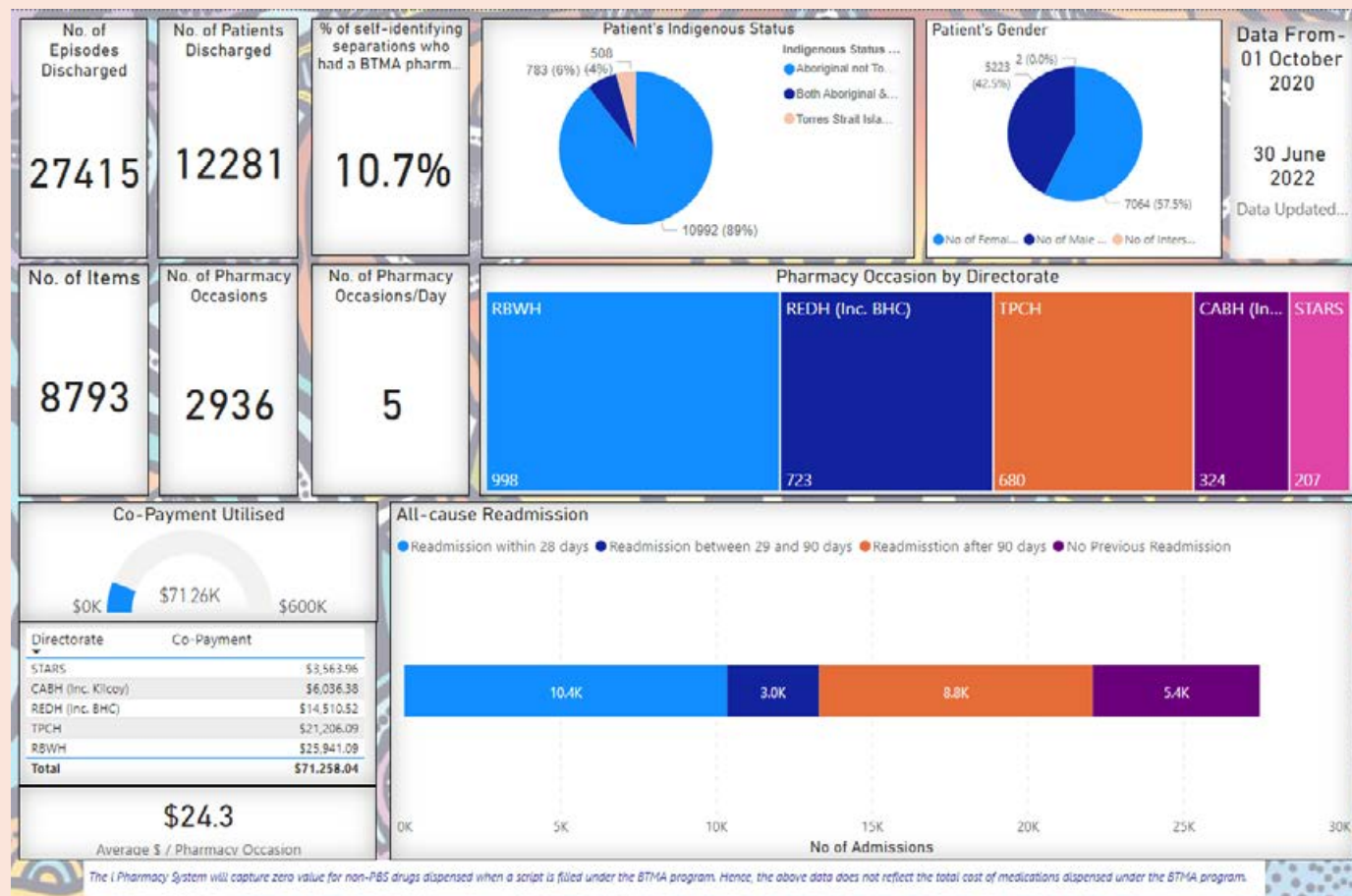
Since the program commenced, 11,000 consumers have been offered BTMA and 7,400 medications supplied.

Director of Pharmacy at Redcliffe Hospital Ann Whitaker said the program has helped reduce the financial burden on Aboriginal and Torres Strait Islander patients and ensures medication is available on discharge.



“The program has also allowed Metro North Health to improve cultural capability and staff relationships, links to services upon discharge and created future collaboration opportunities,” Ann said.

A series of films are currently being developed to raise awareness to Aboriginal and Torres Strait Islander patients regarding how to access the program and provide further education to hospital and facility staff. The films and a stakeholder toolkit will be launched in early 2023.





# VIRTUAL NAIDOC CELEBRATION



Tribal Experiences perform Welcome to Country on virtual NAIDOC event

## GET UP! STAND UP! SHOW UP!: METRO NORTH HEALTH VIRTUAL NAIDOC 2022 EVENT

**Metro North Health held the third annual Virtual NAIDOC event, partnering with Aboriginal and Torres Strait Islander community members and organisations in celebration of this year's theme: Get Up! Stand Up! Show Up!.**

The virtual celebration of Aboriginal and Torres Strait Islander culture and history hosted by Metro North Health has been held since 2020 in place of the annual Caboolture NAIDOC Family Fun Day. Since the COVID-19 pandemic and now this year's severe flu season, Metro North Health decided to continue celebrating NAIDOC Week (3 – 10 July) virtually with a diverse and exciting schedule of films.

The 2022 National NAIDOC theme Get Up! Stand Up! Show Up! invites us all to celebrate and reflect on the many Aboriginal and Torres Strait Islander people throughout history who have driven and led change in our communities, nationally and internationally for generations. The theme also encourages everyone to get up, stand up, show up and continue supporting systemic change for our Elders and communities.

Community and staff were invited to join in on the virtual celebration with Elders and local Aboriginal and Torres Strait Islander community groups and organisations, and enjoy in the 16-part showcase through a diverse and exciting schedule of films.

The films were released daily on the Better Together Health Van website and Facebook page, which included a Welcome to Country, traditional dancing, cooking demonstrations, children's activities, yarning with Elders, Torres Strait Islander cultural sessions and lots more.

The Metro North Health 2022 Virtual NAIDOC event was well received by staff and community with one viewer sharing their appreciation by thanking the organisers: "Thank you for leading our MN NAIDOC celebrations! Fantastic job! Everyone involved should feel very proud for the effort they gave representing our diverse culture and history. I love how there is a bit of everything - you can tell there has been a lot of thought put in to considering the flow and showcase of our culture."

If you missed the event, you can still view the full schedule of deadly films on our website: <https://metronorth.health.qld.gov.au/better-together-van/2022-naidoc-virtual-event>



Get Up! Stand Up! Show Up!  
2022 Metro North Health  
Virtual NAIDOC  
Celebration



122,395

Is the number of people our Facebook posts reached.



68

People shared our Facebook posts.



"THANK YOU FOR LEADING OUR MN NAIDOC CELEBRATIONS! FANTASTIC JOB! EVERYONE INVOLVED SHOULD FEEL VERY PROUD FOR THE EFFORT THEY GAVE REPRESENTING OUR DIVERSE CULTURE AND HISTORY. I LOVE HOW THERE IS A BIT OF EVERYTHING - YOU CAN TELL THERE HAS BEEN A LOT OF THOUGHT BEEN PUT IN TO CONSIDERING THE FLOW AND SHOWCASE OF OUR CULTURE."



8,589

The number of times the videos were viewed



70,674

Engagements on our posts.



497

Likes on our Facebook posts.



47

Comments on our Facebook posts.



View the 16-part video showcase on:



[www.metronorth.health.qld.gov.au/better-together-van/2022-naidoc-virtual-event](http://www.metronorth.health.qld.gov.au/better-together-van/2022-naidoc-virtual-event)



@BetterTogetherHealthVan



<https://metronorth.health.qld.gov.au/better-together-van/2022-naidoc-virtual-event>



# SETTING OUR SIGHTS ON 2023

2023 promises to be a busy one ahead with the Implementation and Evaluation Plan just the beginning for Metro North Health's journey towards health equity.

As we move into the implementation phase, Metro North Health will continue to build relationships and engage with Aboriginal and Torres Strait Islander community members in the Metro North footprint to strengthen our approach to implementing and evaluating *Our Journey Towards Health Equity, Metro North Health Equity Strategy 2022-2025*.

The key priorities and actions for the year ahead include, but are not limited to:

- Develop and implement an anti-racism campaign that incorporates existing and new legislation policies.
- Establish a Metro North Health compliments and complaints unit for Aboriginal and Torres Strait Islander workforce and patients resourced by identified staff to provide cultural safety and context.
- Develop and implement a suite of mandatory training including CPP (Cultural Practice Program), Unconscious Bias training and Racial Equity training.
- Develop and evaluate an Aboriginal and Torres Strait Islander Peer Responder, Mentoring and Leadership program to support transfer of learnings from training to work roles, staff in educational based programs and initiatives.
- Establish "Yarning Circles" and/or other forms of gathering to allow space for "truth telling" and establish engagement with Aboriginal and Torres Strait Islander patients and consumers and/or the community.
- Contribute to a process to coordinate patient transport services between all transport providers including Metro North Health, Institute for Urban Indigenous Health (IUIH) and other community organisations.

- Explore and implement opportunistic screening in the community healthcare teams including cervical cancer, bowel cancer, diabetes and chronic kidney disease.
- Establish models of care that deliver care closer to home in partnerships with, and/or by commissioning from Community Controlled Health Services.
- Increase capacity of Ngarrama Maternity Service at RBWH, Redcliffe and Caboolture Hospitals to support the demand for the service.
- Develop pathways, processes, and capacity to assist Aboriginal and Torres Strait Islander people to access palliative and supportive care that is consistent with their needs.
- Develop concierge roles/service to help people navigate and create a welcoming, safe and responsive environment.
- Develop a peer support program that is culturally appropriate for Aboriginal and Torres Strait Islander staff.
- Contribute to existing successful community networks and partnerships and share resources to deliver services that meet community needs.

If you have any feedback, requests for support or would like to collaborate on an Aboriginal and Torres Strait Islander health program, please contact our team on **[A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au)**





[A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au)