

# Talk-About

The official newsletter for the Aboriginal and Torres Strait Islander Health Leadership Team

June/July 2020

Metro North Hospital and Health Service *Putting people first*



## Achieving Improved Health Outcomes: 12 months on from launch of Better Together Plan

At the Metro North Caboolture NAIDOC Family Fun Day in July last year, thousands gathered to listen and learn about our commitment to closing the health gap and improving health outcomes for our Aboriginal and Torres Strait Islander community.

The MNHHS Better Together Aboriginal and Torres Strait Islander Health Plan 2019 – 2022 was developed in consultation with the community. Patients, staff and community all contributed to the development of a framework to ensure all Aboriginal and

Torres Strait Islander people accessing health services in Metro North HHS will receive high quality person-centred care that is culturally responsive, empowers self-care and choice, and is designed to improve health and wellbeing.

Twelve months on each Hospital / Directorate has developed their own localised implementation plans meeting the criteria for improved cultural competency across the HHS.

*Continued page 3 >*



**Queensland  
Government**



## Give us feedback

We welcome your feedback, contributions, story ideas and details on any upcoming events. Please contact Aboriginal and Torres Strait Islander Health Unit Communications Manager Renee Simon at Renee.Simon@health.qld.gov.au or phone (07) 3139 3231.

### Aboriginal and Torres Strait Islander Leadership Team

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

#### Mail to:

Aboriginal and Torres Strait Islander Leadership Team, Building 26, Cherside Community Health Centre, 490 Hamilton Road, Cherside QLD 4032.

#### Email to:

A\_TSIHU\_MNHHS@health.qld.gov.au  
Alternatively, call and ask for our Safety and Quality Officer on 3647 9531.

*Metro North Hospital and Health Service would like to acknowledge the traditional owners and custodians of the land on which our services are located.*

*We pay our respects to all Elders past, present and future and acknowledge Aboriginal and Torres Strait Islander peoples across the state.*

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

## Contact information

### Royal Brisbane and Women's Hospital

Indigenous Hospital Liaison Officer Ph: 3646 4154 / 0408 472 385

After hours Ph: 3646 5106 / 0408 472 385

### The Prince Charles Hospital

Indigenous Hospital Liaison Officer Ph: 3139 5165 / 0436 690 306v

After Hours Ph: 3139 6429 / 0429 897 982

### Redcliffe Hospital

Indigenous Hospital Liaison Officer Ph: 3049 6791

After Hours Ph: 3049 9734

### Caboolture/Kilcoy Hospital

Indigenous Hospital Liaison Officer Ph: 5433 8249

After Hours Ph: 5316 5481

### Community Indigenous Primary Health Team

Manager Ph: 3360 4758 / 0419 856 253

### Indigenous Sexual Health Team

Clinical Nurse Consultant Ph: 3360 4753

### Indigenous Mental Health

Professional Lead Ph: 3646 2695

### Ngarrama Maternity Services

Caboolture Ph: 0439 732 970

Redcliffe Ph: 0407 251 890

Royal Brisbane and Women's Hospital Ph: 0428 404 875

### Forensic Mental Health Service, Indigenous Mental Health Intervention Program

Forensic Mental Health Team Ph: 3234 0800

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BETTER TOGETHER HEALTH VAN.....

Director of the Aboriginal and Torres Strait Islander Leadership Team, Sherry Holzapfel, joined Metro North HHS not long after the official launch of the plan and has taken to the role to lead the agenda and ensure the plan is on track meeting the clinical framework to deliver culturally responsive, safe and connected care.

“In such a short timeframe, I am proud of the achievements of each of our hospital and directorates, they have ensured as a group they are reporting, delivering accountability and implementing local activities and projects to ensure meaningful change for our patients.”



Over 676 pieces of information were gathered as part of developing the Better Together Plan

In addition to leading the implementation of the plan, Sherry and her team have been delivering on some exciting new initiatives for patients taking healthcare to a grassroots level. This includes the launch of the Better Together Health Van with tele-health capabilities in addition to a clinical space and screening equipment with a dedicated senior project officer to engage and partner with community and consumers to provide opportunities for service improvements and co-design.

The van is supported with an external communications strategy, including a new Facebook page to support consumer messaging, health promotion and community engagement initiatives. The page has been central to the delivery of COVID-19 messaging for the Aboriginal and Torres Strait Islander community.

As a First Nations Nurse and Midwife, Sherry has ensured the priority area strong start to life is front and centre of the agenda by working with families to co-design services that improve continuity of care models, supporting timely interventions for Aboriginal and Torres Strait Islander women, babies and children that reinforces cultural knowledge and pride.



#Keepourmobsafe was a core theme during the support provided to community during COVID-19

“We are pleased to be partnering with the Institute of Urban Indigenous Health with their Birthing in our Community model (BiOC) to enhance service delivery within our Ngarrama Maternity models of care across the HHS. Referral processes are currently underway at Caboolture and Redcliffe Hospitals.

“Another key area is focusing on smoking cessation rates before and after 20 weeks of pregnancy. We have a dedicated project lead for this project and are pleased to report Metro North is above the baseline for target 1 – early antenatal attendance,” Sherry said.

With the challenges of COVID-19 over the past few months, the focus shifted to the development of enhanced initiatives to inform, educate and support the Aboriginal and Torres Strait Islander community during the pandemic. This led to a rapid introduction of the “Better Together Pharmaceutical Program” aimed to provide all Identified patients upon discharge from a MN hospital/facility to receive pharmaceuticals at no cost to the patient to support equitable access to affordable medication to reduce the burden of disease.



Partnering with the Institute of Urban Indigenous Health BIOC program to deliver enhanced maternity care and community pathways for mums and bubs.

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“Change takes time within such a large organisation, but the inroads we have made already are exceptional.”

– SHERRY HOLZAPFEL  
.....

Sherry said while there is a long way to go, she believed the plan is giving Australia’s largest HHS much needed traction and a focus to deliver on closing the gap on life expectancy for our Aboriginal and Torres Strait Islander community.

“Change takes time within such a large organisation, but the inroads we have made already are exceptional.

“I would like to reassure community, particularly those that were part of the 676 pieces of individual feedback gathered during our consultation, you have our full commitment to provide care that empowers you to achieve your health goals and improve your experience with our services.”

# Highlights across the HHS

## Caboolture Hospital

- Caboolture Indigenous workforce target set at 3.2% with actions to support this within the directorates 2020-2025 Workforce Plan
- A bi-monthly cultural group meeting has been established with engagement by the local Indigenous community with direct reporting to the Indigenous Health Oversight Committee
- Indigenous Inpatient trended profile activity reports have been developed for each service line with specific data being reported to track performance

## Clinical Support Services



*Training the next generation of healthcare leaders through our Deadly Start program.*

- Ongoing support for improving uptake of Identified roles within medical imaging assistants and operational staff to improve workforce profile within Clinical Support Services
- Continued relationship building with the A&TSI leadership team and Director to strengthen partnerships and opportunities for service improvements

## Community and Oral Health

- Design and implementation of a COH specific cultural capability training for all staff
- COH Indigenous Yarning Circle well established and meets monthly
- Indigenous specific Nurse Navigator position established

## Mental Health

- Progressing links with the Primary Health Network, Aboriginal and Islander Community Controlled Health Services and other stakeholders with a memorandum of understanding in place with Moreton Aboriginal and Torres Strait Islander Community Health Service (UIH) psychiatry clinic
- Engagement by the Executive Director and RAP working group members with community Elders and key stakeholders to build relationships
- Nurse Navigator role commenced to assist the seamless transition across the patient journey that considers their specific cultural needs

## Royal Brisbane and Women's Hospital

- Successful National Safety and Quality Health Service (NSQHS) accreditation, meeting all the 6 Aboriginal and Torres Strait Islander specific standards
- Continued support to build on the Ngarrama model of care offering continuity of care model
- Opening of newly relocated Aboriginal and Torres Strait Islander Hospital and Liaison service on Level 1 adjacent to food court to increase accessibility

## Redcliffe Hospital

- Office location secured for the Indigenous Hospital service for late shifts at the front of the hospital and analysis of themes from reporting on Discharge Against Medical Advice (DAMA) by Indigenous Hospital Liaison officers to support service improvements and care delivery
- Cultural safety audits undertaken with recommendations reporting to the Indigenous steering committee
- Smoking and water ceremony performed by community Elders to support healing and cultural connectedness for Redcliffe Hospital

## The Prince Charles Hospital

- Indigenous Nurse Navigator role embedded and delivering face to face education on the A&TSI patient care guidelines and improving the patient journey
- Local engagement by the executive team with external Indigenous services and community Elders to progress partnerships and strengthen relationships
- Development of a Cultural Diversity award category to highlight excellence and continued collaboration for improving delivery of care for A&TSI patients/ consumers



*L-R: Indigenous Nurse Navigator Darsha Beetson, TPC Executive Director Michele Gardner, TPC Nursing Director Cherie Franks and Vena Beetson from Children's Health Queensland.*

# A word from the Director



**VALUES  
IN ACTION**

## Sherry Holzapfel

Director, Aboriginal and Torres Strait Islander Health Leadership Team

Happy 2020 NAIDOC Week (5-12 July 2020) to our staff, patients and wider community! This year we have had to think of new ways to connect with you while facing the challenges of COVID-19 over the past few months.

I am pleased our team have developed a virtual program to really highlight the cultural significance of this important week, while supporting the many Aboriginal and Torres Strait Islander owned and operated businesses who have also been directly impacted by the pandemic through a loss of bookings and business.

In early June, we engaged several Aboriginal and Torres Strait Islander businesses to be filmed over a two-day period, with the films launched each day this week via our website (<https://metronorth.health.qld.gov.au/better-together-van>) and Facebook page (<https://www.facebook.com/BetterTogetherHealthVan>). Make sure you tune in each day to listen, learn and engage with our diverse Aboriginal and Torres Strait Islander culture.

I had the privilege of attending National Reconciliation Week (27 May – 3 June) events across the HHS. I was personally moved to see the commitment of each Reconciliation Action Plan Committee on their journey towards achieving reconciliation with our Aboriginal and Torres Strait Islander patients, families and wider community. You can read more about the commitment on page 16.

The funding round for the 2020 Better Together Funding project is now finalised. The calibre of applications we received from across Metro North HHS was outstanding and we have selected 8 successful applications to receive funding of \$25,000 for each project. I look forward to sharing more details with you about the applicants, their projects and plans in the next edition of Talk-About.

As a service, we continue to monitor, plan and support the State-wide response to COVID-19 and the impact to our First Nations community. MNHHS is committed to ensure we work in partnership to provide best practices, clear pathways and support to internal and external services in delivery of culturally appropriate care for First Nations people regarding the COVID-19 response plan.

The Aboriginal and Torres Strait Islander Health Division (A&TSIHD) has been approved to draw down upon up to \$21.27 million of the \$2.4 billion of State/Commonwealth COVID-19 funding for targeted First Nations responses. This funding will be made available to all Hospital and Health Services (HHS) to build on existing COVID-19 activities and will promote increased coordination and flexibility to respond to locally identified needs.

Our localised plan is to ensure adequate resources are available to support the response plan to our First Nations people which include culturally appropriate communication strategies, workforce capability and enhancement, clearer surveillance and testing processes which includes working closely with our partnership organisations to provide continuity of care pathways and services. Core initiatives to be planned and delivered over the next few months include, but not limited to:

- Communications response for COVID-19 including development of Aboriginal and Torres Strait Islander specific resources, media campaigns and patient information, including working in partnership with external providers.
- Workforce and resource support for the implementation of the Better Together Pharmaceutical Program providing pharmacy scripts post discharge across all MNHHS hospitals.
- Support the virtual delivery of care including telehealth.
- Support/enhance MNHHS and Institute of Urban Indigenous Health partnerships, enabling tailored local responses to reduce burden on the hospital system and facilitate better connected and continuity of care pathways.
- Identified workforce response specific for Emergency Departments to reduce Did not Wait (DNW) and Discharge against Medical Advice (DAMA) supported by a service enhancement to the Indigenous Hospital Services across MNHHS.

- Increased midwifery workforce and increased community clinic spaces for the MNHHS Ngarrama Maternity services to respond to demand on service delivery and provide increased community access to care due to the restrictive midwifery practices of COVID-19.
- Support partnerships with external community providers with the Better Together Health Van by providing outreach care to vulnerable persons across MNHHS.
- Increased resources to support the socio-economic burden experienced by patients such as go-cards, transport, basic living items and emergency accommodation.
- Enhanced data capture by the development of specific data dashboards that improve visibility of First Nations key performance indicators that supports a timely response to changes in care delivery that is required.
- Supporting the roll out of the Cultural Safety Strategy across MNHHS, that provides an educational framework for clinicians to improve access to training, mentoring and reflection supporting enhanced cultural safe practices.

If you have any feedback regarding our plans, please email [A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au) or phone our office on (07) 3139 3235. I am always keen to connect, yarn and collaborate with our community.



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*“MNHHS is committed to ensure we work in partnership to provide best practices, clear pathways and support to internal and external services in delivery of culturally appropriate care for First Nations people regarding the COVID-19 response plan.”*

– SHERRY HOLZAPFEL

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# COVID-19 (Coronavirus)



## Protecting your mental health

### Introduction

As the COVID-19 pandemic is happening in Australia we understand that people may have feelings of anxiety, worry, sadness and even anger. It is important to remember that the health experts worldwide are working hard to contain the virus and treat those that have been affected.

### What to do if you experience feelings of anxiety or distress

- Find a healthy balance in relation to media coverage – if you are seeing/hearing a lot of negative information this can heighten these feelings.
- Go for a walk – remember to follow the social distancing advice. Visit [www.qld.gov.au/health](http://www.qld.gov.au/health) for further information on social distancing.
- Write down your thoughts.
- Practice focused/deep breathing – try breathing in for four counts and breathing out for four counts. Do this for five minutes.
- Practice mindfulness activities.
- Be kind to yourself and others around you as it could be stressful for your loved ones too.
- Find something you can do safely to still contribute to your community – think about our Elders and families that are struggling. Give them a call or text to check in on them.
- What have you done in the past that has helped manage these feelings?

### How to manage your mental health while in self-isolation

- Remind yourself that this is a temporary period of isolation to slow the spread of the virus.
- Stay connected with friends, family and colleagues via email, social media, video conferencing or telephone.
- Engage in healthy activities that you enjoy and find relaxing.
- Keep regular sleep routines and eat healthy foods.
- Maintain physical activities.
- Practice mindfulness activities.
- Limit news and social media if you find it distressing.

### Who to contact if you are feeling overwhelmed or stressed

- Beyond Blue – 1300 22 4636
- Kids Helpline – 1800 551 800
- Lifeline – 131 114
- MensLine – 1800 600 636
- DV Connect – 1800 811 811
- GriefLine – 1300 845 745
- Suicide Call Back – 1300 659 467
- 1300 MH CALL – 1300 64 2255
- GP or councillor
- eMNprac – [emhprac.org.au](http://emhprac.org.au)



# COVID-19 (Coronavirus)



## Mindfulness activities



### Observe a leaf for five minutes

- This exercise calls for nothing but a leaf and your attention. Pick up a leaf, hold it in your hand, and give it your full attention for five minutes. Notice the colours, the shape, the texture, and the patterns. This will bring you into the present and align your thoughts with your current experience. Pay attention to what you are holding, notice the feeling of it in your hands. Once you have noticed the texture, the weight and the colour, bring your awareness to the smell.



### Mindful eating for four minutes

- Pay attention to what you are holding, notice the feeling of it in your hands. Once you have noticed the texture, the weight and the colour, bring your awareness to the smell. Finally, move on to eating, but do so slowly and with concentrated attention. Notice the taste and its texture against your tongue. This exercise may help you discover new experiences with familiar foods.



### Mindfulness 5-4-3-2-1

- This is an especially great activity to help manage anxiety or anger. Look around your current surroundings and find five things you can see, four things you can touch, three things you can hear, two things you can smell, and one thing you can taste. By the time you get through listing all of those, you will be more present and calm.



### Listen to music

- Play your choice of nature sounds, classical, any acoustic music or Dadirri Aboriginal Listening ([www.creativespirits.info/aboriginalculture/education/deep-listening-dadirri](http://www.creativespirits.info/aboriginalculture/education/deep-listening-dadirri)). You can play the music while kids are doing something independently or allow kids to just sit down and relax while mindfully listening to the music.

### Read a book or download reading apps

- Reading can stimulate your brain and reduce your stress and anxiety. Try and read for at least 30 minutes a day.



### Colour in

- Spend some time colouring in. Colouring in reduces stress and boosts creativity. This activity can help pass time and is beneficial to your mental health.

# OUTandABOUT

## Services supporting community through COVID-19

The Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) put a callout to Indigenous Health Services across Metro North to support a COVID-19 Campaign for Aboriginal and Torres Strait Islander community members.

The service partnered with the Institute of Urban Indigenous Health (UIIH) to share messages via our new Better Together Health Van Facebook page (@BetterTogetherHealthVan) on hand hygiene, social distancing, mental health advice and creole fact sheets for the Torres Strait Islander community.

The campaign highlighted that our services were still here to support our mob, to make them feel safe and cared for if they were accessing the hospital during the past few months, particularly at the peak of the COVID-19 outbreak.

Community embraced the messaging sharing praise and gratitude of our teams, including a message from Tina Currie – “This is great to assist all Murriss, good job!”



The message from The Prince Charles Hospital team reach 5.8k people and was ‘liked’ by 705 people.



Redcliffe Hospital Emergency Nurse Peter Fallon and Indigenous Hospital Liaison Officers Robert Brown (centre) and Alintia Williams (right) was a popular post reaching over 7k people and shared 69 times.



Staff from the A&TSILT created the campaign to support the community during COVID-19 and also draw attention to the fact Indigenous Health Services were still available to care, support and guide them through their journey.

## First Aboriginal Community-Controlled Health Service COVID-19 respiratory clinic in Australia opens in Queensland



Minister Miles and Dr Richard Mills (UIIH) tour the new clinic



CEO of UIIH, Adrian Carson, addresses the media at the formal unveiling of the clinic in April 2020.

The first Aboriginal Community-Controlled Health Service (ACCHS) GP-led respiratory clinic established as part of the Australian Government’s \$2.4 billion health package to respond to the COVID-19 outbreak has opened in Caboolture.

Queensland Minister for Health, Steven Miles said, “The dedicated Aboriginal Community-Controlled Health Service is the first of its kind in the State and the Country.”

“This clinic based next to the Institute for Urban Indigenous Health centre in Caboolture will ensure access to appropriate respiratory assessment services related to COVID-19 for all Aboriginal and Torres Strait Islander people in the community.”

“It is important we continue to fight the spread of COVID-19 here in Queensland, and ensure we continue to reduce the risk of further infection,” Minister Miles said.

Aboriginal and Torres Strait Islander people, particularly those with a pre-existing medical condition, are at a higher risk of serious infection from COVID-19 than other Australians.

The Australian Government is working with local GPs and Aspen Medical, which has significant health emergency management experience in Australia and overseas, to roll out the clinics.

Minister Hunt said, “Our Government is investing \$206.7 million to establish up to 100 respiratory clinics across Australia, including in rural and regional areas in each state and territory.”

“This is complemented by a further \$6.9 million provided to support culturally safe access to COVID-19 care for ACCHS around the country, managed in partnership with the National Aboriginal Community Controlled Health Organisation (NACCHO).”

To access a clinic, people can visit <http://www.health.gov.au> for further information.





## Always Was, Always Will Be.

5-12 JULY 2020

### What NAIDOC Means to Me

Our Aboriginal and Torres Strait Islander staff working across Metro North shared what NAIDOC means to them and how they celebrate each year.

### Celebrating NAIDOC Week

Always Was, Always Will Be. recognises that First Nations people have occupied and cared for this continent for over 65,000 years.

We are spiritually and culturally connected to this country.

This country was criss-crossed by generations of brilliant Nations.

Aboriginal and Torres Strait Islander people were Australia's first explorers, first navigators, first engineers, first farmers, first botanists, first scientists, first diplomats, first astronomers and first artists.

Australia has the world's oldest oral stories. The First Peoples engraved the world's first maps, made the earliest paintings of ceremony and invented unique technologies. We built and engineered structures - structures on Earth - predating well-known sites such as the Egyptian Pyramids and Stonehenge.

Our adaptation and intimate knowledge of Country enabled us to endure climate change, catastrophic droughts and rising sea levels.

Always Was, Always Will Be. acknowledges that hundreds of Nations and our cultures covered this continent. All were managing the land - the biggest estate on earth - to sustainably provide for their future.

Through ingenious land management systems like fire stick farming we transformed the harshest habitable continent into a land of bounty.

NAIDOC Week 2020 acknowledges and celebrates that our nation's story didn't begin with documented European contact whether in 1770 or 1606 - with the arrival of the Dutch on the western coast of the Cape York Peninsula.

The very first footprints on this continent were those belonging to First Nations peoples.

Our coastal Nations watched and interacted with at least 36 contacts made by Europeans prior to 1770. Many of them resulting in the charting of the northern, western and southern coastlines - of our lands and our waters.

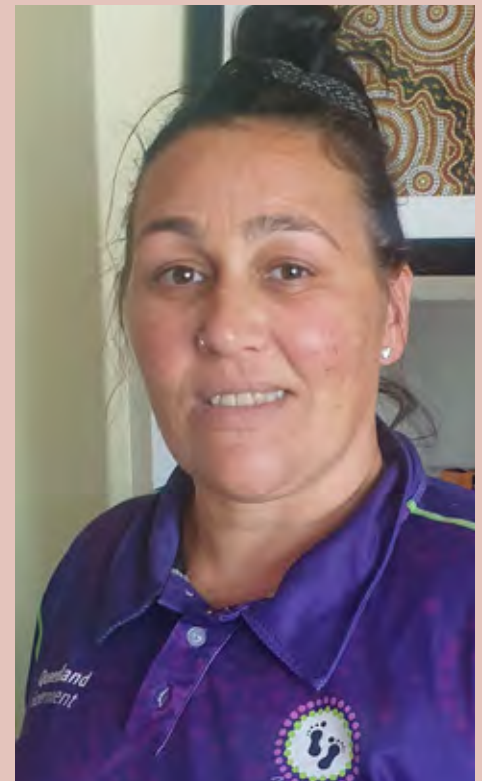
For us, this nation's story began at the dawn of time.

NAIDOC 2020 invites all Australians to embrace the true history of this country - a history which dates back thousands of generations.

It's about seeing, hearing and learning the First Nations' 65,000+ year history of this country - which is Australian history. We want all Australians to celebrate that we have the oldest continuing cultures on the planet and to recognise that our sovereignty was never ceded.

Always Was, Always Will Be.

*We want all Australians to celebrate that we have the oldest continuing cultures on the planet and to recognise that our sovereignty was never ceded.*



**Jodi Dyer, Indigenous Health Worker and student midwife, Ngarrama Maternity Redcliffe Hospital**

"NAIDOC Week is a time to come together with our community and non - Indigenous community and be proud of what we do and who we are. It is also a time to catch up with mob from all community sectors.

"I am so excited with this year's NAIDOC theme as it is reminding (in a nice way) our non- Indigenous people that our culture are the true custodians of this land and to respect the land and look after it, not take it for granted. That we are proud of our land and our culture."

# OUTandABOUT



**Fred Binge Jnr, Senior Aboriginal and Torres Strait Islander Mental Health and Social Emotional Wellbeing Worker, Qld Forensic Mental Health Service**

“The National Aboriginal Islander Day of Commemoration means to me a time of remembering and honouring our ancestors, through celebration of our traditions and culture. It reminds me of my father and how he would bring the Elders from Bundjalung country to Musgrave Park in Brisbane so they could participate in the NAIDOC gathering.

NAIDOC reminds me of how growing up in northern NSW, my family would always be involved in putting together ‘A Day’ (as we would call it back then) and bring members of the Kamilaroi nation together to share tucka, laughter, hugs and kisses and connect to ancestors, grounding to country, ceremony, play footy, song and dance, and speak our language.

NAIDOC gatherings fill my heart with pride, and provides my spirit with nourishment and healing, and the yarns spoken remind me of my place in community and family, and of my kinship bonds and responsibilities, and clan bloodlines.”

“The NAIDOC theme this year is especially important to me as it sends the message to all Australians that they live and work on country that is surrounded by oceans and waterways and has been cared for by First Nations people over many thousands of years. Gunimaa (mother earth) and the stars above are woven into the DNA of Australia’s first people and continues to be passed on from generation to generation. ‘Always was, always will be’.”

**Kirsty Leo, Manager, Data, Research & Clinical Governance, Aboriginal and Torres Strait Leadership Team**

“NAIDOC is a time to stop, look around and notice what all the deadly First Nations mob do all over Australia. As a nurse we get to hear about all our achievements in health & academia that inspire me to stay in First Nations health for 20 years now. I always watch the NAIDOC awards and attend marches and NAIDOC days wherever that may be from Darwin to Brisbane and in-between. It’s also time to reconnect with family and friends that only come out for NAIDOC!”

Kirsty has a strong connection to this years theme - “I think most marches I have marched in either start or end with this statement ‘Always Was, Always Will Be’. I think this theme is a good reminder to Australia of the how land was taken forcibly without a treaty. A time to reflect of the lives lost during our frontier wars, the massacres our First Nations people endured and how Australian’s still struggle to recognise our shared black history. I acknowledge we come some ways to recognition, but we have so much work to do as a nation to understand the history and how it affects some of our mob health outcomes today. Transgenerational trauma makes us sick and I hope through this theme it will open more dialogue with our countryman of Australia of the effects of stolen land.”



**Levi Williams, Deadly Start Trainee, Metro North Hospital and Health Service**

Levi supports the theme – Always was, always will be. “It’s a great theme and I believe it should be the theme every year.”

“To me, NAIDOC means family and community. Over NAIDOC week I like being out in community, celebrating my culture.”



**Geoff Binge, Cultural Capability Officer, The Royal Brisbane and Women's Hospital**

NAIDOC week means everything to me!

Firstly, I am pleased to say I have celebrated NAIDOC Week for many years as a public servant and, many years as a community member and worker and I look forward to celebrating this significant event every year. I have experienced few issues that come with NAIDOC Week, and most have been good and rewarding.

I am aware that many people and groups, both Aboriginal and Torres Strait Islander and non-Aboriginal and Torres Strait Islander support and celebrate NAIDOC Week around Brisbane, Queensland and Australia and wherever our supporters are throughout the world.

I recall being part of a small group when we celebrated one of the first NAIDOC Week events in the Queen Street Mall, Brisbane, in 1985. I know people celebrated at home, in the community, at organisations and other workplaces.

Shortly after I commenced work at TAFE at north Brisbane in early 1985, I remember getting a call from a group of education officers who invited me to be part of NAIDOC Week in Brisbane. I was asked if I could hand out a few information pamphlets and answer questions about Adult Education and about NAIDOC Week during our event planned for the Mall.

Being new to Brisbane, I knew it would be a great opportunity to introduce myself and meet other murries in other departments, organisations and in the community and importantly showcase and share our culture.

After some basic planning, a small group of us, a couple of men and about four women, we met in the Queen St. Mall on a cold winter's morning about 7.00am, about the second week in July, to set up our displays.

I remember taking a small single school desk (you know the ones you use in school exams) and approximately 10 pamphlets with me; that's all I could photocopy at the time, and I set up the Bald Hills TAFE information stand.

I don't know if we got approval to have the display or not! But I imagine one of our group would have done everything legally and according to council requirements to have our NAIDOC Week display. And, we were determined to try; after all this was our day and week to showcase our culture to the rest of Brisbane.

Celebrating NAIDOC Week in a general public area such as the Queen St. Mall, was relatively new to the Brisbane City Council and Government at the time and to the many peoples who would visit the Mall on the day.

As that cold day in the Mall got warmer, so did the number of people walking past and saying hello and showing a genuine interest in our cultural and other displays and I felt proud to be there.

To be truthful, after setting up our displays and noticing some people walking past, I didn't know if we were going to get a, g'day or, a get the \*@# \$ out of here!

We kept each other in eyesight all day. We waved regularly to each other to say, 'hey we are doing this', and its working, we are showing our culture to anyone and everyone who is interested and that's what we all about.

Within a short time, 'us mob' - Murri's, Kooris, Noongars, Nunga, Palawa and Yolngu - packed the Mall. And along with non-Aboriginal and Torres Strait Islander supporters we celebrated NAIDOC Week.

Being part of one of the early groups to celebrate and showcase NAIDOC Week in the Mall many years ago is special to me, especially after seeing what NAIDOC Week in Brisbane has grown to achieve.

I see this year's NAIDOC Week theme, "Always was, always will be", is very appropriate and special to me. It has so much meaning and reflects a lot feelings from a lot of people, NAIDOC is getting bigger and better every year.

## 2020 Metro North Virtual NAIDOC Week Plans

During the COVID-19 pandemic a lot of small businesses and community social events were impacted and cancelled, including Metro North's Caboolture NAIDOC Family Fun Day. This event is held annually and allows community to celebrate Aboriginal and Torres Strait Islander Culture with our Community, Metro North Hospital and Health Service staff, Government and Community organisations.

Due to COVID-19 restrictions, Metro North decided to create a virtual NAIDOC celebration this year utilising our Better Together Health Van Facebook page and website. The idea was to partner with local First Nations businesses in support of our community and continuing to grow relationships as well as celebrating Aboriginal and Torres Strait Islander culture and history.



# 2020 NAIDOC VIRTUAL EVENT

Join us in a virtual celebration to celebrate National NAIDOC Week 2020 (5–12 July 2020) across Metro North.

Learn about the history, culture and achievements of Aboriginal and Torres Strait Islander people through a diverse and exciting schedule of films with First Nation businesses, as we celebrate the theme - Always Was, Always Will Be.

NAIDOC 2020 invites all Australians to embrace and acknowledge the true history of this country – a history which dates back thousands of generations.

## How to access the films

The films will be published each day by 10am for everyone to enjoy and accessible via our website and facebook page:

@ <https://metronorth.health.qld.gov.au/better-together-van>

f [www.facebook.com/BetterTogetherHealthVan](http://www.facebook.com/BetterTogetherHealthVan)

## FILM SCHEDULE

### Sunday 5 July 2020

#### Welcome to Country/Aboriginal/Torres Strait Islander Dancing Muja Mundu Creations

Muja Mundu Creations is an Aboriginal and Torres Strait Islander family run business led by James Doyle and Jo Sauney sharing traditional dancing, songs, language, art, storytelling, bush knowledge, cultural food passed on through generations connected to “Muja Mundu” (Dream Time). Watch as they deliver a Welcome to Country and share traditional dancing with their children.

### Monday 6 July 2020

#### Stress management/mindfulness/positive representation of First Nations women Queenmode Collective

QueenMode Collective is a community of women established to support, empower and inspire each other and all women of colour by delivering a holistic approach to developing greater self-awareness. It was founded by Elena Wangurra, a Warramiri and Triestina woman from North-east Arnhem Land. Elena travelled Australia and internationally performing with the desire to know more about the world. Listen to Anthea Balfour and Lauren Appo as they talk about the Queenmode Bookclub, discuss stress management and take you on a guided lesson of breathing techniques.

### Tuesday 7 July 2020

#### Learning about our local culture and artefacts display Nyanda Cultural Tours

Nyanda Cultural Tours are based at Banyo on Brisbane’s Northside and provide Cultural Tours and Experiences, developed by Jagera Daran, a long established 100% Aboriginal owned and operated Cultural Heritage Consultancy in South East Queensland. Director, Madonna Thomson and Manager, James Bonner are both grandniece and grandnephew of the late Senator Neville Bonner, the first Aboriginal person in Federal Parliament, representing Queensland as a Liberal Party Senator from 1971 to 1983. In this film both Madonna and James share the history of the extraordinary Aboriginal legacy for the Brisbane area and provide a display of historical artefacts.



continued overleaf

## Wednesday 8 July 2020

### Singing by Torres Strait Islander musician Likiki Millett

Likiki Millett is a talented 19-year-old Torres Strait Islander man born on Thursday Island and raised in Brisbane with blood line of Wakaid and Wagadagam in the Torres Strait. Like many families, he is blessed with many branches in his family lineage. The young Torres Strait Islander man is a talented musician and actor and enjoys sharing his talents with family, friends and community. Likiki is excited for the opportunity to partner with Metro North NAIDOC celebrations to share in song and connect with community via the virtual NAIDOC event to celebrate Aboriginal and Torres Strait Islander culture.



## Thursday 9 July 2020

### Celebrating our nurses and midwives Yarning with Sherry Holzapfel and Kirsty Leo

This year we are celebrating “International Year of the Nurse and the Midwife” and would like to acknowledge the vital role our Aboriginal and Torres Strait Islander nurses play in the public and community health sectors. Nurses and Midwives are the people who devote their lives to caring for mothers, fathers, children and families, giving lifesaving immunisations and health advice; looking after older people and generally meeting every day essential health needs. Often Nurses and Midwives are the first and only point of care in their communities.

During our virtual NAIDOC celebrations, we are joined with Sherry Holzapfel, Director of the Metro North Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) and Kirsty Leo, Manager of Data, Research and Clinical Governance within the A&TSILT.



## Friday 10 July 2020

### Yarning with Torres Strait Islander Elders

The theme for this year’s NAIDOC is “Always Was, Always Will Be” echoes from social achievements by Aboriginal and Torres Strait Islander leaders. One achievement is the Mabo Case, to highlight the significance of the Mabo case for Torres Strait Islander peoples was Edward Monaei and Daniel Tapau. Edward spoke about the historical component of the case and its significance in the lives of not only Torres Strait Islanders but for Aboriginal peoples. With the flavour of reconciliation, the Mabo case showcases the cultural respect as Aboriginal and Torres Strait Islander people continue to support each other and work in partnership.

## Saturday 11 July 2020

### Children’s activity: Searching for witchetty grubs Blackfitness

Black Fitness is a program created to empower children and communities to make healthy lifestyle choices. They undertake their teachings with the value that every Aboriginal child should have an equal opportunity to learn and practice their culture, a healthy lifestyle and wellbeing. Their belief is that education is the key to Closing the Gap for Aboriginal people and the driving force behind improving quality of life for all Australians. They strive to motivate, educate and empower all Australian’s to improving their physical and mental health. Take part in this educational lesson with Joshua Toole as he searches for witchetty grubs.



## Sunday 12 July 2020

### Children’s activity: Learning about bush animals and the boomerang Uncle Anthony Newcastle

Watch Uncle Anthony Newcastle as he shares a lesson about Australian bush animals and how to throw a boomerang. This interactive showcase is suitable for all ages. Uncle Anthony is from the Wadeye area on his mother’s side and Tjingali country on his father’s side. With a background in community development, dispute resolution, facilitated engagement and the performing arts, Uncle Anthony enjoys passing on culture, telling stories and continuing traditions with all ages.



**Always Was,  
Always Will Be.**  
5-12 JULY 2020



## Wunya Baby to Country

For thousands of years, Aboriginal and Torres Strait Islander peoples have held Wunya (welcome) Baby to Country ceremonies to acknowledge an infant's connection to the land on which they are born.

The Wunya Baby to Country ceremonies, held annually, are invaluable in not only connecting babies to the land on which they are born, but also in renewing culture for families by connecting the child's family with other local families, Elders and community.

Wunya Baby to Country ceremony (along with Wunya Child to Country) organisers and appointed working groups collaborate closely with local families and parents, Traditional Owners and Elders within their regions to reawaken and reimagine this practice into a modern-day community ceremonial event.

Local protocols and locations are set by the Traditional Owners and Elders to maintain the integrity and authenticity of the ceremonial observance. Traditional practices and gifts given to each child vary across ceremonies. All babies welcomed receive a certificate, and children and families at each ceremony are also photographed alongside the officiating Elder.

The Moreton Bay Working Group held a Wunya Baby to Country Ceremony in September 2019 at yourtown Deception Bay, where 350 people attended, including 42 babies aged up to two years were welcomed onto Country by Kabi Kabi Elder Aunty Lynette Johannessen.

In this heartfelt ceremony, Aboriginal and Torres Strait Islander children were gifted a handcrafted headband made of kangaroo fur, a native plant to plant in the garden at yourtown and a framed certificate.

There are plans to hold future ceremonies. For more information or to get in contact with the First 1000 Days Moreton Bay, you can find them on Facebook.

\*This article was reprinted with permission from 'The Yarn' Newsletter produced by General Practice Training - <https://www.gptq.qld.edu.au/the-yarn/>



## Check out these deadly lifts!

If you're visiting Redcliffe Hospital, you will notice one of the lifts has recently been transformed with colourful artwork designed by Elaine Chambers-Hegarty.

The painting depicts Redcliffe Hospital as the main meeting place, with animals of the sea and land to represent the local area.

At the Royal Brisbane and Women's Hospital, the E Floor lift has been transformed by the Mental Health service with their colourful artwork also completed as part of the branding project. They plan to use the artwork alongside other Metro North designs to display in wards, on banners and documents.

Each lift has been transformed to signify a warm and culturally safe welcome for Aboriginal and Torres Strait Islander consumers and the broader community.



## International Year of the Nurse and Midwife

As celebrations continue throughout the world for the International Year of the Nurse and Midwife, a First Nations Midwife has been recognised as ‘Midwife of the Year’ in highly coveted 2020 HESTA Australian Nursing & Midwifery Awards held in May.

Cassandra Nest, from Gold Coast Hospital and Health Service & Griffith University, was recognised for her dedication to improving the delivery of culturally safe, quality maternity care to more Aboriginal and Torres Strait Islander people on the Gold Coast, particularly through the implementation of the Waijungbah Jarjums Service.

Ms Nest, who is a proud Ngunnawal woman and the first Aboriginal woman to join the midwifery group practice at Gold Coast University Hospital (GCUH), said she was grateful and honoured to be named as the 2020 Midwife of the Year.

“Midwifery is my calling; it is what I was meant to be doing. This is more than just a job to me, this is my life, and the lives of my community,” she said.

“I am these women, the women are my family, my culture, their babies are our future ancestors and I am a part of the community whose experiences I am dedicated to improving.”

Ms Nest was instrumental in setting up GCUH’s Waijungbah Jarjums Service, an innovative maternity health service that provides care and support to Aboriginal and Torres Strait Islander families, with care delivered by First Peoples midwives and nurses. She was also the first Aboriginal woman to complete the Bachelor of Midwifery at Griffith University, where she now mentors and supports Aboriginal and Torres Strait Islander midwifery students.

Since Cassandra joined GCUH in 2017, the number of First Peoples’ women and babies accessing GCUH maternity services has increased from three to 57, with the number of First Peoples’ midwives at GCUH increasing from one to five.

Ms Nest said she wants to help increase the number of First Peoples midwives, with the prize money to go towards a scholarship that includes mentorship for a Griffith University midwifery student.

“In order to improve the experiences of First Peoples women and families they need to be provided with culturally safe care,” she said.

“Increasing the amount of First Peoples midwives not only provides the women and families they care for with access to innate cultural knowledges, it contributes to the cultural safety of the whole workforce as First Peoples midwives advocate for culturally safe care and can encourage others to do the same.”



Cassandra Nest (image from Hesta Facebook Page)



## Metro North Fast Facts

Metro North is proud to employ 105 Identified Aboriginal and/or Torres Strait Islander Nurses and Midwives.

Metro North has a free antenatal and birthing service for Aboriginal and Torres Strait Islander families who choose to birth at the Royal Brisbane and Women’s Hospital, Caboolture, Kilcoy and Redcliffe Hospitals. The program, called Ngarrama, is open to any woman who is Aboriginal and/or Torres Strait Islander or any woman whose baby is Aboriginal and/or Torres Strait Islander.

## Reconciliation Week

Each year Metro North recognises this important week as a time for all Australians to learn about our shared histories, cultures, and achievements, and to explore how each of us can contribute to achieving reconciliation in Australia.



The dates for National Reconciliation Week remain the same each year; 27 May to 3 June. These dates commemorate two significant milestones in the reconciliation journey—the successful 1967 referendum, and the High Court Mabo decision respectively.

In 2020, Reconciliation Australia marks twenty years of shaping Australia's journey towards a more just, equitable and reconciled nation. This year's theme – In this Together – highlights our role when it comes to reconciliation, and in playing our part we collectively build relationships and communities that value Aboriginal and Torres Strait Islander peoples, histories and cultures.

In 2018, Metro North formalised our reconciliation commitment by launching the first Reconciliation Action Plan (RAP) for our Community and Oral Health Directorate.

This plan has paved the way for our hospitals and directorates to establish their own Reconciliation Action Plan Committees and to localise their core actions and objectives. Over the past 12 months, these groups have regularly engaged with our Aboriginal and Torres Strait Islander community to observe, learn and walk together on their journey to reconciliation.

Learn more about each of the plans and how they will enhance service delivery across our HHS.

## Mental Health

The plan will promote inclusive activities that celebrate important Aboriginal and Torres Strait Islander calendar of events, improve the Identification of Aboriginal and Torres Strait Islander peoples presenting to Metro North Mental Health (MNMH) and equip staff with knowledge to provide culturally responsive care.

The MNMH Reconciliation Action Plan (RAP) have added two community organisations to the RAP working group:

- Heart Futures who provide meals for Aboriginal and Torres Strait Islander Families in SEQ and job placement mentoring for Aboriginal and Torres Strait Islander youth.
- KIN Care Services who provide in home support for aged & disability consumers.

The RAP artwork has been implemented throughout MNMH with banners, promotional material, Mental Health Centre elevator renovations and BIALA and Melaleuca Chermside Community Health Service to utilise artwork for clinic walls and main entrances.

The plan is on track to be provided to Reconciliation Australia by September and launched by the end of the year.

The service celebrated Reconciliation Week with talks delivered by the Indigenous Mental Health Workers to their teams and staff to provide understanding of Aboriginal and Torres Strait Islander history, culture and why it is important to commemorate reconciliation and Mabo.



*RAP Members Photo: L-R Ashley Mayer (CN, Melaleuca), Sharon Pope (CN, BIALA), Rowen Sullivan (AO, INBMHS), Rebecca Olling (Team Leader QuEDS), Emma Armitage (Service Development Coordinator), Danielle Alchin (Operations Director, RED CAB MHS), Chris Henaway (Indigenous Prof Lead).*





*Members of the Redcliffe Reconciliation Action Plan committee*

## Redcliffe Hospital

Our goal is to ensure Aboriginal and Torres Strait Islander people who access Redcliffe Hospital for medical intervention receive high quality and culturally appropriate care. Our motto is to 'Acknowledge the past, create the present, inspire the future'.

Redcliffe Hospital held a community engagement workshop in October 2019. The workshop enabled hospital staff to listen and receive valuable input from our Aboriginal and Torres Strait Islander community, which resulted in the collection of 199 responses and opportunities.

Following the initial workshop, the information we received has been collated and analysed, identifying actions for inclusion in the Redcliffe Hospital Reconciliation Action Plan. The six key areas for action include:

1. Communication and Education
2. Community and Consumer Engagement / Health Literacy and Health Promotion
3. Cultural areas and environment / feeling safe to raise concerns and opportunities
4. Models of Care, Hospital Practices & Systems
5. Workforce Planning - Staff & Volunteers
6. Stolen Wages

Draft actions have been developed against each of these themes. They have been mapped back to the original feedback to ensure the message hasn't been lost in translation. They have also been mapped to the categories of the Innov8 RAP template.

The Hospital marked Reconciliation Week in a Raising of the Flags with Uncle Alan Parsons delivering an Acknowledgement to Country and story for staff. The Hospital group also sent a personal letter to Elders acknowledging Reconciliation Week.

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## Caboolture Hospital

Caboolture/ Woodford/ Kilcoy have submitted the first draft to Reconciliation Australia and are now working through their comments. They hope to formally launch the plan in 2020.

Highlights from the journey so far have been the RAP workshops and community engagement with the Elders and getting feedback from the community at the NAIDOC event. Also highlighting our engagement with lunches organised through the Emergency Department with the local community and our inaugural Touch Football carnival.

The actions are aimed at:

- Improving access to health care and improving the participation of local Aboriginal and Torres Strait Islander peoples in health care service development and delivery
- Increasing cultural capability knowledge of staff to improve health care outcomes of Aboriginal and Torres Strait Islander peoples
- Improving access to employment and implementing strategies to improve retention of Aboriginal and Torres Strait Islander peoples
- Improve access to training opportunities for local Aboriginal and Torres Strait Islander peoples

The hospital celebrated Reconciliation Week with a flag raising ceremony, presentation by local Elder Uncle David Miller and a viewing of the Better Together Health Van.



*Members of the Caboolture Reconciliation Action Plan committee*



Lavarna Young shares with viewers what Reconciliation means to her

## Community and Oral Health

Community and Oral Health' has completed their first Innovate Reconciliation Action Plan (2018-2020) with over 90% of actions being completed. The COH RAP provided the blueprint to advance the Close the Gap agenda within MNHHS through the setting of clear, measurable and achievable goals that build relationships, develop a culture of respect and inclusiveness of Aboriginal and Torres Strait Islander staff, consumers, stakeholders and community. The COH RAP also provided the template for the development of other local RAPs across MNHHS and is recognised as the first localised HHS RAP across Queensland Health.

The journey towards the RAP commenced in 2017 through a formal Statement of Commitment to Reconciliation signed by the then Executive Director and a cultural immersion activity to the Cherbourg Ration Shed Tour that was attended by Executives, Staff, the RAP Working Group, and members from the Brisbane Aboriginal and Torres Strait Islander community.

The next plan will further build on the work already undertaken by COH and that will strengthen and sustain existing processes that facilitate and engage the Reconciliation discussion and journey. These opportunities and processes are built into the COH strategic and operational responses towards improving Indigenous health outcomes including COH Better Together Aboriginal and Torres Strait Islander Health Plan and the COH Aboriginal and Torres Strait Islander Safety and Quality Action Plan. These multiple plans will also reflect the actions and deliverables within the next level RAP.

Key highlights include:

- Cultural immersion to Cherbourg Ration Shed in 2017. Plans to undertake another activity 2020 pending COVID-19 restrictions.
- Established Manager (Indigenous Health) position.
- Increased responsibility of Manager Indigenous Primary Care to include Central patient Intake, Central Referral Unit, Taxi subsidy.
- Established the first Indigenous Identified Nurse Navigator position within MNHHS.
- Established Indigenous Social Worker position within the COH Social Worker team.
- Established Indigenous Identified Service Improvement Officer within the COH Service Development team.
- Developed staff polo shirts with the COH specific Aboriginal artwork with over 400 orders being made.
- Acknowledgement to Country is provided as part of the standard agenda for all COH meetings.
- Established Yarning Circle with local Indigenous elders.
- Increased Cultural Capability Orientation to one hour. In addition to this, Cultural Capability Training is also imbedded as part of the Nursing Day Three Orientation program and student Nursing rotations that occur every three weeks.
- Weekly Cultural Chats implemented via Microsoft Teams held every Tuesday.
- Monthly Twilights Tales have been implemented. This involves an informal environment for ALL staff to meet and yarn about cultural capability and other topics not otherwise normally covered in the formal awareness training.
- Local facility events held each year to acknowledge and celebrate significant Aboriginal and Torres Strait Islander cultural dates. COH has also hosted MNHHS wide events. In addition, COH established the "Reconciliation Shield" awarded to the winning team or service taking part in activities during Reconciliation Week.

COH celebrated the week with a series of video's and messages shared with staff and community on 'What Reconciliation Means to Me'.



Members from the RBWH Reconciliation Action Plan Committee took part in a cultural awareness session with Nyanda Cultural Tours to learn more about the local history.

## The Royal Brisbane and Women's Hospital

The RAP is headed up by the Cultural Capability Services Unit, RBWH Allied Health Department.

Stemming from the RBWH RAP, Reconciliation Action Plan Working Group (RWG) meetings, they have developed draft major reconciliation actions and deliverables, which underpin the make-up of the RAP.

The action and deliverables are based on bettering their understanding of respect for Aboriginal and Torres Strait Islander cultures and how staff engage and work closely with the community. Also, about building better relationships to understand and appreciate that having good relations and rapport with the community will go a long way to encouraging and having the community become more involved in any health-based projects, screening and creating awareness of our services.

The respect and relationship actions are part of the key items of the proposed actions for RBWH to perform as part of implementing the RAP.

Being part of the largest Hospital and Health Service, RBWH are striving to enhance and increase on our service provision to Aboriginal and Torres Strait Islander peoples through the implementation and application of Close the Gap strategies, projects and special initiatives identified by staff.

RAP:

- Have a strong, committed and contributing Working Group made up of staff from across the RBWH and great support from RBWH Executive management for the development of our RAP
- Planning to finalise the RAP and submit to Reconciliation Australia for endorsement in August /September this year
- The RAP is being purpose designed to better improve our community and client engagement and provision of HHS's
  - o Importantly, endorsing and acknowledging community engagement and input to planning and participating in projects
  - o Providing a formal opportunity for the RBWH to review its' services and analyse and development new ways of doing business

The front of the RBWH was transformed during Reconciliation Week with 400 coloured 'sea of hands' placed in the front garden, a display of the Aboriginal and Torres Strait Islander flags and a poster display in the foyer.

## The Prince Charles Hospital

Representatives from the Prince Charles Hospital attended a RAP forum with Reconciliation Australia in May, with the aim of progressing the RAP for submission by June 30, 2020.

The priority areas of the RAP are aligned to the Better Together Plan to focus on leadership, governance and workforce; engagement and partnerships; transparency, reporting and accountability and culturally responsive, safe and connected care. The key objectives include:

- Continue to support and develop the Deadly Start Education 2 Employment program partnership between MNHHS, Brisbane Northwest Training Centre, Mater Education and OSMAC.
- The Aboriginal and Torres Strait Islander Patient Care Guidelines are available in each ward area that support culturally safe delivery of care with further education being provided by Aboriginal and Torres Strait Islander Nurse Navigator.
- Investigating opportunities to work with local Traditional Owners and/or Aboriginal and Torres Strait Islander consultants to help develop cultural awareness training including an initial visit to Kurbingui Youth and Family Development Elders in November 2019.
- TPC have met all requirements for compliance with the National Safety and Quality Health Services Standards that are inclusive of the governance requirements for Aboriginal and Torres Strait Islander Services.

The hospital held a flag raising ceremony on Monday 25 May with staff to highlight the start of Reconciliation Week, as well as an information stall held at the Common Good Café to inform staff, patients and families of the close the gap agenda.



A&TSLT Director Sherry Holzappel pictured with staff ready to raise the flags.

## STARS Art Program To Celebrate Indigenous Culture



### Young Brisbane-based Torres Strait Islander artist awarded one of the major artworks.

The Surgical, Treatment and Rehabilitation Service (STARS) at Herston Quarter will feature a bespoke artwork collection with arts-in-health principles at its heart which includes artworks within hospitals and healing environments to enhance and encourage patient recovery.

Australian Unity's STARS Arts Program, led by curator, Lynne Seear, to create a bespoke art collection which includes several important commissions and a significant portion of the artworks will be done by Indigenous artists from Queensland.

An emphasis on the collection is key works by Indigenous artists and will highlight the integration of culture and wellbeing.

Two of the three major commissions for STARS have been awarded to Indigenous artists. The curatorial themes driving the collection of artworks have been derived from the person-centred, holistic care that will be delivered at STARS.



Tamika Grant-Iramu is one of the Indigenous artists and she is currently working on detailed designs for a major commissioned piece at STARS and selecting colours for a rug installation. This beautiful rug will be a feature of the ground floor reception area and will be one of first artworks that patients and visitors will see at STARS.

Artists will develop unique pieces that will be integrated into the design of the new building.

## Herston Quarter partners and Multhana coming together to create Lilly Pilly Place

Landscaping of Lilly Pilly Place at the Herston Health Precinct has been completed by Multhana, a member of the Black Business Finder business network which creates procurement and employment opportunities for Indigenous businesses.

Multhana Property Services is a South-East Queensland Indigenous business which creates training and employment opportunities for Aboriginal and Torres Strait Islander people in the landscaping, construction and building maintenance and cleaning industry.

In the Kalkadoon language, Multhana means “coming together to help each other” and this Indigenous business has been engaged by Australian Unity as part of its Indigenous Participation Plan to provide grounds maintenance at Herston Quarter and the recent landscaping to create Lilly Pilly Place.

Multhana spent the last few months doing earthmoving to transform the area into a terraced landscape which features a small amphitheatre courtyard and stone bench seating, several mature Weeping Lilly Pilly trees, ground cover shrubs and new turf.

Multhana Managing Director Joseph Wallace said that contracts like these helps to strengthen employment opportunities within the Indigenous community.

“We’re proud to have helped create Lilly Pilly Place for Metro North” said Joseph.

“Multhana employs hundreds of Aboriginal and Torres Strait Islander people. Being able to complete projects like this one provides great employment opportunities for our staff and allows them to improve their landscaping skills.”

Engaging with Indigenous businesses like Multhana is a key outcome of Metro North’s Innovate Reconciliation Action Plan (RAP), which is committed to increasing its workforce participation and representation of Aboriginal and Torres Strait Islander people.



Multhana Managing Director Joe Wallace (far right) stands with members of the landscaping crew in Lilly Pilly Place.



# ACCURATE INDIGENOUS IDENTIFICATION

Metro North has unveiled phase two of the Accurate Indigenous Identification Campaign designed to encourage Aboriginal and Torres Strait Islander consumers to feel safe, supported and proud to identify when accessing our hospitals and facilities.

With historical impacts and inter-generational trauma, Aboriginal and Torres Strait Islander consumers can feel unsafe, distrust and shame when identifying their heritage due to stigma and fear of the health system.

Metro North has committed to improving these barriers and health outcomes as part of the Better Together Health Plan.

In 2016, the Aboriginal and Torres Strait Islander Health Unit launched a campaign focused at encouraging staff to ask the question every time a patient is admitted for accurate recording and linkage to culturally supportive services for the patient.

To ensure Aboriginal and Torres Strait Islander people receive services, cultural support and care the right way, health staff must ask the question - "Are you of Aboriginal and/or Torres Strait Islander origin?".

Hundreds of staff members from across administration, clinical and operational areas signed up to support the message within their workplace by attending specific training and creating a safe and welcoming environment for Aboriginal and Torres Strait Islander patients through signage, brochures and wearing the specially designed staff shirts.

A&TSILT Communications Officer and proud Gubbi Gubbi woman, Caley Colley is leading phase two of the campaign to focus on encouraging Aboriginal and Torres Strait Islander patients accessing our services to self-identify upon arrival and feel proud / safe to do so.

"We understand there is still uncertainty, weariness and stigma within community about identifying when accessing our services. Our new campaign will see us trying to break this barrier and support our community to feel safe and ensure they understand by identifying they will have access to support services, increased health checks and improved long-term health outcomes.

"Identifying is your right to a healthier life!" Caley said.

If you would like to access the campaign video, poster, brochure and fact sheet, please email the team on [A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au)

## Fast Facts

- In 2016, 22,389 people identified as Aboriginal and/or Torres Strait Islander descent within the Metro North Hospital and Health Service population. This equates to 2.3% of Metro North HHS population.
- Within that number Caboolture had the highest population of Aboriginal and Torres Strait Islander people at 6,918.
- Between 2011 – 2016, the Aboriginal and Torres Strait Islander population residing in Metro North increased by 37.6%, compared to 18% nationally.
- By 2031 the Aboriginal and Torres Strait Islander population in Metro North is projected to be 133,189, the largest of any other State's population projection.
- In 2017 – 2018, 11,442 Aboriginal and/or Torres Strait Islander people Discharged Against Medical Advice from Metro North Hospital and Health Service, which is over three times the rate of non-Indigenous patients.



# Are you of Aboriginal and/or Torres Strait Islander origin?

- ✓ Staff please always ask.
- ✓ You need to ask everyone!
- ✓ You cannot rely on appearance.
- ✓ The only sure way to find out is to ask.
- ✓ Please help us to improve the health of  
Aboriginal and Torres Strait Islander Queenslanders.

# ACCURATE INDIGENOUS IDENTIFICATION



*Radiographer, Peta Johnson, at BreastScreen Queensland recently signed up to support the campaign.*

## BreastScreen Radiographer lends support to campaign

Hundreds of non-Indigenous staff across Metro North HHS have taken part in the campaign since 2016 by expressing their interest in becoming an ambassador within their clinical service areas and to show their support to Aboriginal and Torres Strait Islander consumers.

Peta grew up in a small country town in Northern New South Wales, Kyogle, and said she has always had a great appreciation of our First Nations community.

“I myself have a culturally diverse background, so I know personally how it feels to think I am “other” or not a valued part of the crowd. Wearing the identification shirt is something I am proud to do as I believe it can help make my clients know they belong regardless of their culture, and when we all feel we belong then we can all work together to get the best health outcomes.

“I truly feel blessed to be an Australian, and I honour and value Australia's first people and thank them for sharing their beautiful country with all of us. If I can give back to them by giving them the best health care within a culturally sensitive, safe and positive environment then I am grateful for the opportunity,” Peta said.

Peta is keen to spread the message also of the importance of regular BreastScreen checks for Aboriginal and Torres Strait Islander women, every two years.

“Mammograms can be a very personal experience, and as a mammographer I strive to tailor my interactions to the needs of each client. Breast cancer is currently the most commonly diagnosed cancer in Indigenous women, so there is a high chance that a client knows someone in her community who has experienced breast cancer. This can sometimes be traumatic for all involved within the community.

“So when a client identifies with being Aboriginal and/or Torres Strait Islander I am best able to create a safe space where she can discuss her experiences within her community and help answer any questions and allay any fears she herself might be feeling. This helps ensure the best health outcomes for herself and helps spread messages of positive experiences through her community, allowing others to feel safe to access our services as well.”



# IN THE NEWS

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## Plan to keep Aboriginal Australians out of jail, as Indigenous leaders hope change will come

We saw the faces and heard the cries of the Aboriginal families wanting action on deaths in custody, now almost three decades after a royal commission — along with hundreds of reports — is change on the way?

Tens of thousands of Australians took to the streets this week chanting “black lives matter”, putting the spotlight on Australia’s record of deaths in custody.

But long before the protests, Indigenous leaders, families and lawyers have been lobbying for change.

<https://ab.co/30s1YQF>

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## Kimberley kidney health breakthrough means residents no longer choose between staying home or saving their lives

As John Puertollano became sick, he contemplated “falling off the perch” rather than moving to the cold city down south. Some regional patients previously chose to forego essential treatment rather than travel to the city.

“That choice was ticking over in my brain for the last three years; should I go or stay here and let nature take its toll?” he said.

The 65-year-old’s kidneys were failing, and doctors said he needed dialysis.

But the shortage of dialysis machines in West Australia’s Kimberley region meant he would have to move 2,200 kilometres south to Perth to start treatment.

<https://ab.co/2XQSOeX>

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## Reconciliation Week: a time to reflect on strong Indigenous leadership and resilience in the face of a pandemic

National Reconciliation Week is a time of reflection, talking and sharing of histories, cultures and achievements. It is a time to think about our relationships as Indigenous and non-Indigenous Australians.

This year’s theme is “In This Together”, a phrase that has taken on extra meaning as the world grapples with the coronavirus pandemic.

<https://bit.ly/2Us0fqL>

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## QUT leads genomics research for better Indigenous health outcomes

QUT-led research to improve health outcomes among Aboriginal and Torres Strait Islander communities by better understanding genetic association with chronic disease has received \$1.6 million funding under the Federal Government’s Genomics Health Futures Mission.

The three-year project is one of 17 announced by the Minister for Health Greg Hunt.

<https://bit.ly/2BYHrZX>

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## Chatting with the state’s first Chief Aboriginal and Torres Strait Islander Health Officer

Griffith alumnus Haylene Grogan has described the first few months of her job as Queensland’s first Chief Aboriginal and Torres Strait Islander Health Officer as “coming home.” The proud Kuku Yalanji and Tagalaka woman started her career in health as a nurse in 1983 and said she was “loving” her new position, calling the new role a step in the right direction in improving health outcomes and equity for Aboriginal and Torres Strait Islander people.

<https://bit.ly/2YnARDF>

## WORD OF THE MONTH “Binbee Garri”

Binbee garri, hello [good day] in Gangulu, a language of the Comet River headwaters in Central Queensland. The Gangulu language region includes the towns of Clermont and Springsure extending south towards the Dawson River.

# STAFF PROFILE

## Welcome to new Mental Health Workers

The Indigenous Mental Health Workers provide culturally emotional and spiritual well-being support to our Aboriginal and Torres Strait Islander people with mental health illnesses.

The service has recently welcomed two new staff members to the team based at Chermside Community Health Centre, Eva Coghill and Jeleacha Hopkins-Lincolne.

The service provides co-case management and advice to staff on social and the cultural aspects of assessments, treatments and recovery. A core role is to support consumers during their stay in hospital and during the delivery of mental health services.

The wrap around service includes providing cultural awareness education for Metro North Mental Health staff based on local Aboriginal and Torres Strait Islander knowledge and community issues.



### Eva Coghill

#### Can you tell us a bit about yourself?

My name is Eva Lavinia Moreton Coghill, I'm a Quandamooka Woman.

I grew up on North Stradbroke Island where my Blood line connection from my Great Great Grandfather Mookin (Charles Moreton) is from.

My Dad Is a Moreton/Coghill

My Mum is a Ruska/Coolwell

My Yurries (totems) are Carpet Snake Kabul from Goenpul/ Owl which is messenger bird.

My Yurries (totem) from my mum is Black snake which from Nugi/ Noonuccal Curlew Bird messenger bird.

#### What made you want to work in Mental Health

I choose to work in this role because I'm passionate about helping our people. I want to help our mob break the intergenerational cycle of mental illness that occurs in our communities and within our people. I want to encourage our patients to not be shame to acknowledge you have a mental illness and seek help for mental health.

We all need to start educating our mob and passing on the message substances abuse and alcohol isn't fitted for our people, doesn't cure our spirits and it doesn't heal our minds.

Mental health is an important area for me, I remember when I was little and seeing my mob go off, not until I was older and knew their story I realised then they had a mental illness that they had been carrying around with them and didn't know how to deal with it so alcohol was the 'cure'. Therefore, it's so important to keep educating our mob on mental health and to have our connection to our culture and country.

#### What are your future goals?

My future aspirations would be to start working in primary/secondary departments and have mental health in the curriculum and educate our young ones on the subject. At the end of the day, our youth are our future generations and our children need the education on mental health to prevent the cycle of intergenerational mental illness and have more knowledge of mental health.

#### What do you like doing outside of work?

I like to go swimming in the saltwater/ fresh water for healing, going fishing, camping, crabbing. I love spending time with my family and my sons.

Our mob, let's stay connected to our culture and our country! Healing plays a big part in our culture, lets come together and support one another.

# STAFF PROFILE



## Jeleacha Hopkins-Lincolne

### Can you tell us a bit about yourself?

My name is Jeleacha Hopkins-Lincolne I am a Geerang Geerang women, my tribe resides in Gladstone down to Bundaberg, which is on my mother's side, my totem on my mother's side is an owl. And I am also a Darumbal women on my father's side that tribe resides in Rockhampton, my totem on my father's side is the green tree frog. I live in Brisbane Northside. I am 27 years old currently studying for my dual Diploma in Mental Health and Diploma in Alcohol and Other Drugs. I have one daughter her name is Aurora. I am hitched to get married next year in September and wish to one day eventually own a house in Brighton on the beach front!

### What made you want to work in Indigenous Mental Health?

Growing up I noticed a lot of my mob, family and friends that suffered from mental health illnesses. I noticed my Aboriginal and Torres Strait Islander people suffer greatly from mental health illnesses that do not get recognised and acknowledged, or properly treated. Experiencing and seeing mental health illnesses has inspired me to contribute to improve better health outcomes for my mob suffering with mental health illnesses. I love being part of the recovery journey for my mob and being the support that guides them through their recovery journey to get well.

**I noticed that you have a Dual Diploma in Mental Health & Alcohol and Other Drugs is this an area that is important to you? Why?**

Knowledge is power and I will do whatever it takes to upskill my knowledge surrounding mental health illnesses for our mob. I want to do my part as an Aboriginal woman to contribute to the recovery journey for our mob. Not only are mental health illnesses a huge part in Aboriginal and Torres Strait Islander people's health, but drugs and alcohol are also contributing to mental health illnesses. Drugs and alcohol are used as a coping mechanism for our mob that are trying to heal their spirits and not being able to recognise and acknowledge their mental health illness. It is important to break down these barriers in order to heal our spirits mentally and physically.

**I am aware that you have worked in Qld Health before. Can you please tell us about your previous roles and what they involved?**

I was an Aboriginal Health Worker for the IROC (Indigenous Respiratory Outreach Care) team for TPCH. They are an outreach team that provides education and support surrounding lung health. My role was to provide support to Aboriginal and Torres Strait Islander peoples in their appointments and conduct observations such as height, weight, BP and Lung function testing. Part of my role was also to conduct 2-day training course for Aboriginal and Torres Strait Islander Health workers and provide education on lung health illnesses and the use of Lung function testing of a spirometry test.

**How can Aboriginal and Torres Strait Islander people access your services?**

By asking one of our deadly team members at Chermiside Community health for the Indigenous mental workers, myself or Eva Coghill!

When presenting unwell at the mental health wards our mob can either ask for our IMHW to be present. We make regular contact with our mental health wards so if a new person comes in, we will know to come see you to introduce ourselves.

## 2M Translation Services

Do you need language support to assist an Aboriginal or Torres Strait Islander patient?

Queensland Health offer Indigenous language interpreting services since 2018 under the Standing Offer Arrangement HSQ 81638 via its approved service provider 2M Language Services.

Book an Indigenous language interpreter at [2M.COM.AU](http://2M.COM.AU) or call 07 3367 8722.

Do you speak an Aboriginal or Torres Strait Islander language and need assistance to receive health services?

If you require translation in your own language, please ask a staff member to arrange for an Indigenous language interpreter to assist you at no cost.





Metro North Hospital and Health Service Putting people first

## Better Together Health Van

Metro North Hospital and Health Service Putting people first



# Better Together Health Van

The Better Together Health Van is a free community service for Aboriginal and Torres Strait Islander people living on the North Side of Brisbane (from Brisbane River to Kilcoy), providing access to:

- Health promotion and education
- Opportunistic health screening
- An avenue to yarn with a health care provider to provide feedback on hospital experience and healthcare journey
- Opportunity to co-design healthcare services for Aboriginal and Torres Strait Islander peoples
- Access to Aboriginal and Torres Strait Islander health workers and supporting health staff.



### How to access the Van?

Visit our website for up-to-date locations of the Van [metronorth.health.qld.gov.au/better-together-van](http://metronorth.health.qld.gov.au/better-together-van)

Follow our Facebook Page @ BetterTogetherHealthVan for information on locations, upcoming events, important health information and community stories.



### Make a booking

If you would like to request the Van visits your community or event, contact the Metro North Aboriginal and Torres Strait Islander Leadership Team to make a booking on (07) 3139 3235 or email [Bettersogetherhealthvan@health.qld.gov.au](mailto:Bettersogetherhealthvan@health.qld.gov.au)

The service is owned and operated by Metro North Hospital and Health Service (MNHHS). The Better Together Health Van will be utilised as an extension of MNHHS in creating engagement activities and developing partnerships and relationships with Aboriginal and Torres Strait Islander consumers, families and community organisations.

Over the next 12 months (March 2020 – March 2021) the Van will be gathering community feedback, assessing service demand and evaluating clinical service needs.

We welcome your feedback, contributions, story ideas and details on any upcoming events.

Please contact Aboriginal and Torres Strait Islander Health Unit Communications Manager Renee Simon at [Renee.Simon@health.qld.gov.au](mailto:Renee.Simon@health.qld.gov.au) or phone (07) 3139 3235.

