

# Talk-About

The official newsletter for the Aboriginal and Torres Strait Islander Health Unit

March 2018

Metro North Hospital and Health Service *Putting people first*

## Jack's Journey: Bringing island life to the bedside

Jack Billy is lying in a hospital bed at the burns unit at Queensland's largest tertiary hospital, Royal Brisbane and Women's Hospital (RBWH). Two nurses are changing the dressing on his leg, which has been amputated from the knee down.

Jack lights up when he sees Cultural Capability Officer, Horace Nona walk into the room. They begin their conversation in Torres Strait Islander Creole and soon erupt into laughter.

"Horace has been really good to me," Jack said. "As soon as he comes into the room, he makes me laugh. Laughter is a good thing."

Jack is a proud Torres Strait Islander man from the Poruma language group at Coconut Island. He comes from a large family with nine children and grandchildren.

He was recently transferred to RBWH from Cairns Hospital to see the burns specialist after severely burning his leg.

Jack speaks limited English and relied on the support of Horace and Improving the Patient Journey Coordinator Ronald Agie to translate from English to Creole.



Members of Jack's family made the long journey to Brisbane to support him. His brother Frank Faid is pictured far left.

"When I was told they would have to remove my leg from the knee down it really hurt me," Jack said.

"When Horace and Ron explained to me in Creole I understood what had to be done. I felt alright then, I understood it was the best for me.

"We need people like them here to explain what the doctor or nurse is saying. I had a lot of different instructions and complications with my condition. Having Ron and Horace has been a big help for me."

Horace said it was essential for Aboriginal and Torres Strait Islander people to feel supported as they recover, especially if they are so far away from home and their family network.

"It's about providing a quality service for our people, making them feel comfortable and willing to comply with what the doctors are telling them," he said.

"If they don't speak English or understand it very well, the whole experience can be overwhelming and confusing.

"In Jack's case, our families are very close, and I have the respect to speak with him honestly and openly about the best treatment for his condition.



I was able to support his wife and family with their decision."

As part of his healing journey, Jack enjoyed some traditional 'kai kai' (fish soup), stories of home and speaking with Horace in his language.

"That was the best part. Every Island person should have access to hospital food but also traditional food. Creole and language is important, that's the good part and I don't want to miss that when I'm here," Jack said.

Jack is looking forward to returning home.

"The same doctor comes every morning to look at my leg. He tells me how I'm healing and that I'll be at home soon to put my mind at ease," Jack said.

"They have told me the best thing for my healing is to be at home, to speak my language and be with my people and to eat everything! They said life will come back to me."



# Give us feedback

## Talk-About

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 Health Unit

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 Health Unit, Building 26, Chermide Community Health Centre, 490 Hamilton Road, Chermide QLD 4032.

### Email to:

A\_TSIHU\_MNHHS@health.qld.gov.au

Alternatively, call and ask for our Safety and Quality Officer on 3647 9531.

# Contact information

## Royal Brisbane and Women's Hospital

Indigenous Hospital Liaison Officer	Ph: 3646 4154 or 3646 1696
Indigenous Patient Journey Officer	Ph: 3646 5612 or 0428 861 888
Team Leader	Ph: 3647 4183 or 0408 472 385

## The Prince Charles Hospital

Indigenous Hospital Liaison Officer	Ph: 3139 5165 or 3139 5062
Indigenous Patient Journey Officer	Ph: 3139 6622 or 0409 583 967
Team Leader	Ph: 3139 6300 or 0439 082 908

## Redcliffe Hospital

Indigenous Hospital Liaison Officer	Ph: 3049 6791
Team Leader	Ph: 3139 6300 or 0439 082 908

## Caboolture Hospital

Indigenous Hospital Liaison Officer	Ph: 5433 8249 or 5433 8708
Team Leader	Ph: 3139 6300 or 0439 082 908

## After Hours Team

**Friday and Monday 12pm to 8.30pm**

Saturday and Sunday 10am to 6:30pm	Ph: 5433 8249
Indigenous Hospital Liaison Officer	Ph: 3647 4183
Indigenous Patient Journey Officer	Ph: 0409 583 967

## Indigenous Acute and Primary Care / Sexual Health Team

Manager: Robyn Chilcott	Ph: 3492 1823
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## Cultural Capability / Indigenous Strategic Development

Manager: Isaac Simon	Ph: (07) 3139 4912
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## A&TSIHU Safety & Quality – Pine Rivers CHC

Tracy Grant – Indigenous Safety & Quality Coordinator	Ph: 3492 1818 or Mob: 0417 027 642
Caley Malezer – Project Officer Safety & Quality	Ph: 3492 1820 or Mob: 0417 270 854



## Indigenous Hospital Services with Natasha White, Program Manager

### Indigenous Hospital Service

On reflection of 2017, the team have collectively provided services to around 6,000 patients and their families, with over 9,000 episodes of service delivered and a total of 25,000 recorded occasions of service.

With the growth of our population we will be anticipating a significant rise in Aboriginal and Torres Strait Islander people accessing hospitals in Metro North. The team are currently planning activities for the next six months and will be using this information to prioritise focus areas for 2018.

### Mipla Binna – Our Ears

The team at RBWH had the pleasure of attending an education session facilitated by Selma Kum Sing, Community Development Officer from Children's Health Queensland last month. RBWH has been identified as a pilot site for the roll-out of the Mipla Binna – Our Ears website.

The website is designed to support Aboriginal and Torres Strait Islander families embarking on the Healthy Hearing pathways. The Mipla Binna resources emphasise the important role of the Indigenous Hospital Liaison Officer and also encourage families to engage with these positions if they require additional support.

The Mipla Binna – Our Ears website is now available at <https://www.childrens.health.qld.gov.au/miplabinna>

“With the growth of our population we will be anticipating a significant rise in Aboriginal and Torres Strait Islander people accessing hospitals in Metro North.”

# 2018 NAIDOC CELEBRATION

## Caboolture Family Fun Day

Tuesday 10 July 2018  
10am–2pm

St Columban's College  
Auditorium and Grounds



Staff, patients and community members are invited to come together to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander people during NAIDOC Week.

The 2018 theme – *Because of her, we can!* – will celebrate the invaluable contributions that Aboriginal and Torres Strait Islander women have made – and continue to make – to our communities, our families, our rich history and to our nation.

The family fun day, held at St Columban's College at Caboolture, will feature a Welcome to Country, Aboriginal and Torres Strait Islander dancing and singing, cultural workshops and plenty of health stallholders.



**BECAUSE OF HER, WE CAN!**

8-15 JULY 2018

### PROGRAM

**10am–10.30am**

Welcome to country and official opening

**10.30am–11.30am**

Aboriginal and Torres Strait Islander dancing

**11.30am onwards**

Sausage sizzle and lunch from food vans

**11.30am–12.30pm**

Conversations with Metro North  
Cultural workshops  
Basket weaving, artefacts display, dance workshops and face painting

**12.30pm – 1.30pm**

Emergency services presentation, sports clinics and Indigenous games

**2pm**

Event closure

For further information contact (07) 3139 32135 /  
[A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au)

**PLUS**

- A FREE SAUSAGE SIZZLE, FRUIT AND SALAD ROLLS
- HEALTH & COMMUNITY STALLHOLDERS
- ANIMAL FARM
- JUMPING CASTLE
- TRADITIONAL GAMES AND SPORTS CLINICS

The event is proudly supported by the MNHHS Aboriginal and Torres Strait Islander Health Unit, Community, Indigenous and Subacute Services and St Columban's College



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**Paul Drahm**  
A/Director, Aboriginal and Torres Strait Islander Health Unit

## A word from the Director

Welcome to 2018! I hope all of our staff, patients, and community members had a nice break over the festive period.

Metro North Hospital and Health Service (MNHHS) has commenced planning some key initiatives for Indigenous Health, which includes:

- **MNHHS Aboriginal and Torres Strait Islander Workforce Development and Employment strategy.** A Project Manager has been recruited to develop a strategy to target all services and levels, inclusive of recruitment, retention, career pathways, staff development and support initiatives.
- **School Based Administrative Traineeship Program** pilot in partnership with the Aboriginal Employment Strategy (AES). The program model will include tools and supported documents that can be expanded across clinical, trade and support areas.
- **MNHHS Aboriginal and Torres Strait Islander Procurement Strategy Framework** targets and supports the growth and development of Indigenous businesses and increased employment across Queensland.
- **MNHHS Discharge Against Medical Advice (DAMA) Reduction Strategy.** Development of DAMA performance measures and strategies to reduce rates of discharge against medical advice.

- **MNHHS Aboriginal and Torres Strait Islander community engagement and communication strategies.**
- **Establishment of Reconciliation Action Plans (RAP) across each facility.**
- **MNHHS Cultural Governance structures and frameworks.**
- **Establishment of increased Key Performance Indicators to improve monitoring and reporting of health outcomes.**

Our management team will be working towards connecting health for our Indigenous patients through service planning, reviewed models of care for our key services including sexual health, and improving our partnerships with community based organisations for a seamless transition of care from hospital to home.

Our MNHHS Indigenous Data Atlas will be an integral performance and monitoring tool to inform our service delivery and guide us through these key projects.

Finally, our A&TSIHU Events Committee has already started planning for our cultural events calendar, including a Close the Gap Day Afternoon Tea on Thursday 15 March and the launch of our CISS Reconciliation Action Plan on Friday 1 June at Brighton Health Campus and our Caboolture NAIDOC Family Fun Day on Tuesday 10 July from 10am - 2pm at St Columban's College. We look forward to celebrating these exciting events with you.

# IN THE NEWS

## Older Indigenous Australians with illness or disability at high risk of depression, study finds

For the first time there's evidence that disability, renal failure and diabetes are causing high levels of psychological distress in older Indigenous Australians.

New research by the Baker Heart and Diabetes Institute shows this is the case for half of all Aboriginal people suffering from significant health problems.

<http://www.abc.net.au/news/2018-02-01/older-indigenous-australians-with-illness-risk-of-depression/9379344>

## Giving Walgett children a better start to life with new mothers and babies' health program

Walgett will have access to a highly successful mothers and babies' health program, as part of the national expansion of the service to help build stronger, healthier and more resilient Aboriginal and Torres Strait Islander children and families.

<https://www.morechampion.com.au/story/5206054/giving-walgett-children-a-better-start-to-life/>

## Gubinge, the Kimberley super fruit finding success in the health food industry

The native superfood, also known as Kakadu plum, is a staple bushfood for Indigenous people across northern Australia, but the health benefits from its high levels of Vitamin C are fast becoming known in the health food industry.

<http://www.abc.net.au/news/rural/2018-02-05/gubinge-harvest-growing-despite-setbacks-in-kimberley/9312636>

## SWAMS opened its new maternal and child health clinic

The South West Aboriginal Medical Service unveiled its new maternal and child health clinic, Kwilnap last week.

<http://www.bunburymail.com.au/story/5202111/health-centre-opened/>

## Turnbull defends Closing the Gap strategy

Prime Minister Malcolm Turnbull has brushed off claims the federal government has ditched the Closing the Gap strategy to improve the lives of indigenous Australians, saying it is actually expanding the program and devoting more money to the cause.

<https://www.sbs.com.au/news/turnbull-defends-closing-the-gap-strategy>

## WA's Australian of the Year continues to break down barriers

Tracy Westerman learnt early how to be a strong, proud Aboriginal. Now WA's Australian of the Year is teaching others to be the same.

<https://thewest.com.au/lifestyle/was-australian-of-the-year-continues-to-break-down-barriers-ng-b88711049z>

## My Australia: The country's first Indigenous surgeon on confronting inequality

For kids destined to become doctors, Grace Kinsella's house was a good place to grow up. The Woromi woman was a community nurse, and her son Kelvin Kong - who became Australia's first Indigenous surgeon more than ten years ago - recalls a constant stream of relatives and friends showing up for first aid and health care.

<https://www.sbs.com.au/news/my-australia-the-country-s-first-indigenous-surgeon-on-confronting-inequality>

## Indigenous ear health the "missing piece of the disadvantage puzzle"

Imagine being overlooked or dismissed as disruptive in class when you actually just can't hear what the teacher is saying. This scenario is more common than you might think. In many Indigenous communities, middle ear infections are rife, leading to hearing problems and a life of disadvantage.

<http://www.abc.net.au/radionational/programs/lifematters/indigenous-ear-health-the-missing-piece-of-the-disadvantage-pu/9353286>

## 'About the future and the past': NSW Labor to ink treaty with Indigenous Australians

An elected NSW Labor government would negotiate a treaty recognising traditional Indigenous ownership of NSW, Opposition Leader Luke Foley will reveal on Australia Day, in a move that could lead to a greater share of the state's resource wealth and policy-making influence for the state's Indigenous population.

<http://www.smh.com.au/nsw/about-the-future-and-the-past-nsw-labor-to-ink-treaty-with-indigenous-australians-20180124-h0nnn5.html>

## \$9m boost enables more scholarships

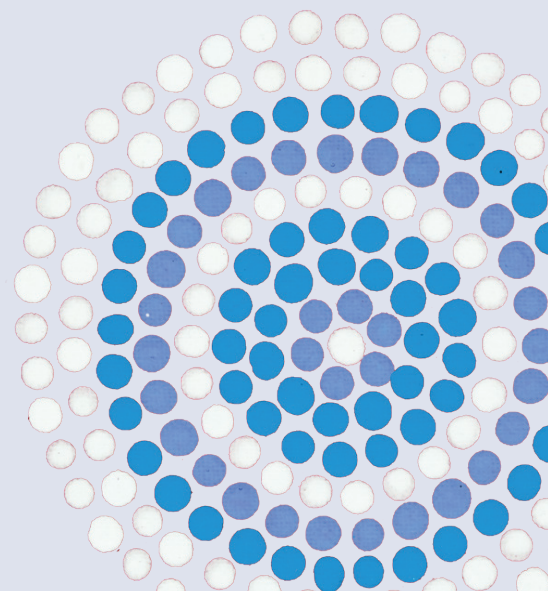
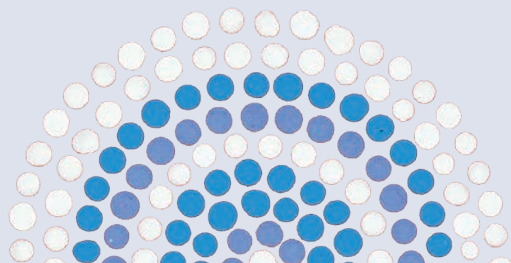
Not-for-profit Aboriginal education organisation Madalah has been able to boost the number of scholarships on offer this year thanks to a \$9.3 million Federal Government funding boost. Chief executive officer Phil Paul said the WA-based organisation was able to provide 200 scholarships to students studying at mostly secondary schools but also some tertiary institutions.

<https://nit.com.au/9m-boost-enables-scholarships/>

## Minister Scullion: New Language Centre opens in Tennant Creek

Tennant Creek and the Barkly region has received a boost with the opening of a new Indigenous Language Centre that will engage local Aboriginal communities and support the preservation and maintenance of Indigenous languages across the region.

<http://www.indigenous.gov.au/news-and-media/announcements/minister-scullion-new-language-centre-opens-tennant-creek>



# Indigenous Strategic Development Team (ISD)

with Manager, Isaac Simon

The National Safety and Quality Health Service Standards 2nd Edition has six (6) actions that are specifically focused toward Aboriginal and Torres Strait Islander people.

These actions are applicable to health service organisations that provide care for Aboriginal and Torres Strait Islander people to improve the quality of care and health outcomes for Aboriginal and Torres Strait Islander people.

According to the Standards – “Aboriginal and Torres Strait Islander people have the right to feel confident and safe in accessing the Australian healthcare system, and the system must be able to respond to their needs. For this to occur, health service organisations should ensure service provision is equitable, and that patient needs drive the level and range of care that can be accessed.”

At MNHHS, our vision is to ensure all Aboriginal and Torres Strait Islander people within the catchment and beyond have equitable access to health services that are culturally appropriate and culturally safe.

We have recently expanded our role with partnering with our patients and sharing their experiences with our hospital and health service. Torres Strait Islander patient, Jack Billy, was filmed discussing the importance of language and cultural support at the bedside.

Another patient, George Wano, will share his story in our next edition of Talk-About, providing his patient experience with our community service at Brighton Health Campus.

Another opportunity to engage with our community will be on Close the Gap Day, on 15 March at Brighton Health Campus. The event will be designed for our staff to listen to the stories from our Aboriginal and Torres Strait Islander patients, families and communities, while discussing the ways we can all work together to close the gap on life expectancy and health outcomes. I encourage all staff to attend this valuable event.

For further information regarding the standards, visit the User Guide for Aboriginal and Torres Strait Islander Health

at <https://www.safetyandquality.gov.au/wp-content/uploads/2017/12/National-Safety-and-Quality-Health-Service-Standards-User-Guide-for-Aboriginal-and-Torres-Strait-Islander-Health.pdf>



In recognition of Close the Gap Day we invite you to a

## Afternoon Tea

Date - Thursday March 16 2018  
Time - 12:30pm - 3:00pm  
Location - Brighton Health Campus Auditorium, 449 Beaconsfield Terrace, Brighton  
RSVP : (07) 3139 3235  
A\_TSIHU\_MNHHS@health.qld.gov.au

Flags: Australia, Torres Strait Islands, Queensland, and a logo.

## Outreach Oral Health Program

A new oral health pilot program at schools in the Caboolture area aims to reduce emergency presentations for Indigenous children.

Tullawong Primary School, Caboolture State School, Morayfield State School and Deception Bay North will all take part, with a clinic or mobile van to be stationed at the schools for dental health checks.

Advanced Dental Therapist Theresa Kelso said parents or the primary care providers would need to attend the examination with the child. The assessment may include x-rays, oral health instructions on tooth brushing, diet and fluoride application and any restorative treatment or referrals.



Staff from the MNHHS Oral Health Team with Advanced Dental Therapist Theresa Kelso (second from right).

“What we have identified in the Caboolture area is we see a significant amount of Aboriginal kids only for emergency treatment. What we’d like to be able to offer them is a full course of oral health care so they don’t need emergency treatment, it’s just part of their routine to have the annual check-up,” Theresa said.

A new focus group has been established at Caboolture Hospital to look at ways to make oral health services more visually identifiable and culturally appropriate to the Indigenous population.

“If Indigenous families don’t want to use the public health system, we want them to know there are other options and oral health is an important part of everyday life,” Theresa said.

“There are so many other diseases that oral health is linked to; if you pick up something early in oral health it may prevent another disease progressing.

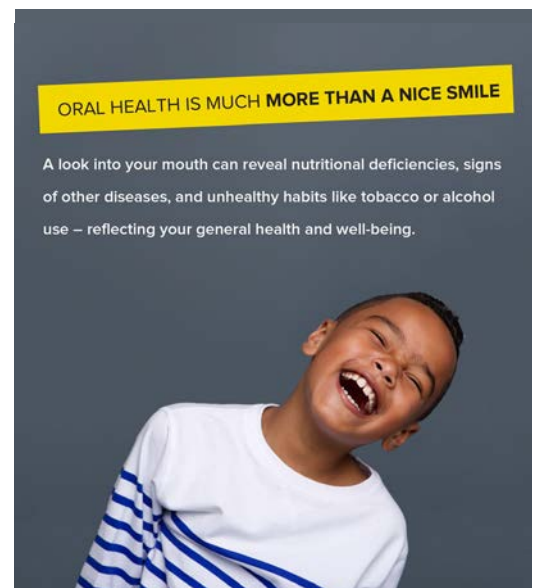
“This includes heart complaints, diabetes and speech issues, especially with younger children.”

The program has plans to engage an Aboriginal Liaison Officer to liaise with patients so they are more comfortable to bridge the gap.

“The ideal result would be less emergency presentations and more kids completing a full course of oral care,” Theresa said.


“Ideally, we would like to see children from the age of two but realistically before they start school is very important.

“When we see younger children it’s about educating the parents; we don’t like seeing children in dental pain and we want to prevent that from happening.”



**ORAL HEALTH IS MUCH MORE THAN A NICE SMILE**

A look into your mouth can reveal nutritional deficiencies, signs of other diseases, and unhealthy habits like tobacco or alcohol use – reflecting your general health and well-being.



## Indigenous Sexual Health

# Salvation Army - Streetlevel, Spring Hill

### Streetlevel Background Information

The Salvation Army first opened Streetlevel in 2009, with a vision to create a safe and open community for those living rough. Since its early days in Spring Hill, Streetlevel was moved to a larger building in the Valley, then back to Spring Hill again in August 2015. Our aim at Streetlevel is to provide emergency support to people in the community.

### The objectives of Streetlevel are to:

- Provide a safe and supportive community for people
- Offer assistance to those in crisis with emergency relief
- Free meals, referrals and heaps of emotional and personal support
- Assist people to stabilise and transition into the next phase of their life by including and accepting them consistently into community life.



### Activities for community members:

Streetlevel help people find a sense of purpose by empowering them to find ways to use their gifts and talents in serving others. They have lots of activities and people who are positive and encouraging. Every Monday following lunch a team building meeting is held for those who wish to get more involved with Streetlevel and engage in relationships with staff, volunteers, and members of the community. Indigenous Sexual Health Team (ISHT) have been invited to present at this meeting in 2018.

### Indigenous Sexual Health Team contribution:

The Indigenous Sexual Health Program was told about the Salvation Army – Streetlevel by a community member who attended another program at the 139 Club (a homeless hub situated in New Farm). ISHT visit fortnightly and have built rapport and trust with the Streetlevel “mob”.

We network with staff and volunteers and interact with community members. We provide sexual and

reproductive health services and other health services related assistance as required, and referral to as indicated.

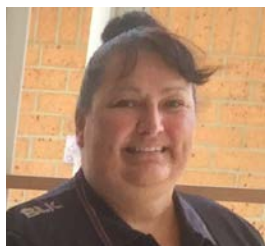
We engage with volunteers to assist with luncheon set up and meal service for 90 up to 150 people in one sitting. The ISHT offers and assists with running meals out to tables and then cleaning up after everyone has eaten.



## IN FOCUS

### IDENTIFICATION: It's your right to a healthier life

The Accurate Indigenous Identification campaign is designed to highlight the importance of Aboriginal and Torres Strait Islander patients to identify when accessing Metro North Hospital and Health Service hospitals and facilities.

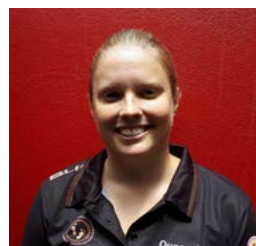


**Theresa Kelso, Dental Therapist, Metro North Oral Health**

*"It's really important for us that patients can identify as Aboriginal and or Torres Strait Islander origin so we can treat them culturally appropriately and understand their needs.*

*Oral Health have started a focus group as we know people that identify as*

*Aboriginal and or Torres Strait Islander origin are not following through with a full course of care for oral health and we want to work out why. We need the community to know that we are not just an emergency service, but a friendly and accessible service."*



**Jasmine Forbes, Physiotherapist, The Prince Charles Hospital**

*"It's very important to ask the question in my line of work to help me fully understand and give the appropriate care to patients.*

*We are all aware unfortunately that there is a lot deeper medical history we have to look at and understand*

*as well as helping the patient be comfortable talking to male and female staff.*

*It also helps me to understand what they need specifically and I can tailor my treatment to help them a lot better."*

# Culturally appropriate sexual health service discussed at Consultation Day

Around 30 stakeholders came together last month to collaborate to improve Aboriginal and Torres Strait Islander sexual health services across Metro North.

The forum, held at the Brighton Health Campus, brought together stakeholders from across Metro North, the Public Health Unit, Brisbane North PHN, Institute for Urban Indigenous Health and many others.

Project lead Kelly Smith said good progress was made towards shaping an improved service.

“The consultation was the start of meaningful relationships to work together to improve sexual health services for Aboriginal and Torres Strait Islander people,” she said.

“Everyone has a genuine commitment to making a difference. There will be opportunities to work together to improve the patient journey and outcome.”

The consultation forum centred around four key themes of access, prevention, cultural appropriateness and collaboration.

A&TSIHU Sexual Health Team Leader Ron Abala and Sexual Health Clinical Nurse

Consultant Dene Campbell said they feel very positive that steps would be made to close the gap in sexual health.

“Our goal is to gain clinical governance to provide culturally appropriate and safe services to Aboriginal and Torres Strait Islander clients,” they said.

“We’d love to have an outreach model, giving clients the choice of where they would like to access our services.”

Moving forward, Kelly’s task is to bring together all the feedback from the day to shape the new model of care.

“I’ll use the themes from the consultation to inform the new model of care to ensure it is sustainable and meets the needs of the community.”

For more information contact Kelly at [indigenoushealthproject@health.qld.gov.au](mailto:indigenoushealthproject@health.qld.gov.au) or 3139 4036



L-R: A&TSIHU Sexual Health Team Leader, Ron Abala, Sexual Health and HIV Service Senior Medical Officer Dr Theo Van Lieshout, Sexual Health and HIV Service Clinical Director Dr Julian Langton-Lockton, A&TSIHU Sexual Health Clinical Nurse Consultant Dene Campbell, A&TSIHU A/Director Paul Drahm and CISS Director Medical Services Dr Keren Harvey.



# Clive’s commitment to closing the hearing gap in Caboolture

Clive Holloway is the paediatric audiologist at Caboolture Hospital. His patients range from newborns to teenagers that are experiencing hearing difficulties, which can impact their relationships, behaviour and academic performance.

Clive has worked in the field for 15 years. He grew up in Bundaberg, studied in Brisbane and has worked in remote communities across the state including Kowanyama, Aurukun, Pormpuraaw and Yarrabah.

He recently nominated to be an ambassador for the MNHHS Accurate Indigenous Identification campaign highlighting the importance of Aboriginal and/or Torres Strait Islander patients identifying when accessing the hospital.

“Eighty to 90 per cent of Indigenous children have ear infections. They are at a much higher risk of getting an ear infection than anybody else and that can start from a very young age. If they are not hearing properly, they don’t learn how to speak properly,” Clive said.

“The research that we are seeing is the risk factors are hygiene and living standards, diet and nutrition, exposure to cigarette smoke and not blowing their nose properly.”

Clive said there were a number of great initiatives in Queensland to help improve ear problems for Indigenous youth, including Deadly Ears, access to hospitals for testing and the Institute for Urban Indigenous Health at a community level.

“If you have an ear infection you can’t hear the teacher properly or Elders talking to you about your culture and history. If you can fix the hearing, everything will be much easier for them,” he said.

“It’s what really drives me in this role to help all children reach their true potential. We see so many children coming in with hearing problems and they are not doing well at school.

“With better hearing, their schooling and relationships improve and they are having more fun generally with their friends and family.”

Clive encourages parents concerned about their child’s hearing to see a GP for referral to Audiology or visit an IUIH clinic at a community level.

“You can go to the service provider you are most comfortable with. We can link in with the Ear, Nose and Throat specialist and schools.”



“Caboolture is great hospital, staff are friendly and it’s not a big bustling hospital where you are just a number, you’re a person here.”

## WHAT ARE SOME OF THE INDICATORS A CHILD MAY HAVE A HEARING PROBLEM?

- If the television is up too loud
- They are asking you to repeat words or they are not responding when you ask a question
- For young children, they can be pulling at their ears, off their food, grumpy or irritable.



# CULTURAL MESSAGE:

## Poruma (Coconut Island)

Population 149

### Traditional Owners / Custodians

The Traditional Owners of Poruma are the Billy and Faid [Fy-Hood] families.

### Language/s

The main language spoken is the Kulkalgaw Ya [Kul-kal-gal Ya], a dialect of the Western Island language, Kala Lagaw Ya [Ka-la Luggow Ya] language. Torres Strait Creole and English are also spoken.

### Seasonal Considerations

The region is subject to seasonal cycles with heavy monsoon rains.

### Community dynamics

While some family groups within Aboriginal and Torres Strait Islander communities may be aligned, others may experience long-standing conflict.

**Attitude** – Be flexible, you need to be able to accept community structures and characteristics for what they are.

**Eye contact** – Eye contact can be interpreted as a sign of rudeness, lack of respect or even aggression. Avoidance of eye contact is intended to demonstrate politeness and respect.

**Touching** – In some cultures touching parts of the body could be seen as disrespectful, especially between genders.

**Language** – Speak in a style that is free of jargon and acronyms. Use terms that may be locally applicable and use local examples to illustrate a point.

**Listening** – Listen without interrupting and without being selective and assuming that you know what people are going to say. Be patient when asking questions. Look, listen and learn, as it may take time for some community people to become involved.

**Liaising and providing advice** – Communication should always be up front, honest and sincere. Take into consideration the person's or peoples' background that you are speaking with,

as this could alter the way you respond or phrase sentences. Always speak in a logical sequence of events and repeat advice in a different manner if the client is having trouble understanding.

**Non-verbal communication** – Be aware that unspoken messages may have an impact on communication. Reading between the lines is important and not difficult to learn, but it does take time.

**Patience** – While working with some communities, you may not achieve the result you wanted in the time allocated. Be prepared for business to take time. The people you are meeting with may need to go away to hold discussions with other community members or you may be asked to leave the meeting for a period of time. You may have to wait until your next meeting to hear about the community's decision.

**Respect** – In all communication treat Aboriginal and Torres Strait Islander people with dignity and respect. Get to know community members, in particular the Elders, and understand and honour their protocols, expectations and unique qualities without stereotyping.

**Safety** – Always take your personal safety and security as seriously as you would anywhere else. Always let other people know where you are going and when you are planning to return.

**Sharing** – Be prepared to spend time sharing personal background information about yourself and the purpose of your visit.

**Silence** – The use of silence should not be misunderstood. It may mean that people do not want to express an opinion at that point in time, or that they are listening and reflecting on what has been said. It is important that this silence is respected and not interrupted unnecessarily.

Word of the Month:

“Caboolture”

Caboolture (Yugara / Turubul / Kabi Kabi) – from ‘kabal’ which means carpet snake in several South-East Queensland languages (i.e. ‘place of the carpet snake’).



## CISS Staff Excellence Awards

Twenty finalists from across Community, Indigenous and Subacute Services (CISS) were recognised for their patient-centred approach to care and outstanding work at the 2017 CISS Staff Excellence Awards.

Speaking at the Award Ceremony, Executive Director Chris Seiboth said the 20 finalists were part of a group of 45 individuals and teams who were nominated by their peers for the excellence awards.

“There have been some great advances in the delivery of care to our patients, clients and residents over the past 12 months,” Chris said. “It is great to showcase this success.”

Close to 100 staff attended the 2017 CISS Staff Excellence Awards which included eight categories ranging from Star Performer to Excellence in Person Centered Practice.

From the reaction, there were a number of very popular winners, including Stella Wake, who is an Endorsed Enrolled Nurse with the Diabetes Service and was nominated for her patient-centred care and great attitude when supporting staff and patients.

Director of Occupational Therapy Gavin Brealey said Stella was always smiling and helpful to everyone she comes across, both staff and clients.

“She always seems to be going above and beyond to ensure that clients are being looked after and that the work place is a happy and inclusive place in which to work,” Gavin said.

The A&TSIHU’s Kelly Smith was highly commended for her innovation with the new Ngarrama Family Model of Care and Maddie Mitchell for her involvement with the CISS Domestic and Family Violence Training Team.



*Kelly Smith was Highly Commended for her role with the new Ngarrama Family Service model of care development.*



*Stella Wake (second left) is an Endorsed Enrolled Nurse with the Diabetes Service.*



*Ngarrama Family Social Worker Madeline Mitchell (left) pictured with members of the CISS Domestic and Family Violence training team, was highly commended for her role with the program.*

### 2017 CISS Staff Excellence Award Winners

- Donna Ryan, Occupational Therapist, Community Based Rehabilitation Team
- Jodi Kite, Clinical Nurse, Interim Care Zillmere
- Stella Wake, Endorsed Enrolled Nurse, Diabetes Services
- Data and Reporting Team (DART)
- Jon Fraser, Manager, Applications Development, and MNIT Applications Development Team
- Anthony Walsh, Senior Occupational Therapist, Community Based Rehabilitation Team
- CISS Dietetics Team
- Belinda Sawtell, Associate Advanced Practice Nurse, Gannet House
- Erin James, Occupational Therapist, Interim Care Zillmere
- Central Patient Intake Unit

## Inaugural Metro North Soccer Tournament kicks off

Shoes were laced and goals were kicked at the inaugural Metro North Hospital and Health Service (MNHHS) Soccer Tournament, which was attended by around 250 staff and families.

In an incredible show of (friendly) hospital rivalry, more than 20 teams battled it out for the title of Metro North’s soccer champion, from Royal Brisbane and Women’s Hospital Cardiac Department’s ‘Cardiac Arrests’, to Mental Health’s ‘Mental As Anything’.

But it wasn’t just the players that got out and supported the event, with crowds of supporters flocking to the stands dressed in their Tuesday best.

MNHHS Executive Director of Operations Dr David Rosengren said the night was a resounding success, with The Prince Charles Hospital ‘Animals’ taking home the title of ultimate tournament winner.



*Above: A&TSIHU’s Jarrod Parter, Pamela Lenoy, Chloe Marshall and Vaughan Travers took part in the tournament with a team from Pine Rivers Community Health Centre.*



*Left: Caboolture Hospital Indigenous Liaison Officers, Tyler Lea (left) and Robert Brown (right) had their best game faces on.*

## B.strong

Staff from the Indigenous Hospital Services team at RBWH took part in a B.strong workshop hosted by Menzies School of Health Research.

The workshop is designed for Queensland's Aboriginal and Torres Strait Islander health and community workforce to give them the knowledge, skills and tools to provide brief interventions to promote healthy changes to their clients.

The B.strong program aims to:

1. Increase practitioner access to brief intervention training

2. Deliver more brief intervention services to Aboriginal and Torres Strait Islander clients in primary and community care settings
3. Assess and refer more clients to early intervention programs and services
4. Improve understanding and awareness of key risk factors for chronic disease in Aboriginal and Torres Strait Islander communities in the longer term.

The program will be rolled out over the next two years and include training to all staff working with Aboriginal and Torres



Strait Islander clients in the government and non-government health and community sectors.

For further information please contact the B.strong team on (07) 3169 4208.

## St Columban's College commits to hosting NAIDOC Week celebration

Ann Rebgetz, the Principal of St Columban's College, has committed to hosting the 2018 MNHHS Caboolture NAIDOC Family Fun Day on Tuesday 10 July.

Celebrations will be held in the college auditorium and grounds from 10am – 2pm with traditional dancing, cultural activities, a community sausage sizzle and health stallholders.

The Fun Day theme - *Because of her, we can!* - will celebrate the invaluable contributions that Aboriginal and Torres Strait Islander women have made (and continue to make) our communities, families, rich history and nation.

A&TSIHU's Director Paul Drahm said his vision for the event was to be the largest NAIDOC Week celebration on the Northside.

"The inaugural event was well received by the local Caboolture community. For the duration of the event over 1,000 people attended and 42 stallholders took part," Paul said.

"We look forward to hosting the event again this year and invite everyone to join in the fun."

For further information call (07) 3139 3231 or email [A\\_TSIHU\\_MNHHS@health.qld.gov.au](mailto:A_TSIHU_MNHHS@health.qld.gov.au)



L-R: Principal Communications Advisor Renee Simon, A&TSIHU Director Paul Drahm with St Columban's Principal Ann Rebgetz and Facilities Manager Pat Greene.

## Feedback from last year's event

*"The Caboolture Family Fun Day is exactly that – a really fun day for the whole family as the celebrations come to Caboolture! There are lots of cultural activities – traditional dancing and music, as well as lots of fun things on for the kids with rides, games, animal farm, facepainting, crafts and storytelling! A number of community and support services have stalls and information available – it's a really positive event and lots of fun!"*

Brisbane Family Explorers, event review

*"Just the friendly, community atmosphere. It was a great day. Also there were lots of friendly staff on hand to assist stallholders. We were very well looked after and we appreciate it. Congratulations on a well organised and engaging event. We would love to be involved next year."*

Lyndsay Domankos,  
Moreton Bay Region Libraries

*"For a first time event, I believe it was a success. The venue was very good. Appreciated the sausage sizzle. Looking forward to participating in next year's event."*

Andrew Mayes, Carers Queensland

*"Great to see the crowds come in"*

Laurie McMahon, Moreton Bay Regional Community Legal Service Incorporated.



*"I found the most useful aspect the collaboration of all services and networking"*

Alana, Inplace

*"Very well organised, fantastic venue. Wide variety of local support services included."*

Angela Jacobsen, Blue Care Caboolture Community

## Stella's important message to community

Caboolture's Indigenous Hospital Liaison Officer Stella Laidlaw recently took part in a state-wide campaign to promote the important message of meningococcal disease prevention for rural and remote communities.

Stella recorded the radio message in both English and Creole, which will be used to target Aboriginal and Torres Strait Islander kids aged 1-19 in North and West Queensland to visit a local clinic for a free vaccination against meningococcal.

"The message was to encourage our mob to visit their local clinic for the free vaccination and to be aware of the symptoms of the disease including fever, headache, pains, vomiting and maybe rash. If they have these symptoms they need to see a doctor straight away," Stella said.

The recording by Carol Banks and Helen Kassila from the Integrated Communications Branch at the Department of Health, was organised following an outbreak of the disease in Central Australia.



The advertisement will be distributed to Indigenous radio station audiences across Queensland.

## Jarrold's new diet brings surprising benefits

When Indigenous Community Liaison Worker Jarrod Parter changed his diet to a plant-based diet, he was surprised by benefits and his new-found energy.

What was initially a challenge is now a new lifestyle for Jarrod.

"I'm sleeping better, feeling motivated during the whole day and I'm feeling lighter," Jarrod said. "Once you have those feelings it motivates you more to keep on track."

Jarrold decided to change his diet after talking to his brother and colleague and reading about the success stories from other people trialling the lifestyle.



Jarrold is committed to his new vegan lifestyle.

A big surprise has been the savings in the grocery bill.

"The lifestyle is much cheaper because you're not buying any meat, just legumes, beans, lentils and vegetables," Jarrod said.

"The food also tastes good!"

"I have cooked a few curries and stews strictly using plants and spices and you would not even think that no animal products were used," Jarrod said.

For anyone interested in trying a vegan diet, Jarrod has a few pointers.

"Start off at your own pace, rethink how you shop, get into the habit of reading labels and do your research."

### BENEFITS OF A VEGAN DIET

- Weight loss
- Lower risk of heart disease
- Lowers blood sugar levels
- Cheaper

### JARROLD'S LENTIL AND COCONUT VEGAN CURRY

- 1 1/2 tablespoons coconut oil
- 1 cup diced onions
- 1 cup red/green lentils (dried)
- 1 sweet potato (medium)
- 1 large carrot (chopped)
- 1/2 teaspoon ground turmeric
- 1 tablespoon mild curry powder
- 1 teaspoon ground ginger
- 1/2 teaspoon sea salt
- Freshly ground black pepper
- 3 1/2 cups vegetable broth (or stock)
- 1/2 cup coconut milk

1. Heat the oil in a large pot over medium heat. Sauté the onion until it's turning a little golden. Add the lentils, potato, carrot, and seasonings, and stir to combine everything.

2. Add the water or broth and bring to a boil. Reduce the heat to a simmer and cook for 25 minutes, or until the lentils and sweet potato are tender. Stir in the 1/2 cup of coconut milk. Season with salt and pepper to taste and serve warm.

## Indigenous paintings donated for everyone to enjoy

A trip to the Outpatients Department at The Prince Charles Hospital (TPCH) last month led to the donation of three Indigenous paintings to the Indigenous Hospital Liaison team at TPCH.

Glennis and Matt Gibson wanted to give back and pass on artwork that patients can enjoy during their visit to hospital.

"We have always respected and taken an interest in the extraordinary culture and beliefs of our Indigenous people and over time have collected many items of interest," Glennis said.

"We have always wanted to return to where they mean the most and, to where other people can enjoy them."

Glennis and Matt are very active in the community, always giving back through volunteering, animal rescue and fostering.

The Indigenous Hospital Liaison team at TPCH will work with the hospital to determine the new home for the paintings.

Left to right: Michelle Pieper, Matt and Glennis Gibson.



# North West Hospital and Health Service Study Tour

Executive members from North West Hospital and Health Service travelled to Brisbane last month from Mount Isa on a study tour looking at our programs and models for improving Indigenous Health.

Department of Health Principal Policy and Planning Officer Peter Maher said the tour involved visiting the Ngarrama maternity program at Royal Brisbane and Women's Hospital, the Queensland Centre of Excellence in Inala and Birthing in our Community at Mater Hospital, and learning about the A&TSIHU's hospital-based services.

The Institute of Urban Indigenous Health connect service also gave the team a detailed presentation of their service, including insights from Indigenous nurses Sarsha Borthwick and Sandra Blackman.



*L-R Back Row; Metro North Hospital and Health Service (MNHHS) Aboriginal and Torres Strait Islander Health Unit A/Director Paul Drahm, Manager of Remote and Statewide Engagement Department of Health Sharni MacNeil, Director*

*of Cultural Capability North West Hospital and Health Service Christine Mann, Principal Policy and Planning Officer Department of Health Peter Maher, Indigenous nurse Sarsha Borthwick from Institute of Urban Indigenous Health Connect Program, MNHHS Aboriginal and Torres Strait Islander Health Unit Indigenous Hospital Services Manager Natasha White.*

*L-R Front Row; Nursing Director at North West Hospital and Health Service Jo Shaw, Executive Director of Integrated Health Services Ruth Heather, Institute of Urban Indigenous Health Connect Program Manager Helen Quelch, Indigenous nurse Sandra Blackman and Corsino Bacatan from Institute of Urban Indigenous Health Connect Program.*

## A Day in the Life of Lauren Poulton

**1. You recently joined the Aboriginal and Torres Strait Islander Health Unit as a Communications Officer, what does this role involve?**

My role as Communications Officer in the A&TSIHU will be to assist in all aspects of communications in the unit, including writing for Talk About, events and other internal and external communications. I'll also be implementing a MNHHS-wide Aboriginal and Torres Strait Islander staff network to help develop and implement a community engagement program. The big NAIDOC week event in Caboolture will also be a key project.

**2. A key project for you over the next six months will be developing an Indigenous Staff Network for MNHHS, can you tell me what this will look like and the purpose?**

The purpose of the Staff Network is to provide a hub for Aboriginal and Torres Strait Islander staff working in any area of MNHHS. It will be a place for staff to connect and enhance cultural knowledge and appreciation. We're in the early stages of planning so if you have any ideas, let me know!

**3. You previously worked as the Communications Officer at Royal Brisbane and Women's Hospital for nearly seven years. What were some of your key achievements in this role?**

At RBWH I was responsible for News @ the Royal, the hospital newsletter. I was proud to write a publication that is so respected and loved by the staff at RBWH. I also implemented a weekly e-bulletin to keep staff informed about the day-to-day happenings around the hospital. The good working relationships I formed with Executive and staff made it a wonderful job to work in.

**4. How will your knowledge from the RBWH benefit the role with the A&TSIHU?**

At RBWH I had many opportunities to work on A&TSIHU projects, including NAIDOC week events, but the main one was the launch of the Ngarrama Midwifery Service. I was involved in the official launch of the service at the hospital. My existing relationships and knowledge of the A&TSIHU will hopefully help me in my new role.

**5. You also spent some time with Department of Communities, including organising their annual multicultural/disability awards. What did this involve?**

The annual awards program was a great opportunity to recognise individuals and organisations that were making a positive difference in the multicultural and disability community. My role was to organise the gala awards ceremony, hosted by the Minister and the nomination process in the months leading up to the event. It was really inspiring to see how individuals and organisations were working together to make a real difference in an area of need.

**6. Another part of your role will be working with the Principal Communications Advisor to develop an Indigenous community engagement plan. The plan will include involving more Aboriginal and Torres Strait Islander consumers to take part in various hospital committees and as partners for cultural events. How important is it having consumer representatives in such a large health service?**

Consumers are at the heart of everything we do. It's why we're all here, so their role in the



health service is so important. Consumer representatives should be there to provide perspective and balance to decisions the health service makes.

**7. Can you tell me about your family history and where you come from?**

I'm a country girl at heart. I grew up in Bendigo, Central Victoria where I'm the oldest of three children. I moved to Geelong for university where I met my now husband and we moved to Brisbane in 2010 for his work and fell in love with the place! We have two young children Matilda (3) and Eliza (1).

**8. What do you enjoy doing outside of work?**

Outside of work I enjoy spending time with family and friends. With two little ones, life revolves around their needs at the moment but I wouldn't have it any other way!

**9. Finally, after recently returning to work after 14 months of maternity leave, what advice / tips can you provide other working mothers as they return to the workforce?**

Organisation is key! The mornings and evenings are hectic but you will probably enjoy the time at work. Prepare whatever you can the night before and enjoy the adult time while you're at work!

# CALENDAR OF EVENTS

## 15 MARCH

### NATIONAL CLOSE THE GAP DAY

National Close the Gap Day gives people the opportunity to show their support for closing the 17-year life expectancy gap between Aboriginal and Torres Strait Islanders and other Australians. It aims to raise awareness of the Aboriginal and Torres Strait Islander health crisis.

## 26 MAY

### NATIONAL SORRY DAY

National Sorry Day is commemorated each year to acknowledge the Stolen Generations. This day gives people the chance to come together and share the steps towards healing for the Stolen Generations, their families and communities.

Stolen Generations refer to Indigenous Australians who were forcibly removed from their families and communities.

## 27 MAY

### ANNIVERSARY OF 1967 REFERENDUM

In 1967, over 90 per cent of Australians voted in a Referendum to remove clauses from the Australian Constitution which discriminated against Aboriginal and Torres Strait Islander Australians. The Referendum also gave the Commonwealth Government the power to make laws on behalf of Aboriginal and Torres Strait Islander people.

## 27 MAY – 3 JUNE

### NATIONAL RECONCILIATION WEEK

Each year National Reconciliation Week celebrates the rich culture and history of the first Australians.

It's the ideal time for people to join the reconciliation conversation and to think about how to turn around the disadvantage experienced by many Aboriginal and Torres Strait Islander people.

## 3 JUNE

### MABO DAY

Mabo Day celebrates the High Court's historic judgement delivered on 3 June 1992, accepting the claim from Eddie Mabo and the other claimants that their people had occupied the island of Mer before the arrival of the British.

## 1 JULY

### THE COMING OF THE LIGHT FESTIVAL

The Coming of the Light Festival marks the day the London Missionary Society first arrived in Torres Strait. The missionaries landed at Erub Island on 1 July 1871, introducing Christianity to the region. This is a significant day for Torres Strait Islanders, who are predominantly of Christian faith, and religious and cultural ceremonies are held annually across Torres Strait and mainland Australia.

## 8TH – 15 JULY

### NATIONAL NAIDOC WEEK

NAIDOC is a celebration of Aboriginal and Torres Strait Islander cultures and an opportunity to recognise the contributions of Indigenous Australians in various fields. Its origins can be traced to the emergence of Aboriginal groups in the 1920s which sought to increase awareness in the wider community of the status and treatment of Indigenous Australians. All Australians are encouraged to participate in NAIDOC Week activities.

## 4 AUGUST

### NATIONAL ABORIGINAL AND TORRES STRAIT ISLANDER CHILDREN'S DAY

National Aboriginal and Islander Children's Day (NAICD) was established by the Secretariat of National Aboriginal and Islander Child Care in 1988. Each year, Secretariat National Aboriginal and Islander Child Care (SNAICC) has a theme for Children's Day to highlight a significant issue, concern or hope for Aboriginal and Torres Strait Islander children.

## 9 AUGUST

### INTERNATIONAL DAY OF THE WORLD'S INDIGENOUS PEOPLES

International Day of the World's Indigenous People aims to make the voices of Indigenous peoples heard more clearly around the world and to protect the rights of Indigenous peoples and improve their situations with respect to their lands, languages, livelihoods and cultures. This day is also to strengthen international cooperation for the solution of problems faced by Indigenous people in such areas as culture, education, health, human rights, the environment and social and economic development.

## Vision

To ensure that all Aboriginal and Torres Strait Islander people within the Metro North Hospital and Health Service catchment and beyond, have equitable access to health services that are culturally appropriate and culturally safe.

## Mission

To increase health services for Aboriginal and Torres Strait Islander peoples within the MNHHS area and to urban, and rural and remote communities across Queensland in order to improve health outcomes and contribute to the Council of Australian Governments' (COAG) Close the Gap initiatives.

We will do so by delivering high quality and culturally safe holistic health care to our Aboriginal and Torres Strait Islander patients, families and their communities accessing our hospitals and facilities.

## Core Values

- To be committed, honest and work together for our Aboriginal and Torres Strait Islander people
- To advocate for positive health outcomes
- To display respect and dignity to our patients and their communities
- To respect our patients cultural beliefs and understand their 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 3233.



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