

Talk-About

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

May 2018

Metro North Hospital and Health Service *Putting people first*



Left to right: Jasmin Bird, Jake Fabila, McKenzie Jacobs, Barbara Morton, Talia Penny and Charlize Anderson.

Metro North welcomes Indigenous school-based trainees

Six Indigenous school-based trainees have embarked on the start of a fulfilling career at Metro North Hospital and Health Service (MNHHS).

The program is the first of its kind within MNHHS with an Indigenous focus.

Students from Kedron State High, Kelvin Grove College and Ferny Grove State High have the opportunity of a lifetime to learn on the job and come away with a Certificate III in Business, and a stepping stone into further study and a career within the health industry.

The students were welcomed by MNHHS Chief Executive Shaun Drummond at a morning tea recently.

“Metro North is committed to changing the vibrancy of our organisation and actively closing the gap,” Mr Drummond said.

“It’s important to get youth perspective; youth think and behave in different ways. I challenge all of the students to ask why we do things the way we do.

“People who work here are passionate about what they do. I hope they catch the infectious passion.”

MNHHS Board member Adrian Carson also encouraged the students to take advantage of the opportunity they had.

“We want to make sure that the students succeed,” he said.

The students will spend one day per week at a variety of units including Clinical Services, Communications, Corporate Systems and Infrastructure, Strategy and Planning, and Allied Health.

The students gave an insight into their career aspirations during the welcome event.

Charlize Anderson (Kedron State High) is interested in getting into law enforcement.

- McKenzie Jacobs (Kedron State High) would like to become a physiotherapist.
- Jake Fabila (Kedron State High) is interested in architecture.
- Barbara Morton (Ferny Grove State High) has nursing in her sights.
- Jasmin Bird (Kedron State High) has aspirations to get into medicine.
- Talia Penny (Kelvin Grove College) has broad interests but is considering a legal career.

Aboriginal and Torres Strait Islander Health Unit Director Paul Drahm extended a warm welcome and reminded the students that we’re all here to support them.

“A career in health is varied and I hope this experience will give students an insight into where your career can go,” Paul said.



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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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 Sexual Health

Sexual health community consultation

Community Elders gathered at Brighton Health Campus to discuss an enhanced Indigenous sexual health service that delivers improved access, prevention and cultural consideration across Metro North.

Uncle Alan Parsons said it was important to create a service that destigmatised sexual health within the Aboriginal and Torres Strait Islander community.

“It’s important to create a service that our community doesn’t feel ashamed to access. I’d like to see a service take a collaborative approach to partner with similar organisations,” Uncle Alan said.

“A health service that is integrated with other organisations ensures a healthy and brighter community.”

The community consultation was part of the overall model of care development for the



Staff from the Aboriginal and Torres Strait Islander Health Unit pictured with Uncle Alan Parsons (centre) and Uncle Mark Robson (centre back).

Indigenous Sexual Health Service.

The goal is to gain clinical governance to provide culturally appropriate and safe services to Aboriginal and Torres Strait Islander clients.

For more information regarding the project contact Indigenoushealthproject@health.qld.gov.au or 3139 4036.

A word from the Director



Paul Drahm

A/Director, Aboriginal and Torres Strait Islander Health Unit

I was pleased to have the opportunity to welcome six young Indigenous students to Metro North in April for a two-year school-based traineeship. The program is part of a commitment from the Metro North Chief Executive Shaun Drummond and the Board to create pathways for Indigenous youth into our organisation and to gain hands on experience across a broad spectrum of departments.

A series of Aboriginal and Torres Strait Islander Health Unit (A&TSIHU) co-design models of care scoping sessions for staff will be held over the next few months. This follows the recommendations provided by the independent Developing Sustainable Indigenous Hospital Services Review and current priorities from the Metro North CE/ Board endorsed 'Danalgau Kuik Aimai' (The starting of life / health) plan. It also links to the Community, Indigenous and Subacute Services (CISS) focus on improving patient flow.

"We are committed to an Indigenous health plan, to be known as "Danalgau Kuik Aimai" (the starting of life/health), to help address discharge against medical advice, revised models of care inclusive of cultural needs, Indigenous cancer care initiatives and a workforce development strategy. This will be underpinned by Reconciliation Action Plans." – Metro North Hospital and Health Service Chief Executive, Shaun Drummond.

As part of A&TSIHU's commitment to progress the identified priorities, we are currently conducting a review of the After Hours service, Indigenous Hospital Services and Acute and Primary Care Service.

Development of the first CISS directorate Reconciliation Action Plan is well underway. Driven by the CISS RAP Working Group, the first draft of the RAP was completed in late 2017 and provided to Reconciliation Australia for comment. The feedback received was very positive with only minor changes suggested.

After considering the provided feedback an updated draft of the RAP was presented to the CISS Executive and was endorsed by the former Executive Director for CISS. The endorsed plan has now been sent to Reconciliation Australia for final approval. Once approval has been received a formal launch of the RAP will be held.

CISS will be the first directorate within Metro North to have its own RAP. Discussions are currently underway with the hospitals within Metro North with a view for them to have their own RAPs in place within the next two years. The plan will then have an overarching Metro North RAP which incorporates all facility RAPs.

Finally, I'd like to acknowledge the departure of CISS Executive Director, Chris Seiboth. Chris was a big supporter of our agenda and for improving health outcomes for our mob.

Tami Photinos will now act in the role as Executive Director for CISS. Tami joins CISS from Women's and Newborns Services at RBWH and the Executive Director of the Metro North Women's and Children's stream. Tami has been involved with our Ngarrama maternity programs and I look forward to working with her over the coming months to continue to identify opportunities to incorporate Indigenous health priorities within CISS and across Metro North.

We are currently seeking nominations for an Indigenous Workforce Strategy Working Group who will inform the development of our strategy. Nominations are open to all MNHHS Indigenous and Non-Indigenous employees who are committed towards achieving the MNHHS Improving Indigenous Health agenda.

If you are interested in becoming a member of the Working Group and submitting an EOI please contact Brian Warner (Senior Project Officer) on 3139 3235 or email A_TSIHU_MNHHS@health.qld.gov.au



Chris Seiboth signs the CISS Reconciliation Action Plan with Director of the Aboriginal and Torres Strait Islander Health Unit Paul Drahm.



We welcome Tami Photinos, the new Acting Executive Director at CISS

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The After Hours Service at Royal Brisbane and Women's Hospital has recruited two new team members, Cessa O'Reilly and Alintia Williams.

The team operates until 8.30 pm during specific weekdays and from 10 am – 6.30 pm on weekends to provide support, advocacy and advice to Aboriginal and Torres Strait Islander people in the hospital.

Since the beginning of the year the team have provided services to 1,824 Aboriginal and Torres Strait Islander patients and their families, with over 2,217 episodes of service delivery.

Supporting their return to community is new Indigenous Community Liaison Officer, Hayley Renouf. She joins the team at Pine Rivers Community Health Centre and is currently studying to become a nurse.

Consumer engagement

Over the past month we have been conducting consumer feedback surveys with patients. We asked a number of

Indigenous Hospital Services

with Natasha White, Program Manager

questions to gauge patients' views on services that we provide over the weekend and after hours.

The findings included:

- 89% of patients believe that after hour services should operate seven days a week.
- 73% of patients feel there is not enough access for support over the weekends and after hours.
- 89% indicated that they would recommend the service to friends and family members.

This information will be used to help design our model of care.

Transition Care Program

We have been working with Transition Care Services to identify potential referral pathways for our patients.

Transition Care Services provide short-term support to older people who require more time and care in a non-acute hospital environment. They also assist older people to transition home or to a residential care facility.

Referrals to this service can be made by treating teams in a hospital

or rehabilitation unit. A patient must be assessed as eligible by the Aged Care Assessment team. Referrals can be coordinated by discharge planners or in public hospitals by the Geriatric Rehabilitation and Liaison Service.

For further information please visit the Metro North website at: <https://metronorth.health.qld.gov.au/ciss/healthcare-services/transition-care-program>

Creating access

We are improving access to Indigenous Hospital Liaison staff at Royal Brisbane and Women's Hospital and The Prince Charles Hospital with the instalments of dedicated telephones for patients at key spots throughout the hospitals.

Community participation

We will be attending the Nalingu Respite Centre Community Open Day on Monday 21 May, hope to see you all there.



Hayley Renouf



Cessa O'Reilly and Alintia Williams

IN THE NEWS

Bush clinic for Indigenous men aims to break down barriers to hospital

Shame and a lack of confidence in the quality of treatment they receive can keep many Aboriginal men living in Western Australia's great southern region well away from modern health services.

Now, a new program has brought mostly Noongar men and health experts out of the hospital and into the bush to talk about mental and physical health.

<http://www.radioaustralia.net.au/international/2018-04-14/bush-clinic-for-indigenous-men-aims-to-break-down-barriers-to-hospital/1749538>

'Quick check' times

Following the successful relocation of Mount Isa Sexual Health (MISH) to 1 Barkly Highway, opposite Splashez pool, the clinic is planning on offering extended opening hours on Mondays, according to Clinical Nurse Consultant, Mark Hanlon.

<https://www.northweststar.com.au/story/5341436/quick-check-times/?cs=191>

Budding GPs get a taste of bush life to combat remote doctor shortage

A unique medical program in the Northern Territory has found a simple way to combat a shortage of skilled GPs willing to work in the bush.

Giving students a taste of bush life early in their training means doctors are more likely to take up positions in remote areas later on in their careers, according to Flinders University.

<http://www.abc.net.au/news/2018-04-11/medical-students-experience-bush-life-to-curb-doctor-shortage/9636966>

Dietitian earns USC medal for promoting Indigenous health

A USC Nutrition and Dietetics student who has contributed to the health of Indigenous Australians will be awarded USC's highest honour for a graduating student this week.

Tracy Hardy, 44, will receive the Chancellor's Medal for her contributions to USC and for helping improve the wellbeing of Aboriginal and Torres Strait Islander people through her work in the field of nutrition.

<https://mysunshinecoast.com.au/news/news-display/dietitian-earns-usc-medal-for-promoting-indigenous-health,54210>

Colourful health bus provides medical services to Aboriginal and Torres Strait Islanders in remote areas

Remote communities often grapple with challenges of distance from health care and support, but an outreach service for Aboriginal and Torres Strait Islander people in South Australia's Riverland is hoping to change this, with the help of a bus. Bright and colourful, the Pi:Lu Bus is designed to be a safe place for Aboriginal and Torres Strait Islander people to receive help and health advice.

<http://www.abc.net.au/news/2018-04-04/aboriginal-health-bus-building-trust-riverland/9601270>

Ngangkari healers: 60,000 years of traditional Aboriginal methods make headway in medical clinics

Ngangkari healers were considered the treasure of Aboriginal communities, and now their 60,000-year-old tradition has made its way to South Australia's Royal Adelaide Hospital and rural clinics. Eighteen registered Ngangkari healers set up the Anangu Ngangkari Tiutaky Aboriginal Corporation (ANTAC) more than seven years ago.

<http://www.abc.net.au/news/2018-03-28/aboriginal-healers-complementary-medicine-finds-its-place/9586972>

Queensland tops list of most disadvantaged areas in Australia, Sydney and Perth top most advantaged

Seven of the 10 most disadvantaged areas in the country are in Queensland, Census data from the Australian Bureau of Statistics (ABS) shows. The most disadvantaged LGA is Cherbourg, about 250 kilometres north-west of Brisbane.

<http://www.abc.net.au/news/2018-03-28/queensland-tops-list-of-disadvantaged-communities/9593908>

Indigenous groups hit back over nurses, midwives' 'white privilege' code of conduct

A NEW code of conduct for Australian nurses and midwives was slammed for including a reference to "white privilege". Last week it was reported that nurses and midwives around the country were subject to a new code of conduct that declares "cultural safety is as important as clinical safety" and requires "the acknowledgment of white privilege".

<http://www.news.com.au/lifestyle/health/indigenous-groups-hit-back-over-nurses-midwives-white-privilege-code-of-conduct/news-story/0748ca8d60c07697eb21fdd763c44a05>

Tech improves Indigenous health outcomes

Following the successful relocation of Mount Isa Sexual Health (MISH) to 1 Barkly Highway, opposite Splashez pool, the clinic is planning on offering extended opening hours on Mondays, according to Clinical Nurse Consultant, Mark Hanlon.

<https://www.northweststar.com.au/story/5341436/quick-check-times/?cs=191>

Cervical Screening Flipchart developed to help improve Aboriginal women's health

WITH Aboriginal women two times more likely to be diagnosed with cervical cancer and four times more likely to die from it, a new resource has been launched in WA to combat the cancer.

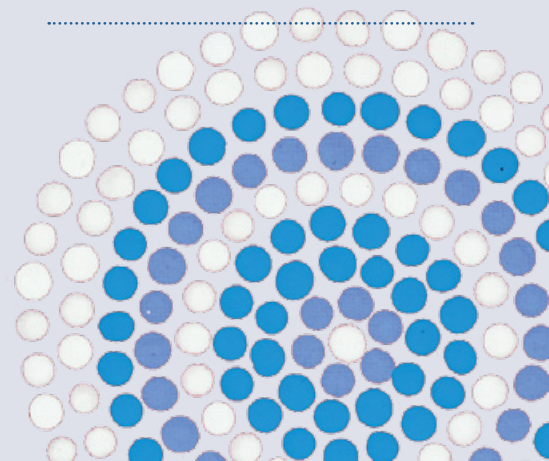
Featuring work by WA artist Nerolie Bynder-Blurton, the Cervical Screening Flipchart has been developed by the WA Cervical Cancer Prevention Program (WACCPP) to help health-care providers engage with Aboriginal women.

<https://www.communitynews.com.au/western-suburbs-weekly/news/cervical-screening-flipchart-developed-to-help-improve-aboriginal-womens-health/>

NSW Health has released a policy on "culturally appropriate spaces" for Indigenous Australians

NSW Health has released a policy asking hospitals to identify a "culturally appropriate space" to stop Indigenous patients walking out without being treated. The policy encourages initiatives such as displaying art work from local Aboriginal communities in waiting areas, or ensuring access to culturally sensitive spaces for patients.

<https://www.sbs.com.au/nitv/nitv-news/article/2018/04/04/cultural-spaces-proposed-nsw-hospitals-welcomed>



Acute and Primary Care Team

The Indigenous Acute and Primary Care Team have a primary goal of improving, maintaining and supporting clients in the community and post discharge from hospital. The team ensures that clients safely return home from hospital with services provided to support their health needs. The team follow up with regular home visits to support clients in the community and coordinate care required to avoid hospital readmission.

Celebrating our women

International Women's Day is celebrated in many countries around the world. It is a day when women are recognised for their achievements without regard to ethnic, linguistic, cultural, economic or political divisions. International Women's Day first emerged from the activities of labour movements at the turn of the twentieth century. Since those early years, International Women's Day has assumed a new global dimension for women in developed and developing countries alike. The growing international women's movement has helped make the commemoration a rallying point to



Front Row: Melvian Sleight, Jane Harbour, Faye Gundy and Brenda Kanofski.
Back Row: Cara Pickering, Pam Lenoy, Dene Campbell, Chloe Marshall, Delma Dorman, Elaine Dorman, Debbie Debree (Police Liaison) and Sandra Markwell.



Doctor Casey Kalsi

build support for women's rights and participation in the political and economic arenas.

The Indigenous Acute and Primary Care Team held a client morning tea on 14 March 2018. The theme for the Client morning tea was International Women's Day.

Client groups offer a caring, supportive environment where clients are able to bring

their stories, triumphs or struggles and discuss with others. It is an environment where community members can be encouraged and accepted as they deal with life challenges.

The morning teas have been well accepted by the local community and provide both education and a supportive environment for our mob as they realise they can nurture themselves as well as others.

On this occasion, clients were able to meet and talk with a local female Indigenous Doctor Casey Kalsi, who presented to the group her life journey.

The team were also fortunate to have our local Indigenous Police Liaison Officer Deb Debree participate on the day. Elders were keen to be involved and enjoyed the women's day celebrations and exchange of stories.



Elaine Dorman



Jane Harbour



Debbie Debree (Police Liaison)

George's lessons teach cultural safety

Gannet House resident Uncle George Wano is a Torres Strait Islander man, one of the first generation Torres Strait Islanders born on the mainland.

Born in Richmond, Queensland, his mother is from Papua New Guinea and his father is a Torres Strait Islander and Fijian.

George has had problems with his ankles his whole life, which eventually led to his admission to Gannet House.

"On 12 June 2017 I was diagnosed with sepsis which nearly killed me four times," Uncle George said.

"I was in a coma for 10 days, in ICU for six weeks, had three weeks in recovery, rehabilitation for seven weeks, spent six weeks at Ebbitide and now I've been at

Gannet House since January."

George reminded staff of the importance of cultural capability training when reflecting on his own journey through the health system.

"Imagine how hard it is for Indigenous people when they don't speak the language," George said.

"When I see you guys with the (Indigenous) shirts it makes me feel at home. I am much more easily treated when I feel at home.

"Staff need to be educated frequently because it's human nature to forget."

For George, seeing Torres Strait Islander artefacts and the flags on the campus makes him feel more at home.

"Staff should know about Mabo Day and what it means for our people," George said.



Uncle George Wano pictured with MNHHS Board Member Dr Kim Forester and Director of A&TSIHU Paul Drahm at the recent Close the Gap Day event.

To access Cultural Capability Training visit https://qheps.health.qld.gov.au/metronorth/indigenous_health (MNHHS staff).

Ngarrama Family Service opens for clients

The Ngarrama Family Service is open and accepting referrals.

Working closely with Ngarrama Maternity (operating at RBWH, Redcliffe and Caboolture Hospitals), the service is a navigation and transition service for women and their Aboriginal and Torres Strait Islander families from pregnancy through to when the child turns two.

Aboriginal and Torres Strait Islander Health Unit Director Paul Drahm said the service framework would assist the patient journey through continuity of care and ensure cultural capacity and safety through partnership models.

“The framework is designed to support a healthy start for Indigenous children during their first 1,000 days of life,” Paul said.

“The services are dependent on the family’s needs with emphasis on assisting families transitioning to other service providers of choice within the community.”

Paul said the service would initially accept antenatal referrals and post birth referrals from the Redcliffe and Caboolture Ngarrama maternity services.

Referrals will be opened for Royal Brisbane and Women’s Hospital and other Metro North Hospital and Health Services referral networks at a later stage.

Nurse Unit Manager Gayle Hocking said the service commenced on Monday 12 February and they were already receiving referrals for social work support.



NUM Gayle Hocking and Social Worker Madeline Mitchell. Absent team members Child Health Nurses Ann Baxter and Jenny Macdonald and Indigenous Health Worker Anita Boyes and Kim Wedel.

addresses the needs of the whole family.”

Indigenous families will have access to a range of services including regular phone contact, drop-in clinics, group programs or home visiting based on a family’s needs.

The team, based at Aspley Community Health Centre, includes Indigenous health workers, child health nurses and social workers.

For further information about Ngarrama Family Community Service referrals contact either:

- Central Referral Unit on 1300 658 252
- Ngarrama Family Community Services on 3360 4758.

“This service is so important,” Gayle said. “It will help close a gap in addressing the disparity in the social determinants of health for Indigenous people.

“We’re providing a culturally appropriate and holistic service that



Auntie Minnie Mace (centre) pictured with staff from Ngarrama Family, and Ngarrama midwives from Redcliffe and RBWH.

IN FOCUS

The National Disability Insurance Scheme (NDIS) is a means of support to over half a million Australians with disability, and their families and carers. The scheme funds complex needs that people with a disability have such as equipment, medication and allied health practitioners.

NDIS played a vital role in assisting single mother of five, Kim when her son developed learning disabilities early into his school years.

“Jesse was quite sick as a toddler and had surgery at 18 months for appendicitis where he died on the operating before being brought back to life,” Kim said.

“I thought that coddling him as a child and overcompensating after he died was the reason he behaved badly and couldn’t learn in school.”

The learning difficulties were so bad, Jesse was asked to repeat a year, which meant he would fall behind his twin in school, worrying Kim.

Kim works as the Indigenous Mental Health Worker at The Prince Charles Hospital and supported the NDIS at work, but she didn’t imagine she’d have a personal experience with the NDIS.

It wasn’t until a visit to a paediatrician, who diagnosed Jesse with multiple neuropsychological disorders including autism and ADHD, that Kim finally got answers to her son’s behavioural issues.

“Jesse’s behaviour changed, it was amazing. Since being on medication, he’s a different person but still needs help with social cues,” Kim said.

Kim contacted the National Disability Insurance Agency (NDIA) to apply for ongoing support for Jesse. She said the experience was easy and fast.

“I was aware of the NDIS, but now as a parent I really understand how critical it is to get and give the right information for consumers,” Kim said.

“It’s important for staff to take their

responsibilities around the NDIS seriously because it will have a significant impact on people’s lives and determine their ability to receive a good support package.

“I had no idea until November this was going to be a factor for us.”



Kim Walker and her son.

Mipla Binna – A valuable resource for dealing with children’s hearing loss

Finding out your child has hearing loss can be really difficult to cope with.

Children’s Health Queensland has developed the Mipla Binna website to support Aboriginal and Torres Strait Islander families embarking on the Healthy Hearing pathway.

The name Mipla Binna is a combination of Aboriginal and Torres Strait Islander words; Mipla –Torres Strait creole meaning us, we or ours, and Binna – Aboriginal word (from the North Queensland area) meaning ear. Mipla Binna therefore translates as Our Ears.

Community Engagement and Development Officer Selma Kum Sing said the website was designed to help Aboriginal and Torres Strait Islander families navigate their journey through a hearing loss diagnosis.

“When profiling our families, we found there



was a huge disengagement rate of 40 to 60 per cent from the hearing loss service, and the medical and early intervention pathway,” Selma said.

“After looking at the patient journey, we found that we needed a simple, brief and easy to understand resource that is culturally appropriate.”

Mipla Binna provides families with practical information on how to cope after a hearing loss diagnosis, make informed choices about their child’s early intervention hearing services and better cater to their child’s individual, social and educational needs.

The website includes video interviews of families sharing their own experiences and offering advice for other families.

Early diagnosis and access to early intervention is critical in making a difference to the health outcomes for children

diagnosed with permanent hearing loss.

Staff from the Aboriginal and Torres Strait Islander Health Unit recently attended information sessions at Royal Brisbane and Women’s Hospital, The Prince Charles Hospital and Caboolture Hospital.

These sessions provided an important professional development opportunity to build knowledge and capacity about the hearing loss medical and early intervention pathway and how Mipla Binna can be used to assist families in their healthcare journey.

To view the website, visit <https://www.childrens.health.qld.gov.au/mipla-binna>



The important test that all indigenous women should have

Indigenous Health Worker Mellissa Malley knows the importance of good breast health and each year actively encourages Aboriginal and Torres Strait Islander women to have a breast screen.

Working from the Aboriginal and Torres Strait Islander Community Health Service in Northgate, Mellissa arranges regular appointments for her indigenous clients and as a group they attend their nearest BreastScreen Queensland Service at Cherside.

“It is easier for the client if I pick them up and take them to Cherside; and it provides them with a great incentive to go,” Mellissa said.

“It is so important for all women to have a regular breast screen every two years but sometimes time and other life events can take over and we forget.

“It is my job to keep our ladies informed about important health issues such as breast screening.”

Northgate Clinic client Deborah Schneider

said she was thankful Mellissa had made the appointment for her.

“I knew I was overdue and I am glad I did it,” Deborah said. “We can overcome how we feel when it is time to have our breast screen and we should not feel ashamed or embarrassed.”

“The staff at BreastScreen are great and understand that some ladies can get a little anxious.

“I want to be around to watch my grandchildren grow up and having a regular breast screen is just one thing I need to do to keep healthy.”

BreastScreen Queensland’s Brisbane Northside Service Medical Director Dr Jane Brazier said women aged 50 to 74 years are especially encouraged to make an appointment for their breast screen however all women from the age of 40 are eligible for a free breast screen. A GP referral is not required.

“Family comes first for most women, so finding time to look after their health can be quite hard. Making an appointment to have a free breast screen is

easy to do and so important for all eligible women,” she said.

Women are also reminded to be ‘breast aware’ by getting to know the normal look and feel of their breasts. Dr Brazier said women should have a talk to their doctor or health worker if they notice any changes.

BreastScreen Queensland Services are located at North Lakes, Cherside, Kippa-Ring, Keperra, Indooroopilly and Brisbane City. Appointments can be made by phoning 13 20 50 or you can book online breastscreen.qld.gov.au



Indigenous Health Worker Mellissa Malley, Nadine Chouffot with daughter Katie are happy Deborah (right) had her breast screen recently. Little Katie Chouffot, mum Nadine (middle) and Mellissa Malley indigenous health worker (left) support Deborah (right) when she recently had her breast screen.

Free Wi-Fi at Caboolture Hospital

It's now much easier for patients and visitors at Caboolture Hospital to stay connected with free Wi-Fi recently switched on throughout the busy hospital.

Executive Director Dr Lance Le Ray said the exciting new addition to Caboolture Hospital would help patients stay up-to-date on what's happening with their treatment.

"Just like so many other locations such as cafés and libraries, anyone at the hospital can now jump online using their smart phone, tablet, laptop or device in seconds," Dr Le Ray said.

"Many people stay connected these days using email or internet apps such as Facebook and Messenger, which are all available.

"Best of all, it is completely free for all users and you don't have to provide personal details such as an email address or other information to get online."

The new service is an offshoot of the hospital's Wi-Fi infrastructure and has been switched on at no cost to the hospital, patients or visitors. It is also available at Redcliffe Hospital and The Prince Charles Hospital.

Users are required to accept Queensland Health terms and conditions before logging on.

Look for the 'QH-FreeWiFi' network on your device and follow the prompts to get online. Coverage and speeds will vary across the hospital campus.

Jessica and Jane from the Emergency Department connect to free Wi-Fi now available at Caboolture Hospital.



Multinational healthcare roadmap to be created in Inala

The Hong Kong Hospital Authority has chosen Inala Primary Care (IPC), to host a delegation of nurses as part of an ambitious and competitive scholarship scheme.

The visiting nurses will learn about IPC's approach to chronic disease and end of life care, after the local GP practice was selected as the only medical provider in the Southern Hemisphere to take part in hosting government scholarship recipients.

Following a study tour, which will visit multiple sites in addition to Inala, the nurses will join Queensland peers at a forum facilitated by IPC to compare best practice in Hong Kong and Australia. The group will then create a roadmap on future collaboration to improve patient care in both countries.

IPC has been operating in Inala for over a decade, working hard to improve the health of local people, who suffer from chronic illness at a vastly higher rate and younger age than most Australians.

The medical practice has pioneered new models of community based care to help people manage chronic diseases, including diabetes and kidney disease, to improve quality and length of life. The IPC team also follows a pathway for their older patients to prepare them for end of life decisions that will ultimately improve their future care.

IPC Chief Executive Officer Tracey Johnson is

known as an authority on innovative ways to manage chronic disease, particularly in disadvantaged communities.

Ms Johnson was awarded a Churchill Scholarship in 2015 to spend three months in five countries, including Hong Kong, to study their models of care.

The experience made her a huge advocate for keeping people out of hospital by improving community-based care through multidisciplinary healthcare teams made up of nurses, mental health professionals, and non-clinical people such as social workers or even volunteers.

"Most countries are facing a looming healthcare crisis due to an ageing population," Ms Johnson said. "Four in five Australians have at least one chronic disease, such as diabetes or kidney disease, or a risk factor (the highest rate in any OECD country) and 50,000 die prematurely each year.

"Chronic disease accounts for half of all GP consultations and almost half of avoidable hospitalisations.

"The need for more ongoing medication, plus more hospital admissions mean health is now Australia's biggest sector,

responsible for more than one in 10 dollars circulating in our economy.

"Someone over the age of 75 is twice as likely to be admitted compared with another adult. That can make life miserable for the patient and financially crippling for the government.

"On top of this, disadvantaged communities can have a life expectancy 20 years below average - but there are things we can do."

Ms Johnson said Hong Kong had already sent teams over to us to learn about how to manage chronic disease in the community based on the model we have developed to better use our financial resources and improve patients' lives.

"Earlier this year we also hosted a delegation of clinicians from Tasmania who wanted to learn about the models we have pioneered and piloted in Inala," she said.

"From disadvantage comes an innovative advantage and I'd like to think we are putting Inala on the map for all the right reasons as a beacon medical practice with big ambitions to influence the healthcare reform agenda at a national and even international level."

Brighton event

Around 70 guests gathered to mark Close the Gap Day at Brighton Health Campus, an important event to reflect on what we're doing to improve the health of Aboriginal and Torres Strait Islander people.

Staff from across Metro North were privileged to hear four Elders share their stories and wisdom on ways we can work together to close the health gap.

Aunty Brenda Kanofski shared her experience as a patient at The Prince Charles Hospital.

"After spending so long in hospital, my mental health really suffered," she said.

"Seeing the Indigenous Hospital Liaison Officers at my bedside really brightened my day."

Uncle Terry Williams also spoke about the importance of nurturing the mental health of Aboriginal and Torres Strait Islander peoples.

Aunty Minnie Mace gave the audience an insight into her experience with the Ngarrama Maternity service at Royal Brisbane and Women's Hospital (RBWH).

Torres Strait Islander Uncle George Wano gave a recount of his experience as a patient at RBWH and Gannet House.

Despite coming across some challenges during his stay, seeing staff wearing shirts with Aboriginal and Torres Strait Islander artwork made him feel at ease.

A health panel also shared what they were doing to close the gap. The panel consisted of:

- Aunty Stella Wake (CISS Diabetes Service),
- Jodi Dyer (Ngarrama Redcliffe),
- Peter Malouf (Indigenous Cardiac Outreach Program),
- Lynn Hoey (Sleep Scientist TPCH),
- Danielle Herffernan (Renal Medicine RBWH), and
- Clive Holloway (Paediatric Audiology Caboolture Hospital).

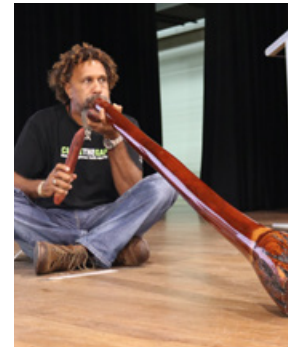
The group captivated the audience, in particular members of the Metro North Board who asked the panel how the Board could help close the health care gap.



Uncle Terry Williams, Aunty Brenda Kanofski, Director Paul Drahm, MNHHS Deputy Board Chair Dr Kim Forrester, Board Member Bonnie Barry, Aunty Minnie Mace and Uncle George Wano.



Toorabul Traditional Owner, Aunty Maroochy Barambah performed the moving welcome to country for the audience.



Cultural Capability Officer Elwyn Henaway



Sexual Health Program Manager Ronald Abala, IUIH Connect Nurse Darsha Borthwick and IUIH Program Manager Helen Quelch, Service Improvement Officer Kelly Smith and Administration Officer Chloe Marshall.



RBWH's Stephanie Archibald and Annabelle Sayers.



Paul, Kim and Uncle Terry



Indigenous Hospital Liaison Mark Budd, Aunty Brenda Kanofski, Indigenous Community Liaison Officer Sandra Markwell and Project Officer Aleacha Hopkins.

Redcliffe Hospital event

Redcliffe Indigenous Hospital Liaison Officer Rox-anne Currie coordinated a special Close the Gap Day event at Redcliffe Hospital to coincide with the monthly staff BBQ.

Many hospital staff took part in planting the Sea of Hands in recognition of identities, cultures and history and signing the Close the Gap Day pledge to reduce Indigenous health inequality.

Indigenous Hospital Liaison Officer Rox-anne Currie and Redcliffe Hospital Executive Director Louise Oriti plant a hand.



Harmony Day

Bright colours and traditional performers from across the world filled the Royal Brisbane and Women's Hospital Atrium for annual Harmony Day celebrations.

Harmony Day celebrates Australian multiculturalism and reinforces the importance of inclusiveness for all Australians.

Staff, patients and visitors at RBWH were entertained by a diverse program of entertainment, including an Indigenous dance group featuring young students from Tullawong State School, Bolivian dance troupe and a traditional Chinese Dragon dance, all captivating the audience.

A large crowd was soon on hand to watch and enjoy a brief glimpse into the diverse traditions and cultures of people that now call Brisbane and Australia their home.

Tasty international food from several cultures was also available, including Ethiopian and Greek Baklava.

A fashion show featuring designs from a local African designer was also popular.

Market stalls provided valuable advice on a range of important topics including



refugee health, art therapy, breast screening, Indigenous bush medicine, interpreter services and promoting a healthy start to life for Maori and Pacific Islander families.



Community, Indigenous and Subacute Services social worker Luba celebrates her Russian heritage at Cherside Community Health Centre's Harmony Day event.

Ethian shines as Indigenous apprentice of the year

Ethian Toby, a young man from our Indigenous community, has strived to succeed in his career as a carpenter.

He began his apprenticeship in October 2013, and is now a fourth year apprentice working for Community Solutions and will be finishing his apprenticeship at the end of 2018.

Ethian has always wanted to be a carpenter and in the near future hopes to own and run his own carpentry business. In 2015, he won the Indigenous Apprentice of the Year, and won the award again in 2017.

Ethian is from the Mununjali and Gangalu tribes, and recognises the outstanding and ongoing help and support he has received from his mother, Rox-anne Currie, Father, Warren Toby, and his grandparents Sandra and Glen Markwell.

"I'm proud that I have achieved these goals, and that I am striving towards a bright future for myself," Ethian said.



Ethian at the 2015 and 2017 awards



The Prince Charles Hospital event

A *Close the Gap Day* event was also held at The Prince Charles Hospital on 15 March. Around 40 people attended an informative presentation aimed at clinicians.

There were presentations from Indigenous Cardiac Outreach Program Manager Peter Malouf and Indigenous Respiratory Outreach Care Program Manager Mandi Edwards,

Elder Terry Williams and Staff Specialist Cardiologist Dr Scott McKenzie.

A tree planting ceremony was also held near the outdoor totem pole at rear of the Common Good Café in recognition of *Close the Gap Day*.

Nicole embraces new Ngarrama Royal Caseload Manager role

Ngarrama Maternity at Royal Brisbane and Women's Hospital has a new Caseload Manager.

Nicole Moller, from Bundjalung country in northern New South Wales, was recently appointed to the role after two years of maternity leave following the birth of her first son.

Nicole has worked in the Ngarrama team since September 2014 and is excited to sink her teeth into her new role.

“Working in the Ngarrama Royal maternity service is great because we’ve been able to make really good relationships with women and their families,” Nicole said.

“I recognise the girls’ names that have come back after I was on maternity leave. They’re telling their family about it; I’m seeing referrals for sisters and cousins which shows how well regarded the service really is.”

Ngarrama Maternity provides a birthing

maternity care easier.

Ngarrama Royal is a team of six midwives and an Indigenous Health Worker who follow the women through their pregnancy, birth and for six weeks postnatally.

Nicole said it’s important for patients to tick the box to identify as Aboriginal and/or Torres Strait Islander so they can be given the option to go through Ngarrama. Non-Indigenous women whose baby identifies can also access the service.

“Even if a girl doesn’t want to go through the Ngarrama service, we can still follow them up through the pregnancy and post-natal care,” Nicole said.

“Being an all-risk model of care, women can have the same midwife follow them through their journey whether they have water birth or caesarean.”

Nicole’s own birthing experience put her in the shoes of the women she cares for.

“I started off low risk but ended up high risk,” she said.



Nicole Moller, Ngarrama Royal Caseload Manager

“It’s important to have those follow up checks from birth until two years.”

“It will be great when Phase 2 of Ngarrama Family comes on board so we can refer to a service with a seamless transition. Just the name, Ngarrama, is familiar – they don’t have to start from the beginning to know a new service.”

In an ideal world, Nicole would love to see more Ngarrama Midwifery Group Practice teams up and running.

“We’re fully booked for May, June and July, and women are on a waiting list,” she said.

“All our girls tend to birth together,” she joked, noting that they have several women due on the same day or very close together. Ngarrama Royal takes around 200 referrals per year.

For Nicole, identifying as Aboriginal is important to her.

“It’s my culture. It’s my background and it’s where I come from,” she said.

“Now that I’m older I want to know more about my roots. I had a yarn with Nan the other day and she told me that at one point Aboriginal women weren’t allowed to birth inside the Tenterfield Hospital and they had to birth on the veranda of the hospital!

“Knowing my history and culture helps me connect on a deeper level and provide the best service I can for our mob.”



Members of the Ngarrama Royal team Karen Bennet, Nicole Moller, Hannah McBryde and Sonita Guidice.

service for Aboriginal and Torres Strait Islander families that is culturally appropriate.

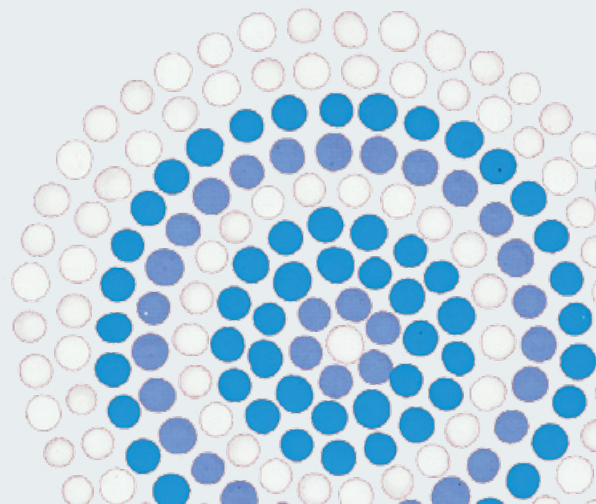
There are often more barriers to accessing maternity care for Indigenous families because of the history of what has happened at hospitals; perhaps a family or friend has had a bad experience in the past, or hospitals are associated with dying and a pregnant woman is not sick.

The Ngarrama team makes accessing

“I had Kelly Smith follow up for six weeks post birth. Even being a midwife, it was totally different being on the other end of it. It was really good to have the extra support.”

Now in her new role of Caseload Manager, Nicole has already been getting out to Indigenous community events to meet women and catch up with past patients.

“We currently refer to Child Health and GPs after our service concludes,” she said.



CISS Reconciliation Action Plan Launch 2018

Staff and community members are invited to attend the official launch of the Community, Indigenous and Sub-acute Services (CISS) Reconciliation Action Plan.

CISS is the first directorate within Metro North to have its own RAP.

The launch will be held during National Reconciliation Week (27 May – 3 June), an important time to appreciate and learn more about Aboriginal and Torres Strait culture, traditions, achievements, and shared histories, whilst recognising two significant events in Australia's history – the successful 1967 referendum, and the High court Mabo decision.

The 2018 theme – *Don't Keep History a Mystery* – encourages all Australians to explore our past, learn more about Aboriginal and Torres Strait Islander histories and cultures, and develop a deeper understanding of our national story.

The celebration will include traditional dancing and presentations on how we can all contribute to reconciliation within CISS.

Date Monday 4 June 2018
Time 12.00 – 2.00pm
Location Brighton Health Campus Auditorium, 449 Hornibrook Hwy, Brighton QLD 4017
RSVP by Monday 28 May to A_TSIHU_MNHHS@health.qld.gov.au

Program

12.00 – 12.30pm	Lunch and networking
12.30pm	Welcome to Country
12.45pm	Official Launch of CISS RAP
1.00 – 1.30pm	Traditional dancing
1.30pm – 2.00pm	Presentations on how we can all work together towards reconciliation at CISS

Artwork by Ronald John Abala WULUKANTHA – “little spirit man”.



Proudly sponsored by:



Word of the Month:

“Gudamulli”

Gudamulli is hello in the Darumbal language group from Rockhampton. Pronounced Good-a-ma-lee is a common greeting for this area.



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.



Hugo Ribeiro,
The Prince
Charles Hospital
Physiotherapist
"It's important for us as clinicians and as healthcare professionals to cater to those needs specifically

of Aboriginal and Torres Strait Islander patients. We're here to provide the best medical service in order to close that gap further and further so that everyone is equal in terms of healthcare here in Australia."



Left to right Michelle Bamford/Louisa Hammerslag/Anna Weldon/Di Green/Amanda Cleal

Complex Chronic Disease Team (North Lakes Health Precinct)
"We're all active members of the community. We encourage Indigenous clients to access our service. We make our environment as welcoming and as supportive as we can. The Indigenous healing garden out the front of the centre is less clinical and more welcoming. If we're not welcoming from the start, we can't welcome clients in. We'd like to encourage younger clients to the North Lakes Community Centre."



A Day in the Life of Brian Warner

1. Can you provide details about where you come from and your family history?

My mum's waters broke on the goods train between Brisbane and Charleville. Thankfully she made it to Charleville which is where I was born. I'm a descendent of the Kabi Kabi and Wakka Wakka tribe on my mum's side and Barungum on my dad's side.

2. What does your role involve?

My title is Senior Project Officer and I'm working on the Indigenous Workforce Strategy. My role is to increase Indigenous employment up to three per cent to reflect the national percentage of the population target.

3. How long have you worked with the Aboriginal and Torres Strait Islander Health Unit, and what did you do prior?

I started late February. My role is within the MNHHS Chief Executive's office but I link into the A&TSIHU.

I previously worked for the Federal Government for Centrelink where I won an Outstanding Public Service to the Community award. I also worked for the Australian Tax Office where I helped develop a successful Indigenous recruitment program called Evergreen.

My training is in intelligence and I worked as an Intelligence Officer for many years. Perhaps my best skill is my ability to extract information from someone!

4. Can you tell us more about the MNHHS Aboriginal and Torres Strait Islander Workforce Development and Employment strategy?

The aim of the strategy is ultimately to help close the gap. We plan to create apprenticeships and entry level jobs for Aboriginal and Torres Strait Islander people, provide upskilling and leadership opportunities and create pathways into university.

5. We have six new Indigenous school-based administration trainees at Metro North. Can you tell us a little more about this initiative?

Students from Kedron State High, Kelvin Grove College and Ferny Grove State High commenced a Certificate III in Business in April. They will spend one day a week in various roles in the Metro North office for the next two years.

I'll provide them cultural mentoring and help build a pathway towards further study. The students also have a mentor from Aboriginal Employment Strategy and a workplace buddy for extra support. It's really exciting and I can't wait to see what the kids do with the experience.

6. We hear you once ran from Cairns to Brisbane. Can you tell us about this experience and why you did it?

When I was 16 I ran a relay with three high school friends from Cairns to Brisbane. We



did it to raise money for The Leukaemia Foundation, Heart Foundation, Cancer Council and Save Sight. We ran 33km per day for 18 days of the 21 day journey. It was a lot of fun.

7. You're a traditional owner of Kabi Kabi country. Tell us about your native title application and why it is important to you and your mob.

Our native title application is important because we become the designated rightful owner of the area.

8. Are there any other interesting facts you can share about yourself?

I was on Hot Seat Millionaire about three years ago. I didn't win anything but it was a good experience. I played in the Aboriginal under 17s rugby team for Queensland. As a young boy growing up, I always wanted to be a spy.

CALENDAR OF EVENTS

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.

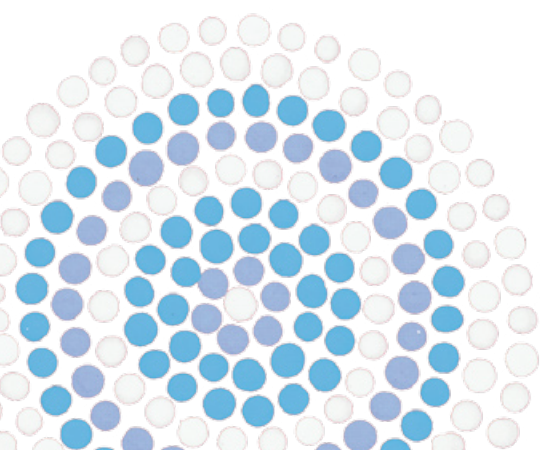
Mission

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



2018 NAIDOC CELEBRATION

Caboolture Family Fun Day

Tuesday 10 July 2018
10am–2pm

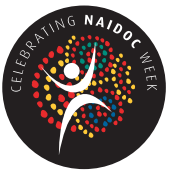
St Columban's College
Auditorium and Grounds



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

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



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 3233.



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