



Talk-About

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

July 2023

Better Together Medication Access paving the way



Aboriginal and Torres Strait Islander workers and pharmacy staff supporting BTMA

Since 2020 Metro North Health have supported ease of access to discharge medication for Aboriginal and Torres Strait Islander patients through the first of its kind Better Together Medication Access (BTMA) Program.

The program was a collaborative effort co-designed by hospital pharmacy services, Aboriginal and Torres Strait Islander Health Leadership Team (A&TSILT), Indigenous Hospital Liaison Officers, executive team and other services across Metro North Health, creating a way for Metro North Health Aboriginal and Torres Strait Islander patients to access discharge medication at no cost to them.

Continued page 6 >



Give us feedback

We welcome your feedback, contributions, story ideas and details on any upcoming events. Please contact Aboriginal and Torres Strait Islander Leadership Team at A_TSIHU_MNHHS@health.qld.gov.au or phone 07 3139 3235.

Aboriginal and Torres Strait Islander Leadership Team

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

Mail to:

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

Email to:

A_TSIHU_MNHHS@health.qld.gov.au

Metro North Health would like to acknowledge the Traditional Owners and Custodians of the land on which our services are located.

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

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

Contact information

Royal Brisbane and Women's Hospital

Indigenous Hospital Liaison Officer Ph: 3646 4154 / 0428 861 888

After hours PH 3647 4183 / 0428 861 888

The Prince Charles Hospital

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

After Hours Ph: 3139 6429 / 0429 897 982

Redcliffe Hospital

Indigenous Hospital Liaison Officer Ph: 3049 6791

After Hours Ph: 3049 9734

Caboolture/Kilcoy Hospital

Indigenous Hospital Liaison Office Ph: 5433 8249

After Hours Ph: 5316 5157

Senior Health Worker Ph: 5316 5390

Surgical, Treatment and Rehabilitation Service (STARS):

Indigenous Hospital Liaison Office Ph: 3647 6044

Community Indigenous Primary Health Team

Indigenous Community Health Team Ph: 3631 7379

Indigenous Sexual Health Team

Clinical Nurse Consultant Ph: 3631 7379

Indigenous Mental Health

Professional Lead Ph: 3646 2695

Ngarrama Maternity Services

Caboolture Ph: 0439 732 970

Redcliffe Ph: 0407 251 890

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

Forensic Mental Health Service, Indigenous Mental Health Intervention Program

Forensic Mental Health Team Ph: 3234 0800

Follow us



@bettertogetherourhealthourway



@ourhealthourway



@better-together-our-health-our-way

What's inside July 2023

COVER

Better Together Medication Access paving the way	1
Contact information	2
A word from the Executive Director	3
A word from the Chief Executive	4

OUT AND ABOUT

Keeping community protected this flu season	6
Strength in Community	7
Reconnecting with Aboriginal and Torres Strait Islander staff	7
Co-design workshops to achieve health equity	8
Celebrating Aboriginal and Torres Strait Islander achievements	9

IN FOCUS

Bridging the gap between clinical and cultural care at CKW ...	11
Culturally safe care through Ngarrama Maternity Service	11
New Northside Sexual Health Clinic opens its doors	12
Word of the Month	12

STAFF FEATURE

Samuel Kalamati, Business and Performance Analyst	13
---	----

A word from the Executive Director



Sherry Holzapfel
Executive Director,
Aboriginal and Torres Strait
Islander Health

“This month we celebrate NAIDOC week (2–9 July), an important time to recognise our amazing and resilient Aboriginal and Torres Strait Islander culture.”



The Metro North Health Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) have received numerous enquiries about the upcoming referendum. In late 2023, Australians will have their say in a referendum about whether to change the Constitution to recognise the First Peoples of Australia by establishing an Aboriginal and Torres Strait Islander Voice. The Voice would be an independent and permanent advisory group, providing advice to the Australian Parliament and Government on matters that affect the lives of Aboriginal and Torres Strait Islander peoples. I really encourage individual choice and active learning towards the referendum. The trusted source of information for this is via the official Australian Government website – <https://voice.gov.au>. Please note that there are many Aboriginal and Torres Strait Islander people who either oppose the Voice or are not yet decided. Their choice and views should be respected and should also be included as a point of view.

Via the website, there are useful resources, fact sheets and conversation tools for you to speak to people about the Voice and raise awareness of the upcoming referendum. At our virtual NAIDOC Week celebration last year, we also interviewed Allira Davis who discusses the origin of the Uluru Statement and how our young people are getting involved. Allira is a Cobble Cobble, South Sea Island woman from the Barrungum and Birrigubba nations and Ambae and Tanna Islands, and the Lead and Co-convenor of the Uluru Youth Dialogues, Organiser and Co-chair of the Uluru Youth Summit (2019). It's worth a refresher watch as we head towards the referendum - metronorth.health.qld.gov.au/better-together-van/2022-naidoc-virtual-event.

This month we celebrate NAIDOC week (2–9 July), an important time to recognise our amazing and resilient Aboriginal and Torres Strait Islander culture. The A&TSILT and health services will be joining community to celebrate our beautiful culture and this year's theme 'For Our Elders'. Services and staff will attend five local community events – Buranga Widjung Justice Group NAIDOC Community Flag Raising Ceremony (Caboolture), Northside NAIDOC Community Fun Day (Zillmere), Musgrave Park Family Fun Day (South Brisbane), Mindle Bygul Aboriginal Corp. NAIDOC Family Fun Day (Deception Bay) and Bribie Island NAIDOC event. Aboriginal and Torres Strait Islander health services across Metro North Health will attend these events to engage with local community to build relationships and promote the great work happening across our health service. We hope to see you there!

Our Social and Emotional Wellbeing Officers, Jesse and Nickita, are continuing to provide great support to the Aboriginal and Torres Strait Islander workforce across Metro North Health. The program supports staff in a holistic approach as the team works alongside a staff member to ensure their holistic needs are identified and supported. This allows staff to work in a respectful and culturally safe space where their values and beliefs are respected.

Hospitals and services across Metro North Health have been holding workshops with staff and Aboriginal and Torres Strait Islander Elders, community and organisations to discuss what actions they can be doing to contribute to the health equity activities outlined in the Metro North Health Equity Strategy 2022-2025*. Each directorate will create their own localised Implementation and Evaluation Plan outlining the activities and accountabilities they are responsible for delivering at their local level in line with the overarching Health Equity Implementation and Evaluation Plan 2022-2025*.

Until next time,
stay safe and
deadly.

Sherry Holzapfel
Executive Director, Aboriginal
and Torres Strait Islander Health



* Chief First Nations Health Officer, Haylene Grogan, recently presented Metro North Health with a commemorative plaque for our commitment of the health equity journey. We thank Haylene for her ongoing support and leadership across Queensland Health to advocate for better health outcomes for our community.
* <https://metronorth.health.qld.gov.au/wp-content/uploads/2022/04/mn-health-equity-strategy.pdf>
* <https://metronorth.health.qld.gov.au/wp-content/uploads/2023/06/mn-health-equity-implementation-evaluation-plan.pdf>



A word from the Chief Executive

Happy NAIDOC Week 2023 (2-9 July)!

National NAIDOC Week celebrations are held across Australia in the first week of July each year (Sunday to Sunday), to celebrate and recognise the history, culture, and achievements of Aboriginal and Torres Strait Islander peoples. NAIDOC Week is an opportunity for all Australians to learn about Aboriginal and Torres Strait Islander cultures and histories, and participate in celebrations of the oldest, continuous living cultures on earth.

The theme this year ‘For our Elders’ highlights and echoes the important role our Elders have in their families and community, they are the foundations of past, present and continue to pave the way for many future generations. Elders are the backbone of Aboriginal and Torres Strait Islander communities and have battled through highs and lows, experiencing trauma, and contributing to historical wins to ensure equality and fairness is achieved for their people.

We would like to acknowledge all the Elders who have walked beside us in our health equity journey. Their leadership, lived experience, storytelling, voice, wise knowledge, and teachings have driven our hospital and health service to achieve a health equity strategy that is reflective of the community’s voices, playing a very important role in our co-design journey.

Metro North Health is hosting a special luncheon during NAIDOC Week to recognise Elders and to give thanks for their continued support and valued contribution to our hospital and health services.

A key priority to achieving health equity is ensuring the continued commitment and dedication to co-design with valuable Elders and community. We can all continue to learn and improve from Elders and share in their wisdom.

Kind regards,

Adj. Prof. Jackie Hanson

Chief Executive , Metro North Health



NAIDOC Week

2-9 JULY 2023

Let’s join together and celebrate our Elders who play an important role in our community and across Metro North Health.



FOR OUR ELDERS
2-9 JULY 2023

Metro North Health



Queensland Government

My healthcare rights

Aboriginal and Torres Strait Islander people have the right to:



Access

- Healthcare services and treatment that meets your needs
- You and your family have the right to get healthcare that meets your/their needs

Safety

- You and your family have the right to get safe and high quality healthcare
- Care in a space that is culturally safe and respectful

Respect

- You and your family have the right to get respect when using a health service
- Your Aboriginal and/or Torres Strait Islander culture and identity is recognised and respected

Partnership

- You and your family have the right to yarn and be involved in your/their own healthcare
- Family is great support, and if you wish, make sure you include family in on the yarn with healthcare providers
- You have the right to choose who you want involved in your care planning

Information

- You have the right to get information about your health to make informed decisions and give consent
- Get information about your health. This includes cost, wait times and services
- If you don't understand any information, make sure you ask for help so the information you are getting about your health is clear and easy to understand
- Get as much information before you give consent or say yes to any treatment, test or procedure
- You must be informed about every aspect of the healthcare that is being provided to you, for e.g. what is involved in a procedure or test, what happens after, what is done to ensure your safety and importantly be told if something goes wrong with your healthcare

Privacy

- Healthcare staff must respect you and your family's privacy
- Healthcare staff must keep your information safe and confidential

Give Feedback

- You and your family have the right to give feedback
- This can be a complaint or a compliment
- Healthcare staff must listen to what you have said and address your concerns in a respectful, open and timely way
- Feedback from you and your family helps to make the healthcare better for other families in our community. We all work better together to keep ourselves, our family and our community all healthy and deadly



If you need help, ask to speak to the Indigenous Health Liaison Officer.

This resource was adapted from the second edition of the Australian Charter of Healthcare Rights.

These rights apply to all people in all places where health care is provided in Australia. The Charter describes what you, or someone you care for, can expect when receiving health care.

For more information: safetyandquality.gov.au/your-rights

Adapted from The Australian Charter of Healthcare Rights, developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). ACSQHC: Sydney 2019.



Supported by the Aboriginal and Torres Strait Islander Leadership team.

Metro North
Health



Queensland
Government

BTMA has received high recognition for paving the way across the hospital and health services in Queensland and across Australia, including Highly Commended awards at both the 24th Annual ACHS Quality Improvements awards and Premier's Award.

Aboriginal and Torres Strait Islander people still have a significant higher rate of burden of disease and poorer health outcomes than non-Indigenous Australians. In the data captured by Australian Bureau of Statistics 2015 – 2017 there was a 7.8 year life expectancy age gap between Aboriginal and Torres Strait Islander males (72.0 years) and non-Indigenous males (79.8 years), and a 6.7 year gap between Aboriginal and Torres Strait Islander females (76.4 years) and non-Indigenous females (83.2 years).

“A lot of Aboriginal and Torres Strait Islander people are taking multiple medications for chronic health conditions. Many of our community find it challenging to afford their medications, as well as supporting family and other commitments, so they end up having to make the tough decision between food and medications,” said Stella Bamaga, Caboolture Hospital Indigenous Hospital Liaison Officer.

By reducing the financial burden of discharge medication, Aboriginal and Torres Strait Islander patients are allowed the choice to take their discharge medication on time and commence their healing journey back home.

“The Better Together Medication Access Program is a great example of how, through innovation, system enhancements and investment, we can have a profound impact on improving the long-term health outcomes of Aboriginal and Torres Strait Islander peoples,” said Sherry Holzapfel, Executive Director of Aboriginal and Torres Strait Islander Health.

Patients that identify as Aboriginal and/or Torres Strait Islander origin upon admission to a Metro North Hospital or health services are given the choice to access the BTMA program and receive their prescribed discharge medication from a hospital pharmacy with no cost.

The objective of the program is to:

- Improve health outcomes for Aboriginal and Torres Strait Islander people, by reducing the financial and logistical barriers to medication access after care.
- Enhance access to prescribed medications for Aboriginal and Torres Strait Islander people discharging from a hospital or health service.
- Streamline the discharge process to reduce Aboriginal and Torres Strait Islander patients needing to attend community health care providers to access subsidised medications through the Pharmaceutical Benefit Scheme - Close the Gap program.
- Increase Aboriginal and Torres Strait Islander peoples' ongoing engagement with their GPs in the community post discharge from hospital, through improved recognition of these patients while in hospital, and connections established with community support networks.



A new film is now available to find out more about the BTMA program including what it is, how you can opt-in and the process. You can view the new film here: <https://bit.ly/434Y7GG>

OUTandABOUT

Keeping community protected this flu season

The Community and Oral Health (COH) Aboriginal and Torres Strait Islander Health Team, in partnership with the Metro North Public Health Unit, held an Influenza (flu) vaccination clinic in late April for Aboriginal and Torres Strait Islander Elders and community members aged 6 months and over to receive their free flu vaccination.

To keep community protected from the harsh effects of the flu, which in some cases can lead to serious problems such as difficulty breathing or needing to go to the hospital, the team provided free flu vaccinations to help keep Aboriginal and Torres Strait Islander people healthy and strong.



The flu vaccination clinic was held at the Brighton Wellness Hub, the same day the Aboriginal and Torres Strait Islander Health Team facilitated their monthly COH Yarning Circle. The Yarning Circle provides an opportunity for Aboriginal and Torres Strait Islander Elders and community members to connect informally with Metro North Health staff, to put forward ideas, suggestions, and feedback specific to Aboriginal and Torres Strait Islander health.

Staff from the Queensland Ambulance Service came along to the Yarning Circle, to support the flu vaccination clinic and yarn with Aboriginal and Torres Strait Islander Elders and community members on the day.

COH Yarning Circle Elders pictured alongside Queensland Ambulance Service staff.

OUTandABOUT

Strength in Community

Local community joined together in Caboolture earlier this year at the Strength in Community event organised by Burunga Widjung Justice Group and Caboolture Headspace.

More than 200 people were in attendance including the Metro North Health Better Together Health Van (BTHV) and Deadly Feet Program. It was an opportunity to connect and engage with Aboriginal and Torres Strait Islander community and continue to form and build relationships.

The Deadly Feet Program is available to Aboriginal and Torres Strait Islander community within the Metro North Health catchment. The program aims to help manage foot health by providing early detection and treatment of foot irregularity, and assist in the placement of Aboriginal and Torres Strait Islander community to local healthcare settings closer to home.

Chronic diseases such as diabetes, chronic renal disease and peripheral vascular disease rates are high within the Aboriginal and Torres Strait Islander community and are often interlinked with each other. They are more likely to also cause foot complications.

The Better Together Health Van and Deadly Feet Program have collaborated to provide opportunistic screening and health education within the Metro North Health catchment. At the Caboolture Strength in Community event the team were able to provide foot health support and screening throughout the day.



Deadly Feet team attending Strength in Community Event.

“The highlight of the day for the Deadly Feet team was being able to support Aunty Heleanor who had flown down from Innisfail to see her family on the weekend. She had been having trouble with her feet and spoke to the team. After a conversation and assessment, the team were able to take preventative action that included low intensive surgery, all with a quick response time to give Aunty Heleanor a better outcome for her and her feet,” said William Bern, Content and Engagement Officer of the Aboriginal and Torres Strait Islander Leadership Team.

Metro North Health staff enjoyed the day connecting with community and other stallholders, taking part in activities and watching Aboriginal and Torres Strait Islander performances including musical performances by Big Noyz, Lil Mase, Graydez and The Demetrius.

Reconnecting with Aboriginal and Torres Strait Islander staff

Aboriginal and Torres Strait Islander staff from across Metro North Health joined together in a staff forum for the first time since the COVID-19 pandemic.

Prior to the COVID-19 pandemic in 2019, Metro North Health hosted regular staff gatherings for the Aboriginal and Torres Strait Islander workforce and services. The aim of the staff gatherings is to provide a platform for staff and services to connect, network and learn about initiatives happening in Metro North Health and local community organisations helping to support and care for the Aboriginal and Torres Strait Islander community.

Connection and building relationships are important within Aboriginal and Torres Strait Islander culture. By providing a platform for staff working across different facilities to join and network regularly, Metro North Health aim to nurture staff working closely together and providing a culturally safe and supportive working environment.



Staff enjoyed the day listening to presentations from Caboolture and Kilcoy Hospitals and Woodford Corrections team, Deadly Start school-based traineeship team, Community and Oral Health, Health Equity and the new Social and Emotional Wellbeing team, with special guest Eddie Monaei from Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships talking to staff about the new Torres Strait Islander Traditional Adoption Practices legislation and Path to Treaty.

The day ended with a nice BBQ lunch and a great opportunity for staff to connect with new and old colleagues.

Metro North Aboriginal and Torres Strait Islander workforce attending staff forum.

OUTandABOUT



Co-design workshops to achieve health equity

People and Culture team yarning with Aboriginal and Torres Strait Islander staff about health equity.

The use of Yarning Circles is being applied across Metro North Health services to continue connecting and educating staff about driving change within the health system, to provide care and support to Aboriginal and Torres Strait Islander community their way, reflecting the voices of community.

The Health Equity team is working in partnership with Metro North hospitals and health services and Aboriginal and Torres Strait Islander staff, holding workshops with Aboriginal and Torres Strait Islander Elders, community and organisations to discuss what actions they can be doing to contribute to the health equity activities and agenda outlined in the Metro North Health Equity Strategy 2022-2025.

The next key steps will be to create their own localised Implementation and Evaluation Plan outlining the activities and accountabilities they are responsible for delivering at a local level in line with the overarching Health Equity Implementation and Evaluation Plan 2022-2025.

This will allow each Metro North hospital and service to simplify and brainstorm shared ideas with participation from the Executive Directors, executive team managers, clinicians and Aboriginal and Torres Strait Islander Elders and community members, valuing the ongoing importance of co-designing at each level of the organisation and reflecting the communities voices.



A few key messages in a coolamon that were captured at the workshops:

“Thank you for letting me share my first yarning circle and for teaching me more about health equity and my continued journey to learn.”

“Be confident in the healthcare and treatment you provide. Strive to be a good listener and learner.”

“This workshop gave me greater understanding of Health Equity and the impact of Aboriginal and Torres Strait Islander Peoples. It has given me the confidence to put forward more thoughts and ideas to help improve our patient journeys.”

“Supporting our Aboriginal and Torres Strait Islander staff in delivering health care services to our mob. Without this there will be no services!”



Celebrating Aboriginal and Torres Strait Islander achievements

Services and staff across Metro North Health held various events during National Sorry Day, National Reconciliation Week and Mabo Day to reflect, acknowledge, learn and celebrate together on these significant dates for Aboriginal and Torres Strait Islander people and community.

Staff joined community for many activities throughout May and June including yarning circles, information displays throughout the facilities, presentations from Aboriginal and Torres Strait Islander staff, BBQ lunch with staff and community, sea of hands, Aboriginal and Torres Strait Islander cultural performances and lots more.

Queensland Ambulance Service (QAS) also joined in the fun on National Sorry Day by handing out cupcakes and providing cultural education to QAS paramedics and staff at the hospital emergency ramps.

This year, the Metro North Health Aboriginal and Torres Strait Islander Leadership Team hosted their first community Mabo Day celebration held at Brighton Wellness Hub, where attendees enjoyed some traditional kaikai (food) and gave thanks and remembrance to the late Uncle Eddie 'Koiki' Mabo and his successful effort to overturn the legal fiction of terra nullius – 'land belonging to no-one'.

A highlight of the Mabo Day celebration was the sharing of Torres Strait Islander culture through a traditional song and dance performance by Kutaw Zoeru Torres Strait Islander Dance Group Brisbane.

Check out some of the activities held across Metro North Health in the following photo collage.





BreastScreen Queensland

*Aboriginal and Torres Strait Islander
Women's Sistas Shawl*

Get your
free Sistas
Shawl!

Stay healthy and strong for your Mob

BreastScreen Queensland Brisbane Northside Service would like to invite Aboriginal and Torres Strait Islander women to book their free breast screen.

We offer breast screening to women aged 40 and over. Breast screening is most effective for women aged 50 to 74.

A Sistas Shawl will be given to women attending their breast screen, which can also be used as a privacy wrap. The Sistas Shawl aims to provide a sense of safety and comfort for Aboriginal and Torres Strait Islander women.

Brisbane Northside Locations:

- Chermside
- Brisbane City
- Indooroopilly
- Keperra
- Redcliffe
- North Lakes

To find out more or to make an appointment call us on **13 20 50** or go to **breastscreen.qld.gov.au**



Queensland
Government

IN FOCUS

Bridging the gap between clinical and cultural care at CKW

Caboolture and Kilcoy Hospitals and Woodford Corrections Health (CKW) directorate have recently appointed a new Aboriginal and Torres Strait Islander Senior Health Worker who will provide clinical cultural support in the Emergency Department and Specialist Outpatients Department to Aboriginal and Torres Strait Islander people on their health journey.

Undumbi and Muninjali man, Ty Cleary, comes with a wealth of experience and clinical knowledge gained throughout his nursing career, spanning almost 10 years.

“I started my nursing career working for a local Aboriginal Medical Service under the Institute for Urban Indigenous Health network in Southeast Queensland. From there, I moved to Queensland Health, as an enrolled nurse in the outpatient’s department at the Surgical Treatment and Rehabilitation Service in Herston”, said Ty.

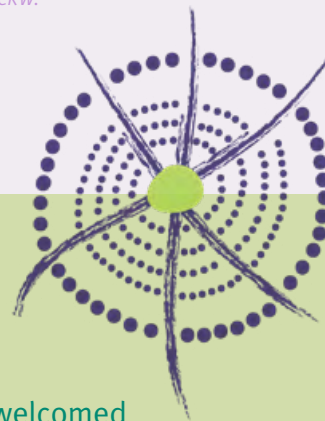
In his new role, Ty will act as a bridge between Aboriginal and Torres Strait Islander patients and the treating teams, to ensure the delivery of culturally appropriate and culturally safe care.

“Combining clinical and cultural knowledge will help to provide holistic care to our mob, making sure our mob have understood, and have had a say in their treatment,” said Ty.

A large part of Ty’s role will include creating pathways of care upon discharge with Aboriginal and Torres Strait Islander patients and families, to assist in lowering the number of Aboriginal and Torres Strait Islander people representing for care to the Emergency Department.

Being the first Aboriginal and Torres Strait Islander Senior Health Worker for CKW, Ty’s goal is to make the role of an Aboriginal and Torres Strait Islander Senior Health Worker known across Metro North Health, and the positive impact the role has on the health journey of Aboriginal and Torres Strait Islander patients, and their health outcomes.

Ty Cleary, Aboriginal and Torres Strait Islander Senior Health Worker, CKW.



Culturally safe care through Ngarrama Maternity Service

Proud Gadigal woman Sarah, and husband Leslie recently accessed maternity care through the Ngarrama Maternity Service at Redcliffe Hospital when they welcomed their little bub Harry into the world on February 26, 2023. Harry, the newest edition to the blended family, is doted on by his eight older brothers and sisters, two half-sisters and two half-brothers.

Sarah’s recent experience, and third time accessing the Ngarrama Maternity Service at Redcliffe Hospital was amazing, and she received great support by Redcliffe Hospitals Aboriginal midwife and health worker, Yvette and Jemma, the maternity social worker Vanessa, and Indigenous Hospital Liaison Officer, Cessa.

“When I first meet new people, I normally shut down. This was not the case with Jemma. Jemma and I clicked, and I felt straight away that I could trust her. Jemma became an amazing help and support throughout my pregnancy,” said Sarah.

After a very quick labour and some after birth complications, Sarah and Leslie felt they were both listened to, and their worries were put to ease thanks to the kind and compassionate staff who supported not only them, but little Harry.

Sarah’s first time accessing Ngarrama was back in 2011 when she was pregnant with her second child, and the second time was when she gave birth to her eighth child in 2021.

“My favourite thing about Ngarrama is having the same midwife, feeling safe, and being able to trust them, knowing they are looking after myself, my baby, and my family,” said Sarah.

As a father and partner accessing support through the Ngarrama service, Leslie’s favourite things about the service were getting to know the staff and being able to have a joke and feel comfortable, whilst supporting his wife and new baby.

Sarah and Leslie are grateful for the culturally safe care and support they received when accessing Ngarrama and thank the staff who supported them on each occasion, without whom Sarah believes her experiences would not have been the same.

“I would hands down recommend Ngarrama Redcliffe. Mums and families will get 100 percent care and respect,” said Sarah.





(L-R): Mel Kielly, Aboriginal Health Worker, Julian Langton-Lockton Clinical Director, Dene Campbell, Clinical Nurse Consultant of the new northside Sexual Health Clinic.

New northside Sexual Health Clinic opens its doors

The new Brisbane Northside Sexual Health Clinic has opened its doors to community at Pine Rivers Community Health Centre in Strathpine.

This new service provides culturally safe and patient focused sexual health care to people aged 14 years and over. The experienced and friendly staff includes Aboriginal and Torres Strait Islander Health Workers, Sexual Health Nurse and Specialist Medical Officer.

The sexual health team are excited to be up and running to support community in their holistic sexual health care including HIV management, treatment and testing of sexually transmissible infections, sexual health screening and counselling, health promotion, education, vaccinations and lots more.

“Our new local specialist service is co-designed with the community front and centre. Service delivery includes community voice to ensure best practice, access to care, for improved health equity and health outcomes,” said Julian Langton-Lockton, Clinical Director of Brisbane North Sexual Health Service.

The private and confidential service can be easily accessed via drop-in appointments or booking a time via phone or email. No referral is needed to access this service.

For more information about the Brisbane Northside Sexual Health Clinic including how to access the service visit <https://bit.ly/3qWUMva>.



WORD OF THE MONTH

“Gulambira”

(Gool-um-beer-a) is Butterfly in Wulguru language

Wulguru is an umbrella term to describe several languages or dialects spoken in the Townsville Region extending from Cleveland Bay to Rollingsstone. There are several dialects or related languages across the language Nation including Wulgurugaba, Coonambella, Nhawalgaba, Gabilgara and Mulgu. Wulguru has a dialectic relationship to Nywaigi in the north; there are some shared words with Bindal and the Biri language to the south.

STAFF PROFILE

A Day in the life of: Samuel Kalamati

Business and Performance Analyst, Aboriginal and Torres Strait Islander Leadership Team

Q1. Tell me a bit about yourself and where you're from?

I hail from the tropical coastal city of Udupi in Southwest India and have spent a major part of my career in Dubai, United Arab Emirates.

Q2. What is your role within Metro North Health and what does a typical day look like for you in your role?

As a Business and Performance Analyst within the Aboriginal and Torres Strait Islander Leadership Team, I perform a hybrid role of combining data and technology with healthcare operations. This assists to bring about meaningful insights from different data sources, empowering our strategic team members and executives to make data driven decisions.

My prime focus is sourcing and cleansing data, identifying trends and anomalies in processes, clinical and non-clinical data, performing deep dive analysis into various factors that collectively effect health equity via analytic dashboards, reports, and infographics.

Q3. Where did you work before coming to Metro North Health?

Before coming to Metro North Health, I worked in the aviation industry (Virgin Australia and Emirates Airlines - Dubai). My areas of specialisation were big data analysis, revenue optimisation, AI based forecasting, reporting and strategy.

Q4. What do you like most about working within the Aboriginal and Torres Strait Islander Leadership Team?

The best part is we all work as a team, which makes working with each other towards a common goal so effortless. I am blessed to be working with such a multi-talented, passionate, and humble team.

Q5. Why are you passionate about improving the health outcomes of Aboriginal and Torres Strait Islander people?

I am honoured to be in this role and relate with similar imperialist detriments of my origins and feel morally and passionately responsible to use my unique skills to make a difference in the health outcomes of Aboriginal and Torres Strait Islander people.

Q6. What do you like to do outside of work?

I love cooking, travelling, and spending time with family.

A quote to ponder: "The best way to find yourself is to lose yourself in the service of others" - Mahatma Gandhi





Better Together Medication Access

Are you of Aboriginal and/or Torres Strait Islander Origin?

Better Together Medication Access will cover all out of pocket expenses for prescribed discharge medication for Aboriginal and Torres Strait Islander people discharging from a Metro North Health Service.

Better Together Medication Access is only available through Metro North Health Pharmacy Services.

How it works



You will be asked 'Are you of Aboriginal and/or Torres Strait Islander Origin?'. Health Service staff must ask you the question, we cannot assume upon appearance.



If you identify, regardless of age, you will be eligible for Better Together Medication Access.



Better Together Medication Access is Metro North Health Service wide and will be available from 1 October 2020.



Talk to Staff caring for you for more information.


By identifying you will receive support from culturally appropriate services including our Indigenous Hospital Liaison Officers to assist your healthcare journey and recovery back to community.

For further information, contact your local Metro North Hospital and Health Service Pharmacy Team.

Metro North
Health



Queensland
Government

**VIRTUAL
ED** 



If you need to visit an Emergency Department, try the Virtual ED first.



To check if you are eligible*:

- Scan the QR code or
- Visit metronorth.health.qld.gov.au/hospitals-services/virtual-ed

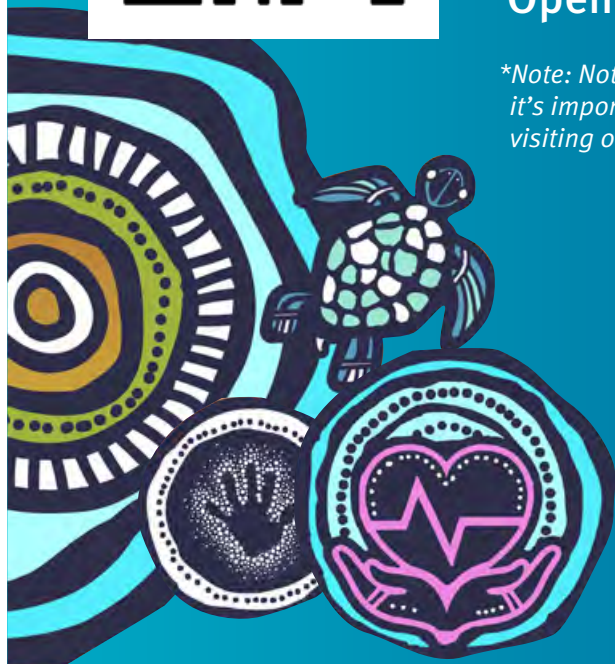
Open 8am to 10pm, 7 days

**Note: Not all medical problems are suitable for the Virtual ED, so it's important to check your eligibility first. You must reside, be visiting or receive your treatment in Queensland.*



**In an Emergency
Dial Triple Zero (000)**

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



A Metro North Health initiative

#19A VIRTUAL ED FLYER



**Queensland
Government**



Metro North Health

Better Together Health Van

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

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

How to access the Van?

Visit our website for up-to-date locations of the Van
metronorth.health.qld.gov.au/better-together-van

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

Make a booking

If you would like to request the Van visits your community or event, contact the Metro North Aboriginal and Torres Strait Islander Leadership Team to make a booking on (07) 3139 6621 or email Bettersogetherhealthvan@health.qld.gov.au

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

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

Please contact the Manager, Communications at the Aboriginal and Torres Strait Islander Leadership Team on A_TSIHU_MNHHS@health.qld.gov.au or phone (07) 3139 3235.

