



Talk-About

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

February 2024



A chance meeting keeps Aunty Helenor on her feet

Aunty Helenor sharing her experience through the Deadly Feet Program

Aunty Helenor Rassip from Innisfail had a chance meeting in Caboolture with the Deadly Feet program, leading to an important intervention and positive outcome for her long-term health.

After experiencing numbness and tingling in her feet for months, Aunty Helenor's brother noticed the Metro North Health Better Together Health Van and Deadly Feet team at a community event and encouraged her to get her feet checked.

The Deadly Feet program is a co-designed multidisciplinary outreach model improving clinical pathways and outcomes for Aboriginal and Torres Strait Islander patients with foot disease through early detection of disease, implementation of risk modification plans and treatment of foot conditions. This is achieved by delivering podiatry, vascular sonography, and vascular specialist services to patients in a culturally appropriate manner, closer to home and with the support of Aboriginal and Torres Strait Islander workforce.

Continued page 4 >



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_TSILT_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, Chermide Community Health Centre, 490 Hamilton Road, Chermide QLD 4032.

Email to:

A_TSILT_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: 0447 307 411

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 February 2024

COVER

A chance meeting keeps Aunty Helenor on her feet	1
Contact Information.....	2
A word from the Executive Director	3
A word from the Chief Executive.....	5

OUT AND ABOUT

Health Equity Showcase of exceptional services	7
Recognising excellence at the Metro North Health	
Staff Excellence Awards	8
Celebrating a great year of co-design and collaboration	9
People and Culture Committee Launch.....	9
Women's gathering held at Yarun.....	10
Men's cultural gathering day.....	11

Deadly Start graduates one step closer to achieving their dreams	11
Strong Start to Life artwork brings maternity ward to life	12
Strong Start to Life artwork – Artwork description	13

IN FOCUS

Redcliffe Hospital launches new Reconciliation Action Plan ...	16
Elders welcomed to the new Kallangur Satellite Hospital.....	17
Aboriginal and Torres Strait Islander Women's Business Shared Pathway expands.....	19
Co-design the key to better First Nations heart health.....	20
Word of the month	20

STAFF FEATURE

Jarod Fuller, Clinical Nurse Consultant	21
---	----

A word from the Executive Director



Sherry Holzapfel
Executive Director,
Aboriginal and Torres Strait
Islander Health

Welcome to 2024! I hope you all had a wonderful break with family, friends and had a chance to rest and rejuvenate. To our amazing staff that worked over the break to provide much needed patient care, we thank you and acknowledge your commitment.

Our direction for the year ahead focuses on our Health Equity journey and with two rounds of reporting completed, I am blown away by the enormous amount of work that has commenced within Metro North Health directorates and services through the implementation of key activities outlined within the Health Equity Strategy.

In December we held our second and final Health Equity Showcase for the year in Caboolture. During this event Aboriginal and Torres Strait Islander Elders and community, partnering organisations, Metro North Health Executives and staff all came together to hear about the exceptional services being delivered across Metro North Health to improve the health outcomes of Aboriginal and Torres Strait Islander people.

Attendees were able to share in storytelling and listen and learn from each other throughout the day with special guidance and advice received by Elders and community who praised the amazing work that is being done. This is an example of true co-design and keeping our community informed on what actions Metro North Health are taking to accomplish our health equity agenda which reflects the voices of our Elders and community.

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

- Lead the portfolio of the Queensland Health Aboriginal and Torres Strait Islander Health Cultural Capability Framework 2016-2026 into the planning, implementation, and evaluation of all strategic Cultural Capability initiatives across Metro North Health and providing support to local leads.
- Support opportunistic screening measures and projects via the Better Together Health Van through community partnerships.
- Improve patient experience in support with transport which will result in Reduced Failed to Attend appointments.
- Promote and embed culturally appropriate screening tools, referral pathways and community linkages in priority areas such as child protection, perinatal mental health, family support, smoking and other substances.

- Development of screening tools for opportunistic screening of Aboriginal and Torres Strait Islander people when engaging with Emergency Departments and hospital admissions.
- Integrate the Better Together Medication Access (BTMA) program into Metro North Health outpatients and state-wide.
- Develop different ways of how our mob can provide feedback to us as a service, the need to have a 'no wrong door' policy as part of our compliments and complaints and how this is handled in a culturally appropriate way. We learnt from our Health Equity Measures workshops in August and September and are creating new and safer avenues for truth telling to occur.
- Begin to deliver and review mental health services/social emotional wellbeing services as we know this is always a topic of our yarns and truth telling and how Metro North Health needs to make changes in this service to make it more culturally safe and responsive.
- Co-lead Ngarrama enhancement project, child health services and paediatric care and services.
- Co-design and implement models of care and framework for Aboriginal and Torres Strait Islander Health Worker and Indigenous Hospital Liaison roles.
- Lead calendar of cultural community events/engagements (Close the Gap Day, NAIDOC Week and Mabo Day).

I look forward to working with you in 2024, and if you have any feedback, please contact our team on **A_TSILT_MNHHS@health.qld.gov.au**

Sherry Holzapfel
Executive Director, Aboriginal and Torres Strait Islander Health

Continued page 4 >

“It was just by chance; my brother and I were walking through the lakes in Caboolture, and they had the van set-up. I asked them about the program and told them about my situation with my feet. The girls made an appointment for me, and they all worked really well on my feet,” Aunty Helenor said.

After that initial chance meeting, Aunty Helenor got the care she needed with surgery booked at The Prince Charles Hospital that week. Now she returns to Brisbane for regular check-ups as she recovers.

Deadly Feet Project Lead, Annette Redhead said the opportunity to meet Aunty Helenor in community really highlighted the importance of meeting community members where they are already engaging and feel comfortable.

“The symptoms Aunty Helenor was describing was peripheral vascular disease. Once I flagged this to our vascular surgeon to describe the symptoms, we escalated her care.

“The doctor informed if Aunty Helenor’s disease didn’t have any intervention, she would have been looking at a below the knee amputation within the next six months.

“It highlights the intervention and timely access Aunty Helenor had to advanced vascular sonography, podiatry and a vascular surgeon reviewing her symptoms,” Annette said.

Aunty Helenor is extremely grateful for the care she received from the Deadly Feet Program and encouraged others to keep check of their feet and legs.

“To the community and our Elders if there is something wrong with your feet or your legs get and see about it. That’s what this program’s all about, for your own benefit and your own health. Your health is your wealth!” said Aunty Helenor.

You can watch Aunty Helenor’s full story here: <https://vimeo.com/892458198/88a1e27045>

The Deadly Feet program is currently available across Brisbane northside, with clinics being delivered from Redcliffe Hospital and Caboolture Moreton Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) monthly to ensure ease of access and care closer to home for Aboriginal and Torres Strait Islander community.

With the successful launch of the program across Brisbane northside, Deadly Feet have recently announced they will be expanding to other regions across Queensland. For more information about the program, or to check if you’re eligible to be seen by the Deadly Feet team visit <https://metronorth.health.qld.gov.au/rbwh/healthcare-services/aboriginal-torres-strait-islander/deadly-feet>

Aunty Helenor pictured alongside Metro North Health staff and MATSICHS staff at Caboolture launch event



A word from the Chief Executive

Metro North's commitment to achieving health equity for Aboriginal and Torres Strait Islander people was evident at the recent Healthy Equity Showcase, held in December last year.

The Showcase provided an opportunity to hear about the new Metro North initiatives that are improving health services and outcomes for Aboriginal and Torres Strait Islander peoples. The Showcase will be held annually to share with the Aboriginal and Torres Strait Islander community how the organisation is meeting the actions set out in the Health Equity Strategy.

It was wonderful to see this amazing work also recognised at the Metro North Staff Excellence Awards through the Improving First Nations Health and First Nations Staff awards. Congratulations to all the finalists in these categories.

To learn more about Metro North's health equity achievements last year, you can read the [2023 Year in Review](#).



Adj. Prof. Jackie Hanson
Chief Executive,
Metro North Health



Khera Kim with the Chief Executive's Award.

This year, we turn our attention to making other areas of our service more culturally appropriate. Areas such as screening tools, referral pathways, consumer feedback mechanisms and mental health/emotional wellbeing services, to name just a few, will be examined to see how they could be made more culturally safe and responsive.

We have so many great examples of health equity focussed programs across our facilities, and I can't wait to see more of this in 2024. One example of a successful current program is our Deadly Feet program, which is improving foot health for Aboriginal and Torres Strait Islander people with this dedicated clinic.

We will also continue to celebrate and learn about Aboriginal and Torres Strait Islander cultures and histories through key events such as Close the Gap Day, National Reconciliation week, Coming of the Light and NAIDOC Week.

Kind regards,
Adj. Prof. Jackie Hanson
Chief Executive, Metro North Health

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

OUTandABOUT

Health Equity Showcase of exceptional services

The second and final Metro North Health Aboriginal and Torres Strait Islander Health Equity Showcase for 2023 was held late last year, providing an opportunity for community to learn about new initiatives and positive changes Metro North Health are doing to improve health services and outcomes for Aboriginal and Torres Strait Islander peoples.

With a special opening of Welcome to Country by local Kabi Kabi Traditional Owner Uncle Mick Douglas, local Aboriginal and Torres Strait Islander Elders, community and organisations, Metro North Health Executive and staff, and key stakeholders joined together in Cabooture, with the chance to hear from programs that are actively providing services in line with the five key priority areas outlined within the Metro North Health Equity Strategy 2022 – 2025.

Presentations included:



Key Priority Area 1: Actively eliminating racial discrimination and institutional racism within the service.

- The newly established Murrumba Committee by Metro North Health People and Culture to support Aboriginal and Torres Strait Islander workforce initiatives and systems.
- Deadly Start School Based Traineeship Panel discussion.



Key Priority Area 2: Increasing access to healthcare services.

- Urban Respiratory Outreach Clinic (UROC) and Heart Outreach Program for Health Equity (HOPE).
- Cabooture and Kilcoy Hospital's and Woodford Corrections (CKW) Specialist Outpatients.
- The Prince Charles Hospital Connecting Care to Country program.



Key Priority Area 3: Delivering sustainable, culturally safe and responsive healthcare services.

- Deadly Feet Vascular Outreach Program.
- Better Together Health Van collaborating with health services and community organisations to provide outreach and early intervention programs to community.
- CKW 2023 reflections and the expansion of Aboriginal and Torres Strait Islander services within the directorate.



Key Priority Area 4: Influencing the social, cultural and economic determinants of health.

- Redcliffe Hospital patient journey from Aboriginal Medical Service to hospitals.



William Bern, Content and Engagement Officer, showcasing the great work delivered via the Better Together Health Van



Key Priority Area 5: Working with First Nations peoples, communities, and organisations to design, deliver, monitor and review health services.

- Better Together – Our Health, Our Way social media communications platforms.
- Community and Oral Health Yarning Circle Panel discussion.

Throughout the day community had the opportunity to participate in discussions, network with Metro North Health staff, key stakeholders and local organisations, share in refreshments and were treated to a special Traditional Dance performance by the Meriam Giz Torres Strait Islander Dance Group.

As a commitment from Metro North Health Chief Executive Jackie Hanson and Executive Director of Aboriginal and Torres Strait Islander Health, Sherry Holzapfel, the Aboriginal and Torres Strait Islander Showcase will be conducted annually with Aboriginal and Torres Strait Islander community to continue building and nurturing relationships, and sharing how the organisation is meeting the actions set out by Elders, community, and staff within the health equity strategy.

To learn more about these programs, initiatives and what Metro North Health have achieved in 2023 towards improving health outcomes for Aboriginal and Torres Strait Islander peoples read the 2023 Year in Review now at <https://bit.ly/3HaGlgR>



Showcase attendees being warmly welcomed by Metro North Health Board Chair Jim McGowan AM.



Aboriginal and Torres Strait Islander health services were big winners on the night. Pictured is the Aboriginal and Torres Strait Islander Health Services, Caboolture and Kilcoy Hospitals and Woodford Corrections Health who took home the award for Improving First Nations Health.



Recognising excellence at the Metro North Health Staff Excellence Awards

To end a busy yet successful year on a high, Metro North Health held its annual Staff Excellence Awards in mid-December 2023. The Staff Excellence Awards is an evening to recognise the excellent achievements occurring across Metro North Health, and a chance to celebrate the dedicated and committed staff who continue to deliver excellent patient-centred care and high-quality health services.

This year was the second year since two new award categories had been introduced – Improving First Nations Health and First Nations Staff awards. These two categories acknowledge the great work that has taken place across Metro North Health to improving the health outcomes of Aboriginal and Torres Strait Islander people and reinforces Metro North Health’s commitment to achieving health equity for Aboriginal and Torres Strait Islander people.

Here are the finalists and winners for the two First Nations award categories:

Improving First Nations Health

Winner: Aboriginal and Torres Strait Islander Health Services, Caboolture and Kilcoy Hospitals and Woodford Corrections Health

Highly Commended: Making change for First Nations families in community and hospital setting, Aboriginal and Torres Strait Islander Leadership Team

Finalists:

- Quantifying Rheumatic Heart Disease Awareness as a Tool for Primary Prevention of the disease, The Prince Charles Hospital
- IPEPA Project, Centre for Palliative Care Research and Excellence, Royal Brisbane and Women’s Hospital
- Deadly Feet Vascular Outreach Program, Royal Brisbane and Women’s Hospital

Congratulations to all the finalists on being acknowledged for the great work you do each day.

First Nations Staff category



Winner: Aunty Sandra Blackman, Caboolture Hospital



Highly Commended: Penny Dale, Biala Alcohol and Drug Service, Metro North Mental Health

Finalists:

- Kylie Medlin, Metro North Mental Health, RBWH

OUTandABOUT

Celebrating a great year of co-design and collaboration



To say thank you to the Elders who have contributed much of their time, energy, and knowledge to Metro North Health in 2023, the Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) hosted a festive lunch to celebrate closing out a great year of co-design and collaboration.

A&TSILT staff members cooked up their signature dish for colleagues and Elders to enjoy, and spent some time sharing in laughs, reflections of 2023, and talk of much excitement for another successful year ahead.

Thank you to Aunty Floss, Aunty Sandra, Uncle Robert, Uncle Marshall, and Metro North Health Chief Executive Jackie Hanson for joining the A&TSILT in celebration, and to the valued Elders who were unable to join us on the day, thank you for your ongoing support.

Achieving health equity for Aboriginal and Torres Strait Islander people is a key focus for Metro North Health, and with the support of our Aboriginal and Torres Strait Islander Elders and community members, Metro North Health are confident that this milestone can be achieved.



Staff and Elders enjoying a Christmas lunch



People and Culture Committee launch

The People and Culture Health Equity Workforce Committee was recently established made up of 54 Aboriginal and Torres Strait Islander workforce members and allies.

The committee is working together to co-design solutions and initiatives outlined within the Metro North Health Equity Strategy.

A special event was held in early November to officially mark the opening of the committee, with Tribal Experiences delivering a Welcome to Country and speeches from key leaders involved.

Executive Director of Aboriginal and Torres Strait Islander Health, Sherry Holzapfel, said the development of committees such as these are incredibly important on our journey towards health equity.

“A key theme when developing our strategy was to ensure everything was developed under the principles of co-design. Co-designing is central to ensuring that we listen, learn, and align the needs to improve health outcomes for our mob and ensure that as a health service we are creating change to make our services more culturally safe and responsive.

“This committee is extremely important to achieving co-design for these measures and working together with our allies to create meaningful change,” Sherry said.

The committee will be responsible for -

- Developing and implementing an anti-racism campaign and an anti-racism policy.
- Developing and evaluating the Aboriginal and Torres Strait Islander Peer Responder, Mentoring and Leadership programs.
- Creation of a talent pool to focus on specific gaps for Aboriginal and Torres Strait Islander peoples.
- Develop processes and systems so that Sorry Business or Sad News is understood and accommodated for Aboriginal and Torres Strait Islander employees.
- Establish a professional line and/or stream for Aboriginal and Torres Strait Islander Health Workers.

OUTandABOUT



Metro North Health staff enjoying their day at Yarun

Women's gathering held at Yarun

A special women's day gathering was recently held at Yarun (Bribie Island) with 25 Metro North Health staff members attending alongside Metro North Chief Operating Officer Jane Hancock.

The day included a cultural sites tour by a local Traditional Owner, a healing and sandpainting workshop and health and community yarning circle with local Elders and community members.

Coordinated by Community and Engagement Officer, Rayna Cowburn, the events are held as part of a wellbeing strategy to commit to hosting an annual Women's and Men's Cultural Gathering Day.

"The gatherings provide a safe, cultural, educational, engaging and networking opportunity for Aboriginal and Torres Strait Islander men and women in the workforce. The aim is to strengthen and support the current workforce and provide a culturally safe space to connect, collaborate and share culture with each other and the Aboriginal and Torres Strait Islander community.

"Metro North Health is committed to establishing a wellbeing strategy that is informed, designed, and delivered by staff that recognises diversity and important heritage protocols for Aboriginal and Torres Strait Islander staff working in the organisation," Rayna said.

Here's what some of the women shared about the day:

"I loved everything about the day - the highlight was the sand painting with Nikki."

"Learning more about my culture and learning about others' stories."

"Walk with Uncle and learning about bushtucker food and plants."

"I really enjoyed the entire day. It was great to just unwind and be away from the pressures of work. Even though it was not a planned part of the day, I did enjoy by the water while we had morning tea."

"I enjoyed engaging with staff and the yarning circle and the art lesson and shared stories. The afternoon tea was great, and I would have been happy for that to be provided as a lunch option, the view from the surf club was beautiful. It was great to meet other MNHHS staff and yarn and catch-up."

"The sand painting was amazing activity to end the day, sitting around and sharing was the highlight of the day."

"Getting together as women we are always too busy, and it was a good opportunity to get to know other staff members."

OUTandABOUT

Men's cultural gathering day

Aboriginal and Torres Strait Islander men within the Metro North Health workforce recently came together for a men's cultural wellbeing day on Yarun, more formally known as Bribie Island.

Collaborating with local Aboriginal businesses such as Royal Black Transfers, the men were provided with a guided tour by Gubbi Gubbi man Corey Davis through different sites on Yarun that held significant meaning to Aboriginal men and people.

Participants were able to take a journey through the local sites and hear stories about how the people of the area lived and thrived through different forms of communication, developing areas that created spaces for families to gather, connect and heal.

Cultural practices from the Traditional Owners were evident in the way the land was cared for including how certain trees were planted to provide shade and a cooler environment. During the guide, the group were shown trees that have aged over 1200 years and stories of their significance.

The day finished with a feed and lawn bowls at the Bungaree Lawn Bowls Club. Attendees were able to share their vast range of lawn bowl skills as matches were played in groups.

"Bowls were going everywhere, some were close to the jacks others were lucky to find where they just bowled," said William Bern, Engagement Officer and event organiser.

The men's cultural wellbeing group would like to say a special thank you to the Joondoburri Land Trust for allowing them into these significant spaces and being able to walk on these lands.



Deadly Start graduates one step closer to achieving their dreams

In October last year, Metro North Health celebrated 23 Deadly Start trainees who successfully completed their traineeship and graduated from the Deadly Start Program.

The Deadly Start school-based traineeship program provides Aboriginal and Torres Strait Islander students in years 11 and 12 an opportunity to gain a certificate II and III qualification, and 375 hours of paid workplace experience in a Metro North Health hospital or facility.

Attending the workplace one day a week, the Deadly Start trainees get a taste of what it is like to work in a professional environment, all whilst completing high school. The trainees are supported by Aboriginal and Torres Strait Islander mentors to ensure they are culturally safe in the workplace.



The graduates gained invaluable skills and experience working in various roles across the hospital and health service including nursing, administration, dental, patient support services, and allied health. The skills and knowledge the trainees acquired during their traineeship will provide them with a head start in their career and will assist them should they decide to pursue further study.

A commitment made by Metro North Health Board Chair Jim McGowan, is to offer ongoing employment to all Deadly Start trainees upon successful completion of the program.

We look forward to following the journey of the graduates who will continue working within Metro North Health and wish all the best to those who decide to pursue alternative employment opportunities.

OUTandABOUT

Strong Start to Life artwork brings maternity ward to life

Redcliffe Hospital has added a pop of colour to the walls of the maternity ward with the welcoming addition of the Strong Start to Life artwork created by esteemed Aboriginal artist Elaine Chambers-Hegarty.

The Strong Start to Life artwork pays respect to the Ngarrama (Guardian Birth Spirit) story, a service for Aboriginal and Torres Strait Islander families accessing maternity care through the Royal Brisbane and Women's Hospital, Redcliffe, and Caboolture Hospitals.

The artwork encompasses the journey and stages of pregnancy, all the way from conception right up until late adolescence of the child. A men's motif is included in the artwork which represents the significance of partners, fathers, donors, or role models and the role they play in supporting the women, babies, and children in the journey of life.

The addition of the Strong Start to Life artwork not only adds a visually pleasing aesthetic to the walls of the maternity ward, but it will also contribute to creating a culturally safe and welcoming environment for Aboriginal and Torres Strait Islander women and families accessing maternity care at Redcliffe Hospital.



OUTandABOUT



Strong Start to Life artwork - Artwork description

The Strong Start to Life Artwork pays respect to the Ngarrama (Guardian Birth Spirit) story using the imagery of the star constellations behind the centre tree. The tree shape represents the placenta and its importance to a 'strong start to life' as well as a reference to the tree of life. The linework across the artwork represents the 'Country', or three main hospital sites where maternity services and birthing suites are situated – Redcliffe Hospital, Royal Brisbane and Women's Hospital and Caboolture Hospital. There is a fourth linework element included to represent the site of The Prince Charles Hospital and its focus on children's health and wellbeing.

The gathering circle in the centre of the artwork represents the holistic support structures that are present throughout the whole health and wellbeing journey. The five artwork motifs represent the journey and stages of pregnancy. From Women's Health to the conception and growth of a baby, to the health of the child right up until late adolescence. Also included is a men's motif that depicts the significance of partners, fathers, donors or role models, supporting the women, babies and children in the journey of life.

There are eight circular motifs throughout the artwork that depict the importance of connection to Country, connection to sea and waterways, connection to community and family, and connection to culture. Water represents life and is depicted in a motif emphasising how it links people to place – saltwater people or freshwater people and weaves connections across the land.



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

Your foot health, Closer to home



Deadly Feet is a specialist outreach service for Aboriginal and Torres Strait Islander people. We provide culturally safe care closer to home.

We can help you look after your feet, and help your feet stay healthy.

We can help you stay healthy if you have any of the following:

- ✓ Have any concerns about your feet
- ✓ Have sore legs when you walk
- ✓ Have diabetes
- ✓ Have kidney problems
- ✓ Smoke, or used to smoke.



Get in touch with us for more information

For more information, have a chat with your nurse, doctor, or Indigenous Hospital Liaison Officer.

You can also scan the QR code, call or email the team to see if you're eligible to take part: **(07) 3647 1500** or **MNVOP@health.qld.gov.au**





Metro North Health Executive Staff pictured holding a hot off the press RAP at the launch event.

Redcliffe Hospital launches new Reconciliation Action Plan

Redcliffe Hospital has officially launched their new Innovate Reconciliation Action Plan (RAP) 2023 – 2025 in a celebration with Aboriginal and Torres Strait Islander community, organisations, hospital staff, Metro North Health Executive and key stakeholders.

The new RAP formalises and supports Redcliffe Hospital’s vision to acknowledging the past, creating the present and inspiring the future through their commitment to reconciliation, and reflects the voices of their local community through extensive consultation and events.

“This Innovate RAP is both an opportunity and an invitation for Redcliffe Hospital to expand its understanding of its core strengths and deepen its relationship with its community, staff, and stakeholders,” said Karen Mundine, Chief Executive Officer of Reconciliation Australia.

In 2017 Redcliffe Hospital formed their first RAP Working Group with a clear direction of establishing and embedding actions that drive the hospital’s vision of working together to create a safe environment for Aboriginal and Torres Strait Islander people, with equitable access to high quality and culturally safe healthcare that meets their needs.

The RAP Working Group, currently consisting of twenty-five members including eleven who proudly identify as Aboriginal and/or Torres Strait Islander, has worked together to develop, finalise, and start the implementation of the many actions outlined within the new plan.

Their journey as a working group has created a strong foundation while they continuously work towards strengthening relationships, building respect, and continuously creating opportunities to deliver culturally appropriate and safe health services supporting mob on their health path.

“I am committed to creating culturally inclusive services and spaces where Aboriginal and Torres Strait Islander community and staff feel safe. I am committed to establishing and embedding services that are co-designed with our Aboriginal and Torres Strait Islander community and staff supporting the Health Equity Strategy’s priorities,” said Louise O’Riordan, Acting Executive Director of Redcliffe Hospital.

In September 2023, Reconciliation Australia formally endorsed the inaugural Innovate RAP, and to celebrate, Redcliffe Hospital held an official launch event with local Elders, community, staff, Executive and key stakeholders acknowledging all the efforts and hard work that contributed to the successful achievement.

During the launch event attendees were treated to a Welcome to Country, Traditional Dancing and smoking ceremony by Traditional Owner group Undumbi Dancers, Traditional Dancing by Meriam Giz Torres Strait Islander Dance Group, yarning from Elders and presentations by key Executive staff.

Through continued co-design and collaboration Redcliffe Hospital RAP Working Group hope to build an inclusive culture where all people are proud and feel safe to come to their hospital.

IN FOCUS

Elders welcomed to the new Kallangur Satellite Hospital

In celebration on the new Kallangur Satellite Hospital opening late last year, Aboriginal and Torres Strait Islander Elders were invited to a special private tour event to get a sneak peek at the facility before it opens.

During the tour, Elders, local community organisations, Aboriginal and Torres Strait Islander staff and key stakeholders were provided with a guided tour through the building. The tour provided an opportunity to view the new services that will be available including the expansion of more kidney health and dialysis services, rehabilitation and older people health services, minor injury and illness clinic, the Aboriginal and Torres Strait Islander health hub and the new artwork featured throughout the health centre.

To commemorate the local area and Traditional Custodians, the Kabi Kabi/Gubbi Gubbi peoples, of the land on which the facility is located, Kallangur Satellite Hospital has been specially fitted out with artwork by Kabi Kabi artist Brittney Bond. The artwork, which was created for Kallangur Satellite Hospital, can be viewed throughout the building on windows and fixtures and tells the story of Fire and Healing.



Elders receiving a tour of the Minor Injury and Illness Clinic.



Aboriginal and Torres Strait Islander Elders with Metro North Health staff at the Kallangur Satellite Hospital Elders Tour event

IN FOCUS

Brittney Bond, who has followed in her mother Melissa Bond's footsteps as an artist, was in attendance at the Elders tour and provided a special overview of her artwork and shared in the story of her artwork piece.

"This is a story of Fire and Healing. We find and collect the leaves of the Scribbly Gum for the Fire Sticks to carry the flame and light the way and let the Smoke cleanse the Land and heal our People," said Brittney.

Following on from the tour, Kallangur Satellite Hospital staff had the opportunity to participate in a yarning circle with Elders and Aboriginal and Torres Strait Islander staff members to gain feedback, share in information, listen to the Elders while sharing experiences and had the chance to learn from each other.

In early 2024 the final Satellite Hospital within Metro North Health catchment is due to open its doors on Bribie Island, with local community welcoming the new health service which will provide much needed care closer to home including more kidney health and dialysis services, mental health services, chemotherapy services an Aboriginal and Torres Strait Islander health hub and lots more.



Aboriginal artist Brittney Bond (left) sharing story of the artwork she created for Kallangur Satellite Hospital with her mum Melissa Bond (right) supporting.



Metro North Health Aboriginal and Torres Strait Islander staff participating in the yarning circle with Elders and Kallangur Satellite Hospital staff.

IN FOCUS

Aboriginal and Torres Strait Islander Women’s Business Shared Pathway expands

Three years since launching, the Metro North Health Aboriginal and Torres Strait Islander Women’s Business Shared Pathway (WBSP) is expanding from two outpatient clinics per month to five clinics across four different locations.



The holistic, interprofessional care approach endeavours to target persisting health disparities including cervical cancer, sexually transmitted infections, persistent pelvic pain including endometriosis, and bladder and bowel dysfunction.

WBSP Coordinator, Edwina Powe, said the WBSP is the only model of care of its kind in Australia.

“We continue to co-create our services with our community to be led by our community in how the WBSP grows and evolves, ensuring it delivers the care our women want and need.

“It has demonstrated the success that can be achieved by doing things differently, working with, not for our community, and prioritising the importance of building and maintaining strong partnerships with community organisations,” Edwina said.

Left: L-R Aunty Stephanie Button Community Liaison Officer - MATSICHS Deception Bay, Edwina Powe Service Coordinator - Women’s Business Shared Pathway and Hayley Matthew Community Liaison Officer - MATSICHS Strathpine.

The clinics are now located at Nundah Community Health Centre, Pine Rivers Community Health Centre and Moreton Bay Aboriginal and Torres Strait Islander Community Health Service (MATSICHS) Morayfield and Deception Bay clinics.

The Metro North Health Aboriginal and Torres Strait Islander Women’s Business Shared Pathway (WBSP) provides culturally safe, responsive, and targeted care to Aboriginal and Torres Strait Islander women for specialist gynaecology outpatient and surgical services, cultural support and allied health intervention including physiotherapy and dietetics.

The service was established as a means of improving care delivery for Aboriginal and Torres Strait Islander women. It directly targets high failure to attend (FTA) rates, long waitlists across both gynaecology and allied health, and endeavours to improve collaborative care models with community controlled Aboriginal and Torres Strait Islander health services.



Aunty Pearl Trynes and Renyce McCoy, Administration Officer - Women’s Business Shared Pathway.

Co-design the key to better First Nations heart health

Aboriginal and Torres Strait Islander people are nine times more likely to have a cardiac event before they're 45. Royal Brisbane and Women's Hospital emergency physician Professor Louise Cullen is working to change that.

Professor Cullen is working to improve detection and management of coronary artery diseases in Aboriginal and Torres Strait Islander people who present to emergency departments with chest pain and suspected heart attacks.

Louise is conducting the research as part of a collaborative approach. She is the recipient of a Queensland Health Clinical Research Fellowship, as well as the Chief investigator of a Medical Research Future Fund supported study undertaken by the QUT Australian Centre for Health Services Innovation, an interdisciplinary collaboration of universities, health facilities and researchers.

With almost 20 years of experience researching acute cardiac conditions, Louise is interested in how research can best be put into practical actions and serve the communities it involves.

"As we've begun collaborating with more people, including Aboriginal and Torres Strait Islander researchers around Australia and stakeholders based in Far North Queensland, it's opened layer after layer of things that we need to work on in order to try and get the best healthcare outcomes for our patients," Louise said.

The research project, 'Picture this: A new model of care for tackling heart attacks with First Nations Australians (The Powerful Pictures Study)', takes a new approach to detecting heart disease. By co-designing the research with Aboriginal and Torres Strait Islander people, the project aims to use CT coronary angiogram images to inform treatment that is culturally appropriate so it can improve outcomes.

"The key element of this research is not only getting the images, but the collaboration with First Nations people," Louise said.



Professor Louise Cullen, clinical researcher and an emergency physician in the RBWH Emergency and Trauma Centre.

"We're trying to work out how we communicate our findings. We're asking, 'What's the best way to support people in their health journey for better health outcomes?' It's not just about scans."

"We want to look for the precursors to heart attacks because there are treatments which can prevent coronary artery disease getting worse," Louise said.

However, treatment and management are only effective if people feel confident in understanding their health and why treatments may be needed.

"We need to make healthcare accessible for people to embrace and support them where they're at. It is important that people can make their own healthcare decisions, because it allows them to take ownership of their healthcare," Louise said.

The first 12 months of research will be focused on working with Aboriginal and Torres Strait Islander communities to develop the new model of care.

WORD OF THE MONTH

"Karpan"
(Kar-pan) is Rain in Gunggay language.

Gunggay (aka Gunggandji & Koo-gun-ji) is a language group centred on the Yarrabah, Cape Grafton Peninsula region of Far North Queensland. The area includes the Yarrabah, and surrounding areas.

STAFF PROFILE

A Day in the life of: **Jarod Fuller**

Clinical Nurse Consultant – Connecting Care to Country The Prince Charles Hospital

Q1. Who is your mob and where are you from?

My Mob is the Bundjalung people of Northern NSW, specifically Murwillumbah. However, I was born and raised in Sydney, and have significant connections to the Gadigal People and Eora Nation of Sydney, NSW.

Q2. What is your role within Metro North Health and what does it entail?

I am a Clinical Nurse Consultant, appointment to the role of Connecting Care to Country. The purpose of this role is to provide advanced clinical expertise and care relevant to the ongoing care for Aboriginal and Torres Strait Islander people within the Indigenous cardiac and respiratory Outreach Programs.

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

Prior to commencing with Metro North Health, I was employed as a Nurse Navigator within Children's Health Queensland working with Identified young people in out of home care and those involved with the youth justice system to meet their health priorities and goals. Prior to this I have an extensive background in adult and paediatric Emergency Departments, both as a registered and clinical nurse.

Q4. What led you to apply for this role?

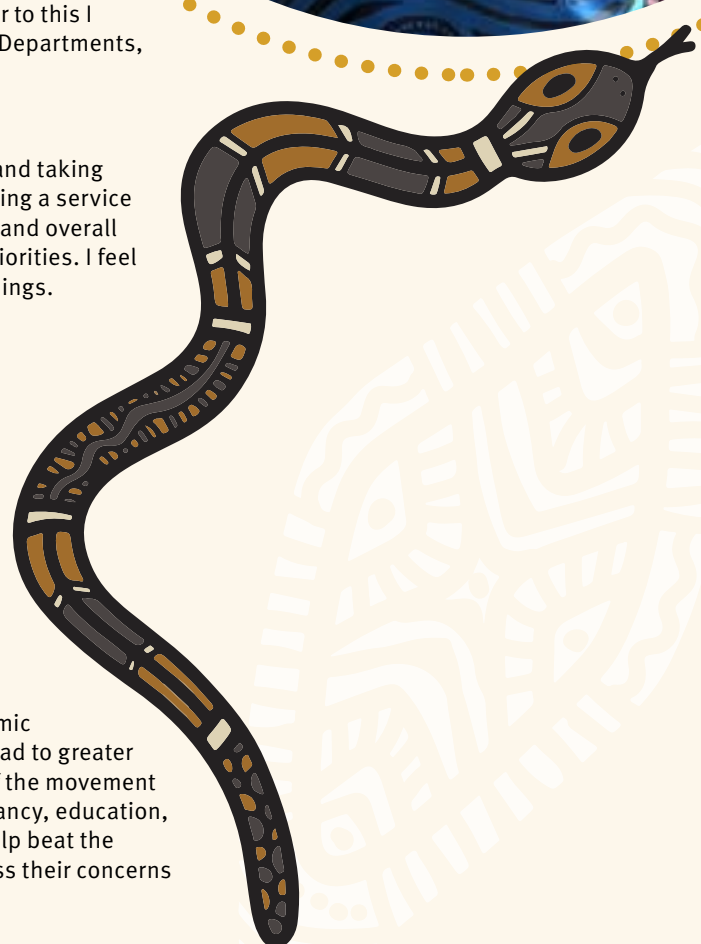
Wanting to connect with Mob, being more involved in community and taking health to the community, rather than the other way around. Providing a service and comfort within their own space allows for a better connection and overall better result to meet their health needs and outline their health priorities. I feel in this role I can help navigate a great service to achieve greater things.

Q5. Who or what inspired you to pursue a career in health?

My own health issues and background with chronic conditions. Everything is treatable and manageable if you have the resources, the knowledge and drive to pursue greater things for those around you. This was a drive that pushed me to excel in my previous roles and undertake Nursing as a pathway. This reminder of my own background only strengthens my ambitions to achieve more for myself, my team, and the health service.

Q6. Why is achieving health equity for Aboriginal and Torres Strait Islander people important to you?

Achieving First Nations health equity requires eliminating the avoidable. It is a known fact that addressing the social and economic inequalities, historical injustice, racism, and discrimination will lead to greater health outcomes. To my benefit, I have worked hard to be a part of the movement to achieve this shared goal and with it push for greater life expectancy, education, routine health assessments, and through supportive measures help beat the assumption that First Nations Australians can't maintain or address their concerns when appropriate.





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.



**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



**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.

