



# Talk-About

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

September/October 2019

Metro North Hospital and Health Service *Putting people first*



Director of the Aboriginal and Torres Strait Islander Health Unit Sherry Holzapfel.

## Indigenous nurse and midwife joins Metro North as new Director

Proud Yidinji woman from the Atherton Tablelands, Sherry Holzapfel, has joined Metro North Hospital and Health Service (MNHHS) as the new Director of the Aboriginal and Torres Strait Islander Health Unit (A&TSIHU).

Sherry commenced in mid-August and will lead the implementation of the new Metro North Hospital and Health Service Better Together Aboriginal and Torres Strait Islander Health Plan 2019-2022 (Better Together) for Australia's largest public health service.

Sherry is a registered nurse and midwife with experience in healthcare leadership, most recently working for Indigenous healthcare organisations in northern Queensland including the Palm Island Community Company in Townsville and Mamu Health Service Ltd in Innisfail.

She has extensive experience in Queensland Health as a health worker, registered nurse and midwife and has worked in several Aboriginal and Torres Strait Islander community-controlled organisations as senior management.

*Story continues on P.4 >*



**Queensland  
Government**





# 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: 07 3646 7489
Indigenous Hospital Liaison Officer	Ph: 07 3646 1696
Indigenous Hospital Liaison Officer	Ph: 07 3646 7489
Indigenous Hospital Liaison Officer	Ph: 07 3646 5612
Indigenous Patient Journey Officer	Ph: 07 3646 5612 / 0428 861 888
Team Leader	Ph: 07 3647 9535 / 0408 472 385

### The Prince Charles Hospital

Indigenous Hospital Liaison Officer	Ph: 07 3139 5165
Indigenous Patient Journey Officer	Ph: 07 3139 5062
Indigenous Patient Journey Officer	Ph: 07 3139 6429 / 0429 897 982

### Redcliffe Hospital

Indigenous Hospital Liaison Officer	Ph: 07 3049 6791
Team Leader	Ph: 07 3139 6300 / 0436 690 306

### Caboolture Hospital

Indigenous Hospital Liaison Officer	Ph: 07 5433 8249 / 0438 518 912
Team Leader	Ph: 07 3139 6300 / 0436 690 982

### After Hours Team

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

Saturday and Sunday 10am to 6:30pm	Ph: 07 5433 8249
Indigenous Hospital Liaison Officer	Ph: 07 3647 4183
Indigenous Patient Journey Officer	Ph: 0409 583 967

### Indigenous Acute and Primary Care / Sexual Health Team

Team Leader: Tracy Grant	Ph: 07 3492 1851
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# A word from the Director



**Sherry Holzapfel**  
Director, Aboriginal and Torres Strait Islander Health Unit



I would like to thank everyone for the warm welcome to Metro North Hospital and Health Service over the past two months. I am taken by how large Metro North is and the scope of work our Indigenous staff cover.

So far, I have had the opportunity to meet with many of our Executive teams, staff and stakeholders to gain an understanding of the agenda and the focus ahead with the *Metro North Hospital and Health Service Better Together Aboriginal and Torres Strait Islander Health Plan 2019 – 2022*.

Over the next few months our team will be organising a road show with each of our hospitals and services to create awareness and understanding around our Close the Gap agenda.

There is a commitment Metro North-wide to ensure our four-year plan will ensure all Aboriginal and Torres Strait Islander people accessing health services in Metro North will receive high quality person-centred care that is culturally responsive, empowers self-care and choice and is designed to improve health and wellbeing.

The Better Together Plan will be overseen by the Metro North Aboriginal and Torres Strait Islander Health Oversight Committee. The group members include the Chief Executive Metro North and each Executive Director from Metro North hospitals, directorates and clinical streams.

The committee also includes an Aboriginal and Torres Strait Islander staff representative, community representative, Hospital Liaison Officer and Institute of Urban Indigenous Health representative.

This committee will be supported by localised Aboriginal and Torres Strait Islander Health governance structures within Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Redcliffe Hospital, Caboolture and Kilcoy Hospitals, and clinical directorate levels of Community and Oral Health and Mental Health. These localised committees have responsibility for overseeing the Close the Gap agenda, Reconciliation Action Plans and the National Safety and Quality Standards.

It has been seven years since I worked within Queensland Health and I am excited about all the positive changes that have been made for our Aboriginal and Torres Strait Islander patients, families and communities. I'm looking forward to working and being part of the A&TSIHU, to bring my culture, beliefs, initiatives and experiences.

Metro North is already leading the way with the close the gap initiatives; my goal is to ensure this great work continues and to work as a team to create better health outcomes for our people.

I would like to acknowledge the former Acting Director, Paul Drahm, for his commitment and dedication to our Indigenous health agenda. I wish him all the best with his role as Indigenous Service Manager at Community and Oral Health.

I look forward to working with you all and continuing to meet with our community members as I settle into the new role.

**Sherry Holzapfel**  
Director, Aboriginal and Torres Strait Islander Health Unit

# Indigenous nurse and midwife joins Metro North as new Director

◀ Continued from P.1

Her most recent position was working on Palm Island as the integration/primary health services manager integrating a new primary health facility.

Sherry's career commenced in Toowoomba as an Indigenous Health Worker. During this time, she balanced full time study, work and a young family.

Sherry commenced in mid-August and will lead the implementation of the new Metro North Hospital and Health Service Better Together Aboriginal and Torres Strait Islander Health Plan 2019-2022 (Better Together) for Australia's largest public health service.

Sherry is a registered nurse and midwife with experience in healthcare leadership, most recently working for Indigenous healthcare organisations in northern Queensland including the Palm Island Community Company in Townsville and Mamu Health Service Ltd in Innisfail.

Her most recent position was working on Palm Island as the integration/primary health services manager integrating a new primary health facility.

Sherry's career commenced in Toowoomba as an Indigenous Health Worker. During this time, she balanced full time study, work and a young family.

She became one of the first Indigenous midwives at Toowoomba Hospital and was a respected clinician for Indigenous families.

She joins Metro North at an exciting time for Indigenous health with the recent launch of the Better Together plan and the soon to be launched localised Reconciliation Action Plans for each hospital.

"I'm looking forward to working and being part of Metro North, to bring my culture, beliefs, initiatives and experiences. I'm excited for this new opportunity and journey. I am very passionate when it comes to my people and working with my people," Sherry said.

"Coming from a primary health care background, continuity of care from hospital back to community is very important. Follow-up care is integral, as well as health promotion and prevention for our communities," Sherry said.

"Listening to the community needs will be at the forefront of this role and listening to our Indigenous staff. Cultural appropriateness is very important, and the only way to do that is having more Indigenous staff working in the health system on the ground and in leadership roles.

"It's been seven years since I worked within Queensland Health and I am excited about all the positive changes that have been made for our Aboriginal and Torres Strait Islander patients, families and communities."

For Sherry, a career in health was a desire from a young age after she completed a school-based nursing placement with Bluecare. Four of her six siblings now work in health and it is a career path she hopes to encourage more Indigenous youth to consider.

"We see the health issues and concerns for our mob. We have to look after our people and the best way to do that is in health; to be involved, participate and be committed and dedicated to improving the health of our people for generations to come," she said.

Sherry has cultural connections with the Kuku-Thaypan from Laura and Gungarri tribe from Mitchell and the Badtjala tribe from Fraser Island. She returns home back on country to maintain cultural connection and family traditions of hunting and gathering.

*"It's been seven years since I worked within Queensland Health and I am excited about all the positive changes that have been made for our Aboriginal and Torres Strait Islander patients, families and communities."*

She has extensive experience in Queensland Health as a health worker, registered nurse and midwife and has worked in several Aboriginal and Torres Strait Islander community-controlled organisations as senior management.

"Metro North is already leading the way with the close the gap initiatives; my goal is to ensure this great work continues and to work as a team to create better health outcomes for our people."

Sherry said her experience working with Indigenous communities across the state has allowed her to build good relationships and a core understanding of the health issues and challenges facing Aboriginal and Torres Strait Islander people.



# OUT&ABOUT

## Long Service Leave Awards

Staff from Community and Oral Health have been celebrating some milestones over the last few weeks.

Just at the Chermside Community Centre staff have accumulated a combined total of 5,500 years. Two staff members from the Aboriginal and Torres Strait Islander Health Unit (A&TSIHU), Natasha White and Paul Drahm were part of that group awarded their certificates on 23 August.

Also celebrating their fantastic achievement were A&TSIHU staff members Caley Colley, Delma Dorman and Ann Baxter. Well done to everyone for your dedication and commitment to ensuring Metro North is closing the gap on Indigenous health.



*Delma Dorman receiving her certificate and badge for her 10 years of service.*



*Caley Colley receiving her certificate for 10 years of service.*



*Ann Baxter must be congratulated for her devotion to her clients over her 25 years working for Queensland Health.*



*Natasha White receiving her 10 years certificate of service at Chermside Community Centre.*

## Caboolture, Kilcoy and Woodford Staff Excellence Awards

Co-winner of the Integrated Care Award is Robert Brown, Indigenous Health Liaison Officer from Caboolture Hospital.

Robert has been instrumental in the collaboration and building of relationships between Caboolture Emergency Department and the Indigenous Community by initiating and organising a successful touch football event.

Robert endorses the theme of 'Closing the Gap' by encouraging Indigenous clients to feel safe when accessing good health care, encouraging coming together as a community and making youth feel they are empowered about their health care. Congratulations Robert.



*L-R Lance Le Ray Executive Director & Director Of Medical Services Caboolture, Robert Brown Indigenous Health Liaison Officer Caboolture and Bonny Barry Metro North Board Member.*

## St Columban's College – Thank You



L-R Wade Schimke, Michael Connolly and Paul Drahm.

A presentation of framed *Better Together* Artwork, by esteemed artist Elaine Chambers-Hegarty, was presented to St Columban's College Principal Michael Connolly and Facilities Manager Wade Schimke on Thursday 15 August 2019 by Paul Drahm Community and Oral Health Indigenous Services Manager.

The artwork will be displayed in the school hall for all to enjoy.

The presentation was a thank you to the college staff, parents and friends for their ongoing commitment for the annual Metro North Hospital and Health Service Family Fun Day NAIDOC celebrations held in the college grounds.

The 2019 event supported over 60 stall holders and approximately 1500 attendees. Each year the event is increasing in popularity and in 2019 is now seen as the biggest NAIDOC celebration on the northside of Brisbane.

The college is an ideal location due to the proximity of the Caboolture Hospital and the higher percentage of Indigenous population in the area and has committed to hosting the event again in 2020.

## New Indigenous IHLO Office at Royal Brisbane and Women's Hospital

When community members visit Royal Brisbane and Women's Hospital (RBWH) they are directed to a much more culturally appropriate space on the Atrium level above the main entrance to the hospital.

The relocation of the Indigenous Hospital Liaison Officers to the new area earlier this year is proving very popular with the Indigenous community who, until recently, had to navigate to a secluded spot on level five of the Ned Hanlon Building.

The high visibility of the office has seen an increase in consumers seeking information and direction to the many appointments offered at the RBWH.

The office offers a one stop shop and demonstrates the ongoing commitment Metro North Hospital and Health Service has to a future of closing the gap on Indigenous health.

An official opening of the space will be held in the coming weeks.



Staff from the RBWH Indigenous Hospital Liaison service.



Pictured inset is Bernadette Bird, currently backfilling at the TPC Hospital Liaison Service.



## Staff Yarns Shirts

Staff Yarns is an online community, providing a cultural connection for Aboriginal and Torres Strait Islander staff across Metro North.

The network, called Metro North Staff Yarns, aims to bring Aboriginal and Torres Strait Islander staff together through the online portal providing an opportunity for Indigenous staff to connect and collaborate on ways to improve services for Aboriginal and Torres Strait Islander people. The online portal hosts a wealth of information, resources and contacts for members within the network.



Eye-catching shirts are being offered to Aboriginal and Torres Strait Islander staff who join the online Staff Yarns portal. Administration Officer at Redcliffe Hospital Jennifer Barrett is new to the network and hopes to learn more about her Aboriginal culture and connection with staff members. Since wearing the shirt, she is getting lots of queries from staff saying they are also interested in joining the network.

Staff Yarns Ambassadors across Metro North raise awareness of the network and encourage staff to join, enabling access to information on upcoming events, news, training, job opportunities and local support groups.

Join Metro North Hospital and Health Service's online Indigenous platform "Staff Yarns" by logging onto Yammer [www.yammer.com](http://www.yammer.com), look for Metro North Staff Yarns, register to join up and receive one of these fantastic new shirts to wear.



Staff Yarns member and TPCCH Registered Nurse Glen Quinn is proud to wear his shirt at work within the hospital.

## Presentation of RAP Committee Resources – The Prince Charles Hospital

On Monday 19 August, the Reconciliation Action Plan Committee (RAP) at The Prince Charles Hospital (TPCH) were presented with a large framed Better Together painting, a set of flags and a framed Statement of Intent as part of the Metro North Hospital and Health Service Better Together Health Plan 2019-2022 initiative.

The resources were presented by Paul Drahm, Renee Simon and Sherry Holzapfel, the new Director of the Aboriginal and Torres Strait Islander Health Unit.

The presentation was also the chance for TPCH RAP Committee to formally meet with Sherry.

Over the next two weeks other RAP Committees across Metro North will be presented with their resources and meet with the new Director.



The Healing Garden was the perfect place for the Reconciliation Action Planning Committee at TPCH to receive framed copies of the Better Together Artwork and Statement of Intent, an initiative of the Better Together Health plan.

## Introducing Queensland's first Chief Aboriginal and Torres Strait Islander Health Officer and Deputy Director-General of the Aboriginal and Torres Strait Islander Health Division.

Haylene Grogan has been appointed as Queensland's first Chief Aboriginal and Torres Strait Islander Health Officer and Deputy Director-General of the Aboriginal and Torres Strait Islander Health Division.

Haylene is a Kuku Yalanji and Tagalaka person with Italian heritage from Far North Queensland, and Queensland Health's first Aboriginal and Torres Strait Islander Deputy Director-General.

Haylene commenced her career in health as a receptionist and health worker at Wuchopperen Health Service in Cairns and has previously held senior positions at federal and state government level, including in Queensland Health.

Haylene was welcomed back to our organisation and to Queensland

Government and brings a wealth of knowledge and experience in Aboriginal and Torres Strait Islander health, and a commitment to working across the health system, with Queensland's Aboriginal and Torres Strait Islander Community Controlled Health organisation, with our Hospital and Health Services, and with our partners in community and across government.

Haylene will start with Queensland Health in October 2019.

Establishing this role has been a Ministerial priority through the Rapid Results Program. It is a key leadership role that will increase the system-wide visibility and importance of Aboriginal and Torres Strait Islander health and improve health equity and outcomes for Queensland's Aboriginal and Torres Strait Islander peoples.



The new role also brings the creation of a new Aboriginal and Torres Strait Islander Health Division in the Department. The transition of the Aboriginal and Torres Strait Islander Health Branch into the new division has commenced and we thank the team for their patience and goodwill during this time.

This role marks an historic occasion for Queensland Health and we all must continue our involvement in working together to provide health services that deliver better outcomes for Aboriginal and Torres Strait Islander Queenslanders.

## Why do we screen for breast cancer?

Breast Cancer Awareness Month this October gives us all the opportunity to talk everything breast cancer and screening! BreastScreen Queensland would therefore like to contribute a few segments about our program to the TalkAbout Newsletter.

Breast cancer is the most commonly diagnosed cancer in Indigenous women and the second most common cause of cancer death. Indigenous Australians currently participate in breast screening at a lower rate than non-Indigenous Australians, meaning breast cancers are diagnosed later and mortality is higher. Here are the benefits of cancer screening:



1. Preventing deaths from breast cancer. Screening mammograms can show very small breast cancers before they can be seen or felt. The earlier breast cancer is found, the better the chance of surviving it.
  2. Less invasive treatment. Women who have breast cancers that are found through a screening mammogram are less likely to have a mastectomy (have their breast removed). They may also have more treatment choices.
  3. Reassurance. Most women who have a screening mammogram will get a result of 'no evidence of breast cancer' and will feel reassured. For every 1000 women (aged 50-74 years) who attend a screening mammogram, 955 will get an all clear result and 45 will be called back for further tests.
- If you are a woman over 50, or you know someone who is, call BreastScreen Queensland on 13 20 50 or visit [www.breastscreen.qld.gov.au](http://www.breastscreen.qld.gov.au) to book an appointment. Early detection saves lives.



## Consumer Feedback (NAIDOC)

On Tuesday the 9th July 2019 Metro North hosted a NAIDOC Family Fun Day event at St Columban's College Caboolture. The NAIDOC theme for 2019 was *Voice. Treaty. Truth.* In line with this theme the 'conversations with Metro North Community Forum' captured the voices of Aboriginal and Torres Strait islander stakeholders.

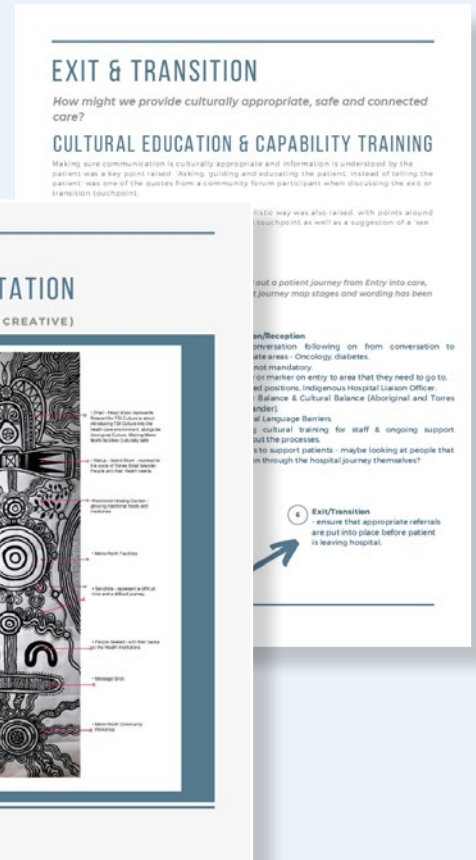
The community forum was facilitated by Monique Proud of Cultural Grounding alongside artist Riki Salam from “We Are 27 Creative” who completed a graphic illustration of the main themes and insights that arose throughout the session, painting in real time on the day.

Over 60 Indigenous community members attended the forum alongside Metro North Board members, executive and staff.

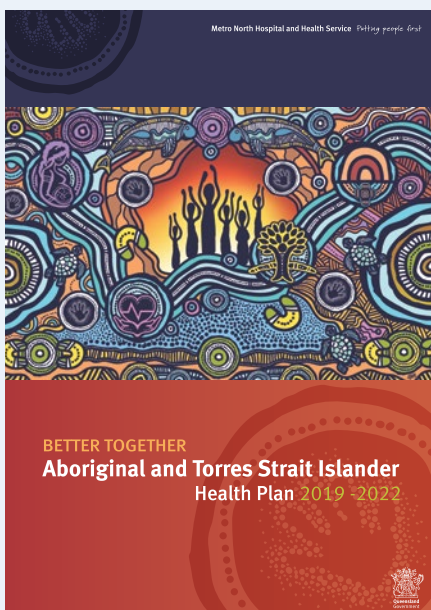
The main objective of the community forum was to engage key stakeholders in the development of respectful and culturally appropriate strategies that would improve the experiences that Aboriginal and Torres Strait islander peoples have at each touchpoint – Entry, In-Care and Exit/Transition.

A full report was prepared by Monique Proud and has been provided to all hospital directorates and clinical streams for review.

The recommendations will be actioned as part of the *Metro North Hospital and Health Service Better Together Aboriginal and Torres Strait Islander Health Plan 2019-2022* initiatives.



Metro North Hospital and Health Service Better Together  
Aboriginal and Torres Strait Islander Health Plan 2019-2022.



The launch of the Metro North Hospital and Health Service *Better Together Aboriginal and Torres Strait Islander Health Plan 2019-2022* at the Caboolture NAIDOC Family Fun Day on 9 July demonstrated Metro North's commitment to guiding the organisation over the next four years to achieve meaningful change to ensure all Aboriginal and Torres Strait Islander people accessing Metro North services receive high quality person-centred care that is culturally responsive, empowers self-care and choice and is designed to improve health and wellbeing.

The plan includes a focus on four clinical priority areas of a strong start to life for maternal and child

health; reducing the burden of disease in relation to cancer screening; crisis and complex care for support and advocacy within the emergency department; and living well, living longer to trial new approaches to improving connectivity to care.

All directorates within Metro North are now developing their own implementation plans aligned to the four priorities.

The first reporting deadline is 30 September 2019, with progress reporting back to the Aboriginal and Torres Strait Islander Health Unit will be on a quarterly basis. Queries can be directed to 07 3139 3235.

# New Adolescent Mental Health Service for Queensland

Construction of Australia's first statewide adolescent mental health extended treatment centre is progressing well and on track to open in early 2020.



Architectural view of the front of the building which will be open during 2020.

The purpose-built centre, to be operated by Children's Health Queensland, is located at The Prince Charles Hospital campus in Chermide.

The centre will have 12 residential beds alongside a 10-place day program, delivered in partnership with the Department of Education.

*Young people up to 21 years may be treated at the centre if they have developmental needs more effectively managed within an adolescent model.*

This new service is designed for young people aged between 13 and 18 years who have severe and complex mental illness with associated functional decline, and who may have previously accessed multiple services along the mental health continuum.

Young people up to 21 years may be treated at the centre if they have developmental needs more effectively managed within an adolescent model. Referrals to the centre will be accepted from community-based Child and Youth Mental Health Services.

The statewide residential service will provide 24-hour mental health care to young people, in a safe, therapeutic, inclusive, culturally-sensitive, and supportive environment for a period of up to six months, with flexibility depending on their individual needs and circumstances.



To support a patient and family-centred environment the centre also includes two family accommodation units, so families and carers can stay at the centre and be involved in the care of their child.

Young people will also be able to attend the day program up to five days per week, while continuing to live at home. The aim of the service is to provide support to young people so that they develop life skills, attend regular schooling or vocational training, and reconnect with their family and local community.

The service is only one element in a continuum of mental health services in Queensland, including existing community child and youth health services, Assertive Mobile Youth Outreach Services (AMYOS), Youth Residential Rehabilitation Units, Step-Up Step-Down Units (SUSDUs), and Acute Mental Health Inpatient Units.

The development of the adolescent extended treatment service has been an inclusive co-design process with consumers (past and present), parents, and carers.

Consumers, parents and carers are also being invited to participate in aspects of fitting out the centre and the recruitment of staff who will work in it.

More information about this will be provided by Health Consumers Queensland in the very near future.



*An aerial view of the new facility at TPCCH.*

The ground floor will house staff and visitor parking, with the adolescent extended treatment service on the first floor.

For construction updates visit <https://www.health.qld.gov.au/improvement/youthmentalhealth/capital-program/treatment-centre>

For more information visit <https://www.childrens.health.qld.gov.au/latest-news-mental-health-extended-treatment-centre-to-open-in-2020/>



*Architectural view of the front of the building which will be open during 2020.*



BreastScreen

AUSTRALIA

A joint Australian, State and Territory Government Program

# Catching it early Can give you a long time later

Getting tested for breast cancer can save your life.

IT'S SAFE  
IT'S PRIVATE  
IT'S FREE

**So by having a free BreastScreen test every two years, you can make sure any problems are found, even before you can feel them.**

You can take a friend or family member if it makes you feel more comfortable.

A female worker will help you, and she'll make sure you feel relaxed and safe.

The breast screen is done in private, and only takes a few minutes. It's free for women aged **50 to 74**.

If you're over 75, talk to your GP or health professional to find out if breast screening is right for you.

**Breast screening. It's an invitation that could save your life.**



Australian Government

[australia.gov.au/breastscreen](http://australia.gov.au/breastscreen)

Call

13 20 50



# Expanded services support for first Australians to better access the Queensland health system

Aboriginal and Torres Strait Islander Queenslanders will have easier and faster access to health services following the expansion of Queensland Government interpretation and translation services.

For the first time, interpreting services for Yumplatok (Torres Strait Creole), Meriam Mir, Wik Mungkan, Kala Kawaw Ya (KKY), Kala Lagaw Ya (KLY), Kriol and Guugu Yimithirr are available.

Interpreters and translators are being sought for all other Queensland Indigenous languages.

Queensland Health is the largest user of interpreters and translators,

and greater access to these services will help to remove some of the language barriers that make it difficult for people accessing much needed healthcare services.

While these services are mostly used by healthcare providers, they are available to all Queensland Government departments, non-government organisations, not-for-profits as well as universities and TAFE.

This agreement means we can better manage how interpretation and translation services are provided and ensure the community is able to access the assistance they need.

Further information on how to access these services is available by contacting [Indirects-sps@health.qld.gov.au](mailto:Indirects-sps@health.qld.gov.au) or (07) 3096 2258.

## Translation and Interpreting Services with 2M Languages!

*"At 2M we have a long track record with Indigenous language interpreting services since our debut in 1999. Our CEO, Tea Dietterich, established with the Mirima Dawang Woollab-Gerring Language Centre in Kununurra, the Indigenous Interpreting Service, the "Kimberley Interpreting Service" and was instrumental in promoting the rights of Aboriginal people to the services of interpreters."*

Since then the 2M Team has been providing Indigenous language services including interpreting, translation and video localisation in Aboriginal and TSIC languages in Queensland.

Languages include:

- Yumplatok – Torres Strait Island Creole
- Wik Mungkan
- Kala Lagaw Ya
- Kala Kawaw La
- Meriam Mir, and
- Dyirbal.

### Looking for Indigenous linguists

2M has a panel of qualified and NAATI certified Indigenous interpreters but is actively looking for more QLD Indigenous language speakers to join the interpreter team. To overcome the distances in QLD, an innovative video remote interpreting platform 2M lingo makes it easy for interpreters to accept interpreting assignments even in remote locations, and also caters for immediate on-demand interpreting requests. Enabling video remote interpreting, interpreter scheduling and access to a pool of Indigenous language interpreters, the platform allows direct and flexible access to these rare resources.



The 2M Indigenous language service is also available as an onsite interpreting service.

2M invites all Indigenous language interpreters to register with them to participate on the newly launched 2M lingo platform. Please share this article with your contacts to spread the word to Indigenous linguists and bilingual Indigenous speakers. NAATI can assist with certification and training for suitable candidates and we love to hear from anyone in the Indigenous community who is interested in having an interpreter career. The 2M Team is passionate about training tomorrow's interpreters today.

For further information go to <https://www.2m.com.au/2m-indigenous-interpreting-queensland/> or contact us at [team@2m.com.au](mailto:team@2m.com.au) or telephone 07 33678722.



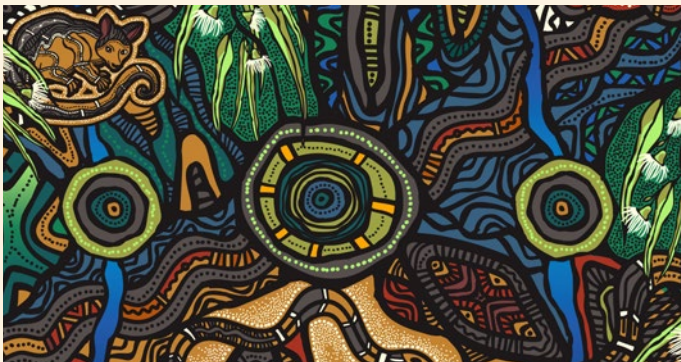
# Introducing the new artwork across Metro North

Metro North provides culturally appropriate health services to Aboriginal and Torres Strait Islander (A&TSI) consumers at all health service facilities. Our vision is to ensure that all A&TSI people within the MNHHS catchment and beyond, have equitable access to health services that are culturally appropriate and culturally safe.

In 2018, the launch of a Reconciliation Action Plan (RAP) for Community and Oral Health Directorate included plans for all hospitals to have their own localised RAPs and to create a Close the Gap plan to be launched in 2019.



*Metro North*



*TPCH*



*Redcliffe*



*COH*



Metro North secured Aboriginal graphic designer/artist Elaine Chambers-Hegarty to design the artwork for the project. Elaine created the overarching design for for the *Better Together Plan*, and localised artworks for Royal Brisbane and Women's Hospital, The Prince Charles Hospital, Redcliffe Hospital, Caboolture and Kilcoy Hospitals, and Community and Oral Health Directorate.

She is also working with Metro North Mental Health on their specific artwork.

The artwork will be used in a variety of mediums to promote culturally safe and connected care for Aboriginal and Torres Strait Islander consumers.



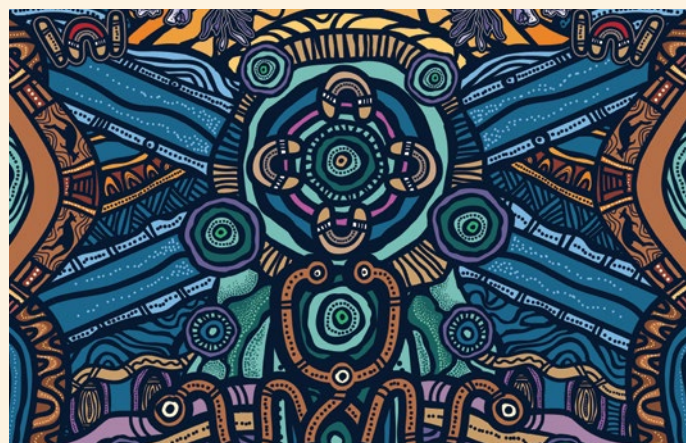
*Caboolture*



*Mental Health*



*Kilcoy*



*RBWH*



# A gift for living.

It's a gift that could save your life, and make sure you're around to be strong and healthy for your family.



If you're aged 50-74 you'll be sent a free bowel cancer screening kit. The kit is easy for you to use, and can detect bowel cancer before any symptoms appear. Around 80 Australians die of bowel cancer every week, but if detected early, up to 90% of cases can be successfully treated. So be sure to complete and return your kit. If you're over 74 talk to your GP.

By 2020 people aged 50-74 will receive a kit every two years.



Australian Government

[australia.gov.au/bowelscreening](https://australia.gov.au/bowelscreening)

☎ 1800 11 88 68

Authorised by the Australian Government, Capital Hill, Canberra.

**NATIONAL  
BOWELCANCER**  
SCREENING PROGRAM



# Supporting strong and healthy Indigenous youth through football

Ramone Close is passionate about bringing the world game of football (soccer) to Indigenous youth across Australia.

As a former player himself, Ramone competed at Australian School Boy level, to National Premier League, Queensland Premier League and A-League experience across several clubs. Ramone has also enjoyed international football experience across Europe playing in Poland and Belgium as well as exposure in Germany, United Kingdom, Portugal and Singapore.

In November, Ramone will bring football to Caboolture for the Australian Indigenous Football Championships over three days (7-9 November). The tournament will include an open Indigenous Men's team, open Indigenous Women's team, gala dinner, Goori Football Youth Cup and Johnny Warren Foundation celebrity match.

High profile Indigenous leaders Adam Goodes, Nova Peris and Federal Indigenous Politician Ken Wyatt will be attending, as well as Craig Forster from SBS to live stream from the event.

The purpose of the event is to bring together Aboriginal and Torres Strait Islander communities across Australia and offer first-class football tournament.

"Our primary focus will be to provide a football platform for grassroots Indigenous communities across the nation and to showcase the positive aspects of the players, the coaches and the communities as well as promote and encourage health lifestyles and emphasise the importance of education attainment," Ramone said.

The championships were held in Logan last year and Caboolture was chosen to support the popularity of the games, with a state of the art facility and six fields on offer.

The Metro North Aboriginal and Torres Strait Islander Health Unit (A&TSIHU) will be supporting the event with a 'family fun day' on Saturday 9 November.

"I think a lot of our mob want to come out and experience the championships, but to also have a family fun day out to connect with community, health stallholders and education. We hope to build these championships and encourage our mob into football," Ramone said.

Ramone said he hoped to see more Indigenous youth taking up the game.

"We have Craig Forster attending, he's a massive advocate for diversity and equality with football. Our mob traditionally plays other codes like Rugby League, through this event we are creating a new opportunity for our youth," he said.

Ramone's love for football has created other opportunities to serve his community. He recently opened a sporting house in Redcliffe allowing 10 young men between the age of 18-25 from Northern Territory, Queensland and New South Wales the opportunity to take part in a football program, allowing them access from rural communities.

"As a young man in Australia, especially a young Indigenous man, it's not easy. Even if you have been raised strong in your culture and identity, like I have, you still have your ups and downs," he said.

"My vision for the sporting house is to recognise football as a great sport and for our youth to see all the opportunities that I've received through football.



"Raising participation in football is key as it's easy to build a strong child than repair a broken man. For me it's about the youth because if we really don't look at our youth, we're not going to have adults.

"Part of this event will also look at health holistically and support around education and other opportunities. We understand there is life outside of sport and we can't play sport if life isn't good."

Ramone's other dream is creating generational change through education, employment, health and culture within Australian Indigenous communities through his company called GOORI.

One of the projects already in the pipeline is to create local and sustainable employment in Cherbourg through a manufacturing company.

# STAFF PROFILE Neressa Johnson



It's accreditation time and Neressa Johnston's role in ensuring the new National Safety and Quality Health Services Standards for Aboriginal and Torres Strait Islander Health are correctly introduced into Metro North Hospital and Health Service (MNHHS) has been an onerous task over the last 12 months.

We asked Neressa if she could share some insight into her role to ensure MNHHS is prepared for accreditation in November this year.

## **1. Can you offer an insight into the new National Safety and Quality Health Service Standards being introduced? – What brought about the changes?**

The NSQHS Standards (2nd edition) consists of eight Standards and 148 actions. There are six Aboriginal and Torres Strait Islander-specific actions in the standards covering Clinical Governance, Partnering with Consumers and Comprehensive Care.

To be successful with these six actions health services need to demonstrate they are being addressed to pass their assessments which include;

- Develop meaningful and ongoing relationships with local Aboriginal and Torres Strait Islander communities, organisations and groups
- Address the needs of Aboriginal and Torres Strait Islander people
- Improve Cultural competency and cultural awareness of the staff
- Creating a safe and welcoming environment
- Processes to routinely ask patients if they identify as Aboriginal and/or Torres Strait Islander
- Report and monitor priorities

The development of the six actions was led by the National Aboriginal and Torres Strait Islander Health Standing Committee, together with the Wardliparingga Aboriginal Research Unit of the South Australian Health and Medical Research Institute.

For those who are interested there is an available User Guide for Aboriginal and Torres Strait Islander Health that provides guidance and case studies to help health services to meet six new actions included in the NSQHS Standards (second edition). The following link will take you to the guide.

<https://www.safetyandquality.gov.au/publications-and-resources/resource-library/nsqhs-standards-user-guide-aboriginal-and-torres-strait-islander-health>

## **2. Do you think the formation of the new standards will have a positive outcome for Indigenous health across MNHHS?**

Yes, I do. We've already seen a significant amount of engagement and support from our leadership and staff members to improve their areas. Several Directorates have already established Aboriginal and Torres Strait Islander governance committees to oversee activities and initiatives.

## **3. Once accreditations across the HHS are finalised and each facility is reporting back on their successes, what do you then see as the next step to continually ensuring that MNHHS is staying abreast of Indigenous Health outcomes?**

Each hospital and health service across Metro North will have their own action plans addressing each of the six actions and be responsible for monitoring and reporting on their progress.

## **4. Your involvement in the Safety and Quality initiatives for Indigenous clients attending any facility across MNHHS sees you liaise with key stakeholders at various meetings across each facility. What has been the best outcome so far for you in relation to closing the gap on indigenous Health?**

I'm really excited about the Artwork project that supports each Hospital and Health Service to have their own unique artwork to improve creating a welcoming environment for our mob.

The artwork was undertaken by Elaine Chambers-Hegarty who is a well-known and respected Aboriginal artist.

We have recently also developed an Indigenous Identification training package which is focused to be delivered to Administration Officers to make sure the question that identifies our mob is asked every time and in a respectful way "Are you of Aboriginal and/or Torres Strait Islander origin?"

By making sure staff are asking the question of everyone will ensure care and services are effective and timely. Linking identified consumers to specific services and clinical interventions.

## **5. Can you give an insight into what is a 'typical' day for you in your role at A&TSIHU especially since being involved with the preparation for the upcoming accreditation in November**

Lots of meetings with staff and committees, reading through and responding to emails and preparing documents to support the Accreditation process.

## **6. The A&TSIHU recently formed into a strategic team now reporting to the Executive Director of Operations. What do you think of these changes and how will this positively impact your role?**

It motivates me to be a part of the new direction Metro North is taking. I believe the new reporting structure will raise the importance of Aboriginal and Torres Strait Islander Health and that it is everyone's business to achieve better health outcomes. There will be more input to support consistency of processes and systems across Metro North which will greatly improve our people's health and community input.

## **8. Metro North HHS recently launched the 'Better Together' health plan, a four-year plan designed to improve health outcomes for Aboriginal and Torres Strait Islander peoples. You were involved in the development of the plan; can you tell us what are the main objectives and what community can expect to see as the key improvement actions?**

There are four priority areas 1) leadership, government and workforce, 2) Engagement and partnerships, 3) Transparency, reporting and accountability and 4) Culturally responsive, safe and connected care. There will be an overlapping of activities within the Better Together Health Plan and National Standards, however the difference will be that the Better Together Health Plan provides a focus on strengthening improvement within clinical areas to improve diagnosis, management and care of diseases or illnesses. Which we know all too well are the leading contributors to the health gap experience by our people.



# IN THE NEWS

## Yerin levels dental playing field with first Aboriginal clinic on Central Coast

Yerin Eleanor Duncan Aboriginal Health Services has launched the first Aboriginal dental clinic on the New South Wales Central Coast.

A special ceremony in Darkinjung country took place launching the new facility that will provide culturally appropriate dental treatment to First Nations people.

<https://nit.com.au/yerin-levels-dental-playing-field-with-first-aboriginal-clinic-on-central-coast/>

## New babies receive warm welcome to community in QLD

Queensland's West Moreton Health has held their first Welcome Baby to Community ceremony, a contemporary take on the traditional Welcome to Country.

The event welcomed babies born in the past year to the community to recognise the many Indigenous Australians from different areas living in the West Moreton region.

Babies and their families were welcomed with traditional dances, a smoking ceremony and were given small gifts by the Elders from the West Moreton Health Ipswich Hospital Yarning Circle.

<https://nit.com.au/queensland-health-mob-welcomes-babies-to-community/>

## Heartfelt song beats back infection

Aboriginal children from the community of Barunga in the Northern Territory have created a catchy new music video called 'Boom Boom' to raise awareness for rheumatic heart disease (RHD).

RHD is a life-threatening disease caused from an untreated Strep A infection.

The song debuted at the Barunga Festival, after a collaboration between Skinnyfish Music, the Bupa Health Foundation, Telethon Kids and the Menzies School of Health Research.

## Experts want clearer vision to close the gap on Indigenous eye health

Better access to eye testing, affordable glasses and timely medical treatment could save the sight of many Aboriginal and Torres Strait Islander people.

<https://www.sbs.com.au/nitv/nitv-news/article/2019/08/07/close-gap-indigenous-eye-health>

## Family does not accept apology after pregnant Aboriginal patient's death

A grieving family has not accepted an apology from the operator of the rural NSW hospital which sent home a pregnant Indigenous woman, hours before she died from a treatable infection.

Naomi Williams was six months pregnant when she presented at the emergency department of Tumut District Hospital in the early hours of New Year's Day 2016.

<https://www.sbs.com.au/nitv/nitv-news/article/2019/08/01/naomi-williams-inquest-aboriginal-apology>

## NBA star supplies struggling community with clean drinking water

Basketball superstar Patty Mills paid a visit to Walgett in north-west New South Wales on Thursday to deliver clean drinking water to residents who have otherwise been forced to purchase their water due to the elevated sodium levels in a backup supply.

The San Antonio Spurs champion is working on an initiative with Walgett Local Aboriginal Land Council to help the community access clean drinking water.

<https://www.sbs.com.au/nitv/nitv-news/article/2019/07/30/nba-star-supplies-struggling-community-clean-drinking-water1>

## Two-year-old Cherraya Houldsworth is the first Indigenous toddler to receive a cochlear implant in the Northern Territory after being born deaf

Darwin mother Rosalie Houldsworth remembers the moment her two-year-old daughter Cherraya could hear for the first time after receiving a cochlear implant.

Cherraya was the first Indigenous toddler in the Northern Territory to receive the implant three months ago, after she was discovered to be deaf with hearing aids of no use.

<https://www.sbs.com.au/nitv/nitv-news/article/2019/09/05/i-cried-happiness-indigenous-toddler-hears-her-first-words>

## Word of the Month:

### “Tidda”

Simply means sister and can also be used for female friends

Reference – <https://www.welcometocountry.org/26-aboriginal-words-australians-should-know/>





## Join up today!

**An online community for Aboriginal and Torres Strait Islander staff at Metro North Hospital and Health Service.**

Join the online discussion and the cultural connection within the workplace. Search 'Metro North Staff Yarns' on QHEPS to join.

All new members signing up before 31 December 2018 will receive a welcome pack including a drink bottle, lanyard and flag pin.

For further information email  
[MNstaffyarns@health.qld.gov.au](mailto:MNstaffyarns@health.qld.gov.au)

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

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



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