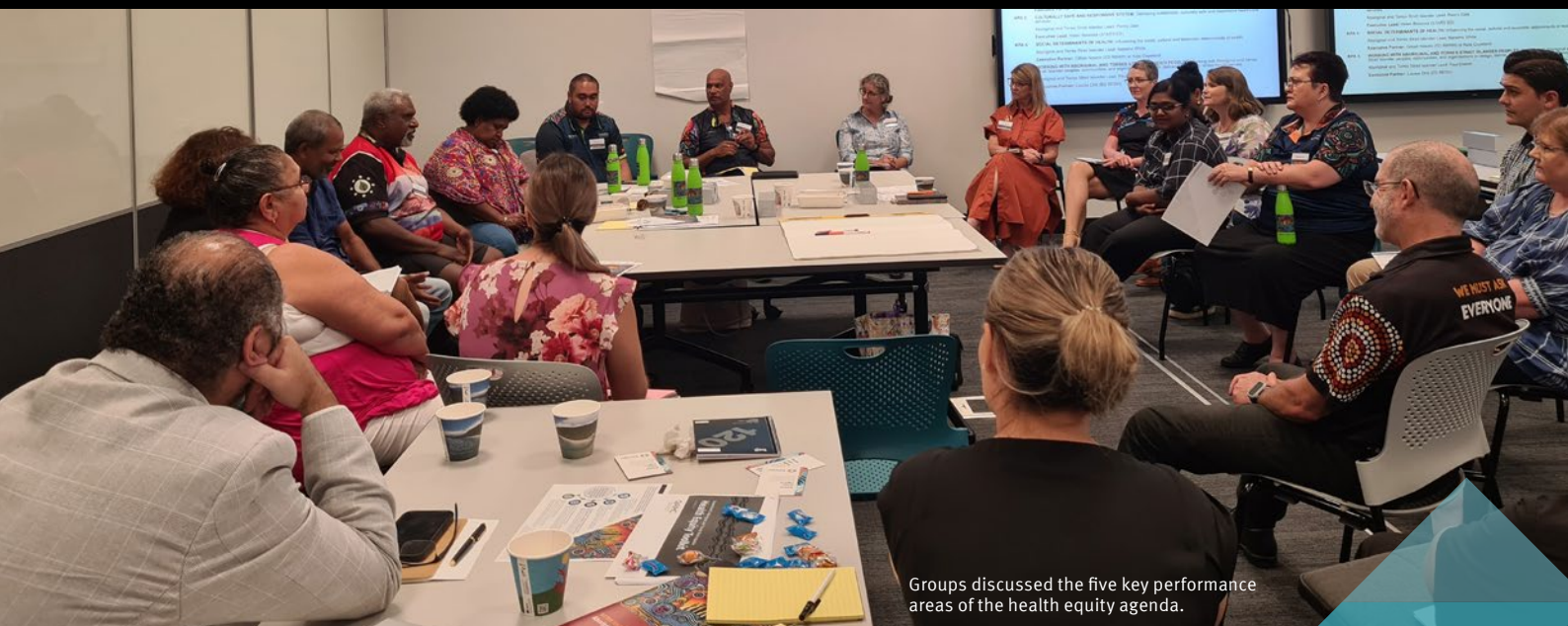




Talk-About

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

February 2022



Groups discussed the five key performance areas of the health equity agenda.

Our work towards Health Equity at Metro North Health

Metro North Health hosted the first Health Equity workshop as part of the journey towards developing a First Nations Health Equity Strategy.

Close to 150 people attended a workshop in late 2021, including Metro North Board Members, Aboriginal and Torres Strait Islander staff, Elders, community members and partnership organisations, to have a say on the five key performance areas:

1. Actively eliminating racial discrimination and institutional racism within the service
2. Increasing access to healthcare services
3. Delivering sustainable, culturally safe and responsive healthcare services

4. Influencing the social, cultural and economic determinants of health
5. Working with First Nations peoples, communities, and organisations to design, deliver, monitor and review health services.

Jermaine Isua from Queensland Health's Aboriginal and Torres Strait Islander Health Branch set the scene for the day, outlining how the commencement of the new *Hospital and Health Boards (Health Equity Strategies) Amendment Regulation 2021* has substantially changed the legal framework guiding the public health system in Queensland by prioritising First Nations health equity.

[Continued page 5 >](#)



Give us feedback

We welcome your feedback, contributions, story ideas and details on any upcoming events. Please contact Aboriginal and Torres Strait Islander Leadership Team at A_TSIHU_MNHHS@health.qld.gov.au or phone (07) 3139 3231.

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_TSIHU_MNHHS@health.qld.gov.au
Alternatively, call and ask for our Safety and Quality Officer on 3647 9531.

Metro North Hospital and Health Service 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 / 0408 472 385

After hours Ph: 3646 5106 / 0408 472 385

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 Officer Ph: 5433 8249

After Hours Ph: 5316 5481

Community Indigenous Primary Health Team

Manager Ph: 3360 4758 / 0419 856 253

Indigenous Sexual Health Team

Clinical Nurse Consultant Ph: 3360 4753

Indigenous Mental Health

Professional Lead Ph: 3646 2695

Ngarrama Maternity Services

Caboolture Ph: 0439 732 970

Redcliffe Ph: 0407 251 890

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

Forensic Mental Health Service, Indigenous Mental Health Intervention Program

Forensic Mental Health Team Ph: 3234 0800



Follow us [@BetterTogetherHealthVan](https://www.facebook.com/BetterTogetherHealthVan)

What's inside February 2022

| | |
|--|---|
| Contact information..... | 2 |
| Executive Director's Message..... | 3 |
| A word from the Acting Chief Executive | 4 |

OUT AND ABOUT

| | |
|---|----|
| CKW RAP Working Group Celebrating Art and Culture | 6 |
| Transforming emergency departments towards cultural safety | 7 |
| Aboriginal and Torres Strait Islander focused diabetes workshop | 8 |
| Redcliffe Hospital redevelopment: Inspiring our Future | 8 |
| Tago magul yadeni – together the thinkers advance | 9 |
| Better Together Health Van supporting outreach clinics..... | 10 |
| Moreton Bay Community Days..... | 11 |
| 2021 Outstanding Alumnus in Health and Wellbeing | 11 |

| | |
|--|----|
| Home Isolation for COVID-19: The Facts | 12 |
|--|----|

IN FOCUS

| | |
|--|----|
| Courageous conversations about race | 14 |
| Growing our Indigenous Workforce in Mental Health..... | 14 |
| Providing a family connection in the city | 15 |
| Better Together Medication Access Program Highly Commended | 16 |
| Messages in a Coolamon..... | 17 |

| | |
|---------------------|----|
| STAFF FEATURE | 21 |
|---------------------|----|

BACK PAGES

| | |
|--|----|
| Identification: It's your right to a healthier life..... | 23 |
| Better Together Health Van Poster..... | 24 |

A word from the Executive Director



Sherry Holzapfel

Executive Director, Aboriginal and Torres Strait Islander Health

Welcome to 2022! I hope you all had the opportunity to rest, recover and rejuvenate over the Christmas and New Year break. Thank you to those who worked through, providing essential care to our community and helping us navigate the challenges of COVID-19 community transmission. With more cases in the community, Queensland Health has released a useful guide to get essentials in order if you test positive (see enclosed).

There is plenty of support available for our community and I encourage you to reach out at any time:

- Aboriginal and Torres Strait Islander COVID-19 vaccination helpline: 1800 020 080 (option 5)
- [Make the choice](http://www.makethechoice.com.au): a dedicated COVID-19 service for Aboriginal and Torres Strait Islander people (www.makethechoice.com.au)
- [National Aboriginal Community Controlled Health Organisation \(NACCHO\)](http://www.naccho.org.au): find your local NACCHO member or affiliate near you (<http://www.naccho.org.au/map>)
- [A&TSI COVID-19 Vaccination and Testing Clinics](http://www.deadlychoices.com.au/resourcepage/covid19): book your vaccination appointment, find a walk-in vaccination location near you and locate a testing clinic. (www.deadlychoices.com.au/resourcepage/covid19)
- Mob Link: access a variety of COVID related services and support plus a wide range of other health and social services (<https://www.iuih.org.au/our-services/mob-link-connecting-with-mob-during-covid>)

Our important work continues as we shape and create the First Nations health equity agenda at Metro North Health. I'd like to welcome the new Manager for the Health Equity Project, Layla Scott, to the team. Layla is a proud Aboriginal woman with cultural and family connections to the Tangane-kald people. She joins Metro North Health from Children's Health Queensland and has extensive experience working within the community sector as a practice manager of an Aboriginal and Torres Strait Islander medical service as well as other leadership roles.

Over the coming months, there will be more opportunity for input to the First Nations health equity reform at Metro North Health. There is a lot of work going on behind the scenes and I am personally humbled by the commitment shown at the highest level of our health service to listen, learn and walk with our people for improved health outcomes.

Late last year I held my first 'Yarns with Sherry' session at Brighton Health Campus. I would like to thank all the staff who came out and had a yarn with me. I had a great time catching up with staff and getting to know you all.

I am committed to Aboriginal and Torres Strait Islander staff feeling safe and supported within Metro North Health as well as staff working within Aboriginal and Torres Strait Islander health services. You are all cherished, important and play a vital role in improving health outcomes for Aboriginal and Torres Strait Islander people. It is important to me that you are supported and heard.

These yarning sessions will be a safe, casual space for all staff to come and chat with me, let me know how you are going, and a chance for me to get out and meet you. I look forward to further discussions with staff and future sessions will be dependent on our COVID-19 meeting restrictions. I will keep you informed of future opportunities and if this will be held via a virtual platform.

The year ahead promises to be a busy one and, in addition to the health equity agenda, our priorities will include:

- Supporting the COVID-19 First Nations response through tailored communication
- Working towards a target of 5% of identified staff across Metro North Health
- Collaborating with key areas to improve service delivery, enhance engagement, and develop strategies for our Aboriginal and Torres Strait Islander patient cohort
- Co-design opportunistic screening, model of care pathways, intervention and prevention activities for chronic disease
- Managing the ongoing roll-out of the Indigenous artwork project, including the Surgical, Treatment and Rehabilitation Service (STARS) and Strong Start to Life artworks, to promote an inclusive and welcoming environment
- Develop a community and consumer engagement plan that empowers shared decision making and transparent processes.

If you have any feedback, please don't hesitate to contact our Team at any time on A_TSIHU_MNHHS@health.qld.gov.au

Sherry Holzapfel

Executive Director, Aboriginal and Torres Strait Islander Health



Get **COVID-READY**



Prepare a Get COVID-Ready Kit

Most people who get COVID-19 will be cared for at home. A health worker or doctor will monitor you by phone call or video call. They will check your symptoms and give you the right care.

Prepare a Get COVID-Ready Kit

If you test positive to COVID-19, you will need to isolate at home until you are told you can leave.

Check items off as you prepare...



You will need:

- A thermometer
- Pain relief
- Your regular medications
- A plan for who can look after your children, pets, or people in your care if you have to go to hospital
- Masks, hand sanitiser and gloves
- A plan for how you'll get food and essentials for two weeks such as frozen meals, pet food, nappies and baby formula
- Phone numbers for people outside your home you can call for help
- Stay-at-home activities



Where to get more help?

13 HEALTH - 13 43 25 84

134 COVID - 13 42 68

Community recovery hotline - 1800 173 349

Triple Zero - (000)

TTY Emergency Relay Service - 106

Lifeline - 13 11 14

Beyond Blue - 1300 22 4636

Mental Health Access Line - 1300 642 255

QLife - 1800 184 527

Further information

Visit www.qld.gov.au/covid-ready or call 13 HEALTH (13 43 25 84)



**Queensland
Government**

A word from the Chief Executive



I'd like to start by acknowledging the inequities in healthcare and health outcomes. As you'll see in the story on page 1, Metro North is committed to working with our community to eliminate health inequity and create a healthcare system that provides equitable care for everyone.

The COVID-19 pandemic has been a challenging time for people across the world. In Queensland we have seen relatively low numbers of cases compared to other states and other countries.

We have reduced the risk of transmission by making tough decisions to limit the number of visitors in our hospitals and reduce our services to virtual care where possible and postponed some surgeries. I know these restrictions have been difficult for many members of our community.

The December-January surge in COVID-19 cases shows how quickly the virus can spread. We are fortunate that so many members of our community are fully vaccinated which limited the spread.

Along with hand hygiene, physical distancing and wearing a mask, vaccination is our best defence against further spread of COVID-19. Metro North Health is providing opportunities for vaccination across our major vaccination centres and pop up clinics run in partnership with schools and community health organisations.

Metro North has children's vaccination at:

- Kippa Ring, 425 Elizabeth Avenue, 7 days (ages 5-11)
- Caboolture Square Shopping Centre, 60-78 King St Caboolture (ages 5-11 Tuesdays and Sundays, ages 12 and up Mondays, Wednesdays to Saturdays)
- Kallangur First Nations clinic, 1480 Anzac Avenue, (ages 5 and up, Thursday and Saturday mornings).

Clinic details are available at <https://metronorth.health.qld.gov.au/coronavirus/vaccinations>.

I encourage you to find out about vaccination and make the choice to get vaccinated to protect yourself, your family and your community.

Jackie Hanson
Acting Chief Executive
Metro North Health

Health Equity means Opportunity and Change

– Wayne AhBoo



QAIHC CEO Cleveland Fagan shared community-controlled sector experiences with the audience.

The aim of the First Nations health equity reform agenda is to galvanise a renewed and shared agenda to improve Aboriginal peoples' and Torres Strait Islander peoples' health outcomes, experiences, and access to care across the health system. The framework builds on the foundations of the past to reshape the health system by placing health equity and Aboriginal and Torres Strait Islander voices at the centre.

Metro North Board Chair Jim McGowan told the audience the ideal future state in Metro North Health is a healthcare system that takes into account health inequity and successfully brings together the context surrounding the consumer, health provider and health service.

"You have the full commitment from the Board and Metro North leadership to co-design with Elders, community, and partners to make our hospital and health services accessible, free from racism and discrimination, culturally safe and responsive," Mr McGowan said.

"This is our opportunity to work together, deliver real outcomes and lasting change through a genuine partnership approach."

Dr Carmen Parter from the Poche Centre for Indigenous Health shared a presentation on institutional racism and its impact, and Cleveland Fagan from Queensland Aboriginal and Islander Health Council (QAIHC) shared community-controlled sector experiences.

Stories from the Metro North Board Forum held in Caboolture were shared to guide the conversations on the day. At the forum, participants were asked to share a message in a coolamon (see feedback featured on page 17).

Metro North Aboriginal and Torres Strait Islander Health Executive Director Sherry Holzapfel closed the day by thanking the Elders, community members, partner organisations and staff for their contribution.

"The voices, lived experiences, and cultural authority of our people are integral to the co-design, co-ownership and co-implementation of our Health Equity Strategy.

"What we are working on today is not new, and I recognise many of you have been part of the conversation before, please know all the foundations we have created so far will contribute to the success of our new Health Equity Framework," Ms Holzapfel said.

More opportunities will be provided over the coming months for community to contribute. For further information, email the Aboriginal and Torres Strait Islander Leadership Team – HealthEquityMNH@health.qld.gov.au

Still keep fighting

– Aunty Brenda Kanofski

If we be too sensitive, we won't fix anything

– Uncle Charles Passi

CKW RAP Working Group Celebrating Art and Culture



Members of the CKW RAP Working Group pictured with Uncle Alan Parsons (centre)

Members of the CKW RAP Working Group enjoyed an afternoon of cultural painting in Wallace Street Park, Caboolture to wrap up 2021.

Uncle Alan Parsons, an Aboriginal Elder and accomplished painter, spent the afternoon sharing his knowledge of Aboriginal painting styles and techniques with the group.

The natural outdoor setting and flocks of sulphur crested cockatoos and corellas provided the group inspiration for their artworks.

Under the guidance of Uncle Alan, everyone in the group created beautiful pieces of art, celebrating connection to country, family, culture and more.

It was a wonderful opportunity for the CKW RAP Working Group to yarn with each other and celebrate the end of the year.



Above: L-R Caboolture Aboriginal and Torres Strait Islander Nurse Navigator Helen Quelch and Indigenous Hospital Liaison Officer Cessa O'Reilly.



Left: Uncle Alan shares his artistic tips with members of the CKW RAP Committee.

Transforming emergency department towards cultural safety



RBWH emergency department staff with Kurbingui Youth Development Service Elders.

Staff at the Royal Brisbane and Women's Hospital (RBWH) emergency department (ED) were all smiles recently as they celebrated their new deadly artwork transformation with local respected Elders from Zillmere's Kurbingui Youth Development Service.

Local Elders attended a special morning tea held by RBWH ED staff to say thank you for the ongoing support and guidance the Aunties and Uncles have provided to ensure culturally safe services for Aboriginal and Torres Strait Islander patients and visitors. The Elders also received an exclusive tour of the facility to view the new artwork.

Attending ED can be a stressful and traumatising time for mob so the team at RBWH have come together and established the Transforming EDs Towards Cultural Safety (TECS) Working Group. The group have been working successfully with local Aboriginal and Torres Strait Islander communities to understand their concerns and look at ways to make the department culturally safe and welcoming for all Aboriginal and Torres Strait Islander consumers.

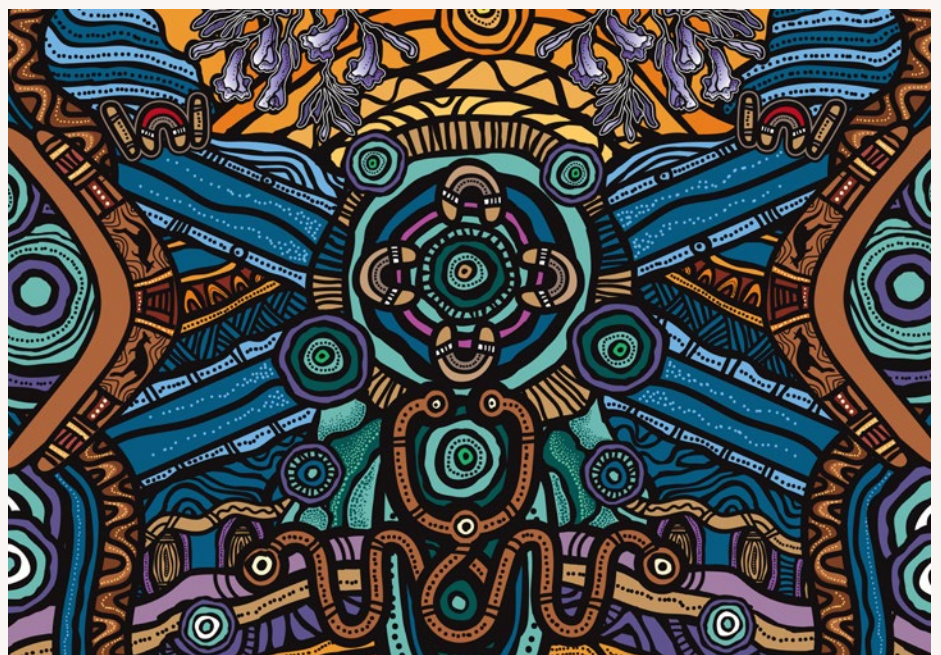
RBWH's artwork, created by local Aboriginal artist Elaine Chambers-Hegarty, has been placed throughout the ED including the front entrance, bringing culture alive to create a culturally safe and welcoming environment for Aboriginal and Torres Strait Islander patients and visitors.

The central area of the artwork represents RBWH as the meeting place with the sun rising over the hospital and featuring the pale purple colours of the Jacaranda flowers representing the trees located around the hospital. See the full description of the artwork below.

RBWH Artwork

– By Elaine Chambers-Hegarty

The central area represents the Royal Brisbane and Women's Hospital - so this is centred and is the main meeting place. The top yellow ochre tones show the sun rising over the hospital, with the pale purple colours of the Jacaranda flowers hanging down. Those pale purple colours are also on the bottom of the artwork to represent the flowers that have fallen. The purple colours are commonly used to represent Women's Health along with the pink in the centre gathering circle. The women's symbols up the top have red added to the shapes to represent the women who worked at the hospital many years ago, who were recognised by their red capes. Dots and wavy lines down the side areas represent the ongoing developments in health whilst the boomerangs are there to represent the aboriginal people who lived in the area before they were pushed to outer suburbs from development. But as boomerangs come back - they also symbolise the return to the area because the hospital hosts greater learning for those studying health. Greens are for the vegetation and growth, whilst the blues represent waterways as well as the urban build up heading towards the hospital. You will notice the X cross that runs across the artwork in the blue area, this represents the helicopter wings, as this is often crucial transport for emergencies and in remote areas. The wavy lines to represent the fierce winds of the area during certain seasons. Whilst the circles represent tribes that gathered in the area for ceremonial dance - and now the image of snakes dancing is in the shape of a stethoscope.





Aboriginal and Torres Strait Islander focused diabetes workshop

The Diabetes Queensland First Nations Health Unit attended Brighton Health Campus to deliver diabetes education to Aboriginal and Torres Strait Islander staff, and staff who work in Indigenous Health Services across Metro North Health.

The workshop also provided information to staff on how to effectively manage diabetes and provided staff with strategies and methods that assist in reducing the risk of developing diabetes.

Metro North Health staff walked away from the education workshop having gained additional tools to support them in their roles, and valuable knowledge of diabetes and diabetes management to further support Aboriginal and Torres Strait Islander patients in their health journey, and work towards closing the health gap caused by diabetes.



Above: Staff took part in a visual educational demonstration with the use of the Feltman.

Far left: Diabetes Queensland Aboriginal and Torres Strait Islander Peer Support Project Officer, Erich Barkmeyer.

Redcliffe Hospital redevelopment: inspiring our future

Aboriginal and Torres Strait Islander community members in Redcliffe are helping to shape the future of Redcliffe Hospital.

The community forums were attended by Metro North Health Board Members, Acting Chief Executive, Metro North Health staff and Aboriginal and Torres Strait Islander community members and consumers.

The proposed redevelopment of Redcliffe Hospital will contribute to meeting the healthcare needs of the Redcliffe and surrounding communities, improve the overall functionality of the hospital in line with modern standards, and provide a culturally safe and welcoming environment for Aboriginal and Torres Strait Islander people attending the hospital.

The workshops generated great conversations with Aboriginal and Torres Strait Islander community members, consumers and staff during the initial forum, allowing them to present a draft visual concept of the hospital redevelopment to attendees at next workshop.

As the redevelopment moves forward and evolves, Redcliffe Hospital will engage with community members, consumers and staff throughout the process, to ensure Aboriginal and Torres Strait Islander voices are heard, and that the feedback, suggestions and ideas provided are evident in the final proposal of the Redcliffe Hospital redevelopment plan.



Above: Cultural Capability Officer, Elwyn Henaway
Left: Staff and community at the workshop.

Tago magul yadeni – together the thinkers advance

A new Heart Lung First Nations Health Equity Council in Metro North will design and guide culturally safe care for Aboriginal and Torres Strait Islander people.

The new council will be responsible for co-designing a new health equity pathway by creating, implementing and providing guidance on initiatives, activities, projects and events relating to Aboriginal and Torres Strait Islander consumers.

The members of the council include Heart and Lung Stream executives, Aboriginal and Torres Strait Islander staff, clinical staff, an Aboriginal general practitioner and Aboriginal and Torres Strait Islander consumers with personal lived experiences of the Heart and Lung service.

Late last year Metro North Health Heart and Lung stream held a traditional smoking and naming ceremony to celebrate and cleanse the new Heart Lung First Nations Health Equity Council.

The Metro North Aboriginal and Torres Strait Islander Leadership team and the Heart Lung First Nations Health Equity Council were thrilled to participate in the smoking ceremony and receive cleansing performed by Aunty Kathy Fisher to progress on their new journey of health equity and culturally safe care for Aboriginal and Torres Strait Islander consumers.

The council were blessed to have Turrbal Elder and Songwoman Aunty Maroochy attend and gift them with a traditional name for the council in local Turrbal language. The new name 'Tago magul yadeni' meaning 'Together the thinkers advance' will guide the council in their journey to support Aboriginal and Torres Strait Islander patients.



(L-R): Aunty Maroochy presenting new traditional council name to Dr Peter Hopkins, Executive Director for Heart and Lung, and Sherry Holzappel, Executive Director of Aboriginal and Torres Strait Islander Health.



OUTandABOUT

Better Together Health Van supporting outreach clinics

Aboriginal and Torres Strait Islander people in Brisbane are getting vaccinated against COVID-19 at pop up clinics run from the Better Together Health Van.

Aboriginal and Torres Strait Islander Leadership Team (A&TSILT) Acting Content and Engagement Officer Andrew Williams said the van has supported the vaccination efforts by partnering with community organisations and other Hospital and Health Services.

“The purpose of our Better Together Health Van is to provide outreach services to those that may not be accessing our hospital and health services. We want to reach those who traditionally can fall through the gaps and our most vulnerable community members,” Andrew said.

“We were able to partner with the World Wellness Group and West Moreton Health Service to loan the Better Together Health Van for pop-up clinics.

“These partners were extremely grateful to have access to our fully equipped van and we look forward to continuing our partnerships for not only COVID-19 vaccination efforts but as we move into the future more preventative health measures for the Aboriginal and Torres Strait Islander community,” Andrew said.

To learn more about the Better Together Health Van visit <https://metronorth.health.qld.gov.au/better-together-van> or follow the Facebook page @BetterTogetherHealthVan for regular updates.



Respected community Elder Uncle Mick Douglas pictured with the Better Together Health Van at the Caboolture Community Day held in November 2021.

Where has the Van been?

| November 2021 | |
|----------------------------|---|
| Saturday 13 November 2021 | Moreton Bay Community Vax Clinic – Caboolture |
| Sunday 28 November 2021 | World Wellness Group pop up clinic – Woodridge |
| December 2021 | |
| Wednesday 1 December 2021 | World Wellness Group pop up clinic – ADRA Relief Service – Logan |
| Sunday 19 December 2021 | World Wellness Group pop up clinic – Global Food Market – Woodridge |
| Monday 13 December 2021 | West Moreton Health Service – Mobile Vaccination Clinic – GOODNA |
| Tuesday 14 December 2021 | West Moreton Health Service – Mobile Vaccination Clinic – NORTH IPSWICH |
| Wednesday 15 December 2021 | West Moreton Health Service – Mobile Vaccination Clinic – SPRINGFIELD CENTRAL |



Moreton Bay Community Days

The Aboriginal and Torres Strait Islander Leadership Team, Mindle Bygul Aboriginal Corporation, the National Indigenous Australians Agency and Moreton Bay Regional Council partnered for a series of community pop-up clinic events throughout the Moreton Bay region.

The events were designed as family fun days with entertainment delivered by Uncle Roger Knox, kids' rides and activities and giveaways.

A&TSILT Community and Engagement Officer Rayna Cowburn said the events were informed by community and held at Deception Bay, USC Petrie and Caboolture.

"We delivered a pop-up clinic onsite for vaccinations, as well as having an open mic opportunity for community to ask questions directly about COVID-19 and vaccinations to a health professional," Rayna said.

"A key challenge in changing perceptions is attracting people to engage in a conversation first, before addressing concerns through trusted authorities, both cultural and medical."

Rayna said there were plans in the coming months to deliver events in a more intimate setting that encouraged people to attend and engage in conversation, receive reliable information, and access a vaccination on site.

OUTandABOUT

2021 Outstanding Alumnus in Health and Wellbeing



Sherry Holzapfel, a proud Yidinji woman with cultural connections to the Butchulla, Gunggari and Kuku-Typhan tribes, and the Executive Director for Aboriginal and Torres Strait Islander Health across Metro North Health recently received a momentous award from the University of Southern Queensland.

Sherry was awarded the Outstanding Alumnus in Health and Wellbeing award acknowledging her dedication and commitment to improving the health and wellbeing of her people. As a young girl driven by a passion to become a nurse, Sherry turned that passion into reality, and is now a three-time graduate of the University of Southern Queensland, having completed a Bachelor of Nursing, Master of Midwifery, and certification in Advanced Nursing Practice.

Having worked in many Aboriginal and Torres Strait Islander organisations in senior leadership roles, and now working for Queensland's largest Hospital and Health Service, Sherry continues making her footprints known in committing her career to the health and wellbeing of her people, and ensures that this is reflected in every discussion, decision and policy change within Metro North Health, to improve the health and wellbeing of Aboriginal and Torres Strait Islander communities throughout Queensland.

Sherry's passion extends beyond improving the health and wellbeing of her people to encouraging Aboriginal and Torres Strait Islander staff within Metro North Health to pursue study and personal development.

INFORMATION ON

HOME ISOLATION

For COVID-19

Symptoms of COVID-19



shortness
of breath



fatigue



sore throat



cough



fever



runny nose



vomiting
or nausea



diarrhoea

**If you have one
or more of these
symptoms,
get tested
immediately.**



loss
of taste



loss
of smell

What is home isolation?

Home isolation is when you or a family member has been told to stay inside your home because someone has been diagnosed with COVID-19, or when you are waiting on results of a COVID-19 test. Home quarantine is when you may have been exposed to someone with COVID-19 in the community but you are well.

If you have been told to isolate at home, you must stay within your property. If you leave for anything but a permitted reason, you can be fined.

You can't leave your house except for an emergency. You are allowed to leave if you need immediate medical attention, or to escape

danger, for example, escaping harm related to domestic and family violence or accessing a family violence support service.

You can also leave your home to get tested for COVID-19 or in some circumstances to get a COVID-19 vaccination.

Can I have visitors?

You shouldn't allow anyone into your home while you are isolating or quarantining. This could spread the virus beyond your house.

If you need to accept deliveries, you should advise the delivery person that you are isolating. They should drop your delivery a short distance away from your door.

How do I isolate when I don't live alone?

Even if you don't have symptoms from the virus, you can still infect other people with COVID-19, who might get very sick. That is why you should isolate yourself from other people in your home until you get a negative COVID-19 test.

This may be hard but you need to do your best to keep away from other people in your home. Especially if you have Elders or people with chronic conditions living with you. It may be safest to find alternative sleeping arrangements for other members of your household while you are isolating. If your house has a lot of family members, especially older family members, it may not be possible to safely isolate with them in the home. Try speak to your extended family or friends and see if they are able to house your vulnerable family members.

Here are some tips to minimise the spread of COVID-19 between household members:

- Wash your hands often with soap and water.
- Try not to share a room with anyone and avoid shaking hands or hugging.
- When moving about your house, always wear a mask.
- Avoid common areas, like the kitchen as much as possible. If you need to use them, wait until nobody else is in the room.
- Use a separate bathroom if you can. Or keep your toiletries and towels in a separate location.
- Wipe down surfaces you have used with disinfectant.
- Open some windows. Keeping fresh air flowing helps stop the virus from circulating inside.

How do I take care of someone in isolation?

If you care for a person who has COVID-19 and is in isolation, you need to minimise the risk to you and other family members. As a carer you need to think about:

- Wearing a mask and gloves when you are in the room of the isolating person. If they can, they should also put on a mask.
- If you need to wash clothing or bedding of an infected person, wash it in hot water.
- Wipe down high use surfaces with disinfectant at least once per day. For example: doorknobs, taps and light switches.

How do I look after myself?

Not yarning with mob or seeing friends isn't good for people who are isolating. Try to keep in touch with people, and don't be afraid to ask family and friends to check in on you.

- If you are taking care of an isolating child, try to keep to a normal routine. Talk to your kid's school about how they can support home schooling.
- Take note of how you feel both emotionally and physically. If you think you are getting worse, call your local Aboriginal and Torres Strait Islander Community Controlled Health Service.
- If you need spiritual or cultural guidance, speak to an Elder or member of your faith or ask them to check in on you.
- Do some exercise or get outside (in your yard or on your balcony) every day.

Make a plan now

Start thinking about how you will handle a COVID-19 isolation in your home.

Do you need to make arrangements with your extended family for people to temporarily stay with them? Do you have enough food and drink? How will you pay your rent and bills? Use QAIHC's **COVID-19 Readiness Family Plan** (available from your local Community Controlled clinic) to make a plan for when COVID-19 comes to your community.

In case of an emergency

If you feel very sick or your symptoms are getting worse call 000 immediately.

IN FOCUS

Courageous Conversations about Race

Race and racism was the topic of discussion in December when staff from across Metro North Health participated in Courageous Conversations about Race™ (CCAR).

CCAR workshops operates on the belief that an organisation cannot achieve cultural responsiveness and inclusion in professional practice until they can talk about race and racism. The virtual workshops provide participants with navigational tools that they can apply in their daily professional practices, leading to significant short-term impact and longstanding organisational change and is required to achieve systemic racial equity transformation.

The workshop was attended by Aboriginal and Torres Strait Islander Program Officers, Aboriginal and Torres Strait Islander Cultural Capability Officers, Planning Officers, Clinical Nurse Consultants, Patient and Consumer Officers, Nurse Navigators and 18 Executive Directors from across the health service.

The Office of the CE and the Aboriginal and Torres Strait Islander Leadership Team have committed to delivering the training across Metro North to sustain a culturally equitable and safe network.

CCAR dovetails with Metro North's Values in Action framework as a practical approach to dealing with issues relating to race and racism.

The workshop aims to help participants answer the essential question,

How can I lead for a more racially equitable health system and community?

Growing our Indigenous Workforce in Mental Health

The Inner North Brisbane Mental Health Service has had the valuable opportunity to host the first Indigenous Cadet, Tasmin Handsaker.

Tasmin has been employed in the Southern Continuing Care Team under the professional guidance of Senior Social Workers, and cultural support from the Indigenous Mental Health Team. In 2022, Tasmin will enter a second year of the cadetship with the Northern Continuing Care Team.

"I am a proud Kamilaroi woman born in Tamworth, NSW and currently living in Meanjin (Brisbane). I am 24 years old and currently in my third year of a Social Work degree at QUT. I have been so lucky to be involved in a Social Work Indigenous Cadetship with the Southern Team of the Inner North Brisbane Mental Health Service and have learnt so much since I started in May 2021," Tasmin said.

"The team has provided me with many opportunities to learn and use my skills with consumers, as well as attend multiple workshops to further my professional development.

"I am very passionate about improving mental health outcomes and working to Close the Gap for Aboriginal and Torres Strait Islander peoples by providing culturally safe and competent services."

Indigenous Mental Health Professional Lead Chris Henaway said providing an Indigenous Allied Health student with the opportunity to participate in a cadetship with Metro North Mental Health has been a momentous occasion.

"The cadetship program has given the Indigenous social worker student a learning and career pathway into Queensland Health, both through professional leadership of allied health clinicians and their own professional development," Chris said

"Metro North Mental Health aims to offer four Indigenous Allied Health Cadetships in 2022, with the vision to improving health equity of the representation of Aboriginal and Torres Strait Islander clinicians."

The Metro North Indigenous Cadetship Program launched in 2020 with seven Allied Health Cadets employed across Metro North directorates. In 2021 nine Indigenous Cadets were employed in Allied Health.

As part of its MN32 strategy, Metro North Health is committed to increasing the representation of Aboriginal and Torres Strait Islander people within the workforce, to align with the consumer groups accessing our services.

The Indigenous Cadetship Program actively creates employment pathways into healthcare by employing, empowering, and supporting Aboriginal and Torres Strait Islander students to successfully complete their studies, to increase their work readiness and enhance their employability. The program also assists in building the cultural capability of our staff and consumers, with the goal of delivering culturally appropriate, safe, and effective services.

The Inner North Brisbane Mental Health Service has directly benefited from Tasmin's work in the community mental health team and looks forward to the future benefit of increased Indigenous representation in the clinical workforce through the cadetship program.



Above: L to R Chris Henaway, Eleanor Fleming (Team Leader Southern Continuing Care Team), Tasmin Handsaker (Social Work Cadet), Rachel Gherkie (Senior Social Worker) and Kerrie Jones (Social Work Professional Lead, Inner North Brisbane Mental Health Service).

Providing a family connection in the city

Sometimes living in a big city the wide range of available and easily accessible health care services can be taken for granted. This was not the case for proud Darug woman and Mackay resident Sandra McGarrity and her escort and sister Joy Butler.

Sandra's life was turned upside down five years ago when she was diagnosed with heart failure. She has since travelled with Joy to Brisbane four times to receive medical care at The Prince Charles Hospital (TPCH). Their most recent trip to Brisbane saw them stranded at Mackay airport and missing their scheduled appointments in Brisbane.

Sandra felt the setbacks were a sign that she was not meant to come, but with the help of the Indigenous Hospital Liaison (IHLO) team Sandra and Joy made it to her rescheduled appointment.

"Sandra feels good now knowing where she is at. We can make some changes now to make her life a lot easier and we wouldn't know that if we didn't come," Joy said.

The TPCH IHLO staff went above and beyond to ensure that Sandra and Joy could travel safely and attend the rescheduled appointment. The team kept in regular contact, organised their flights, booked in accommodation, and arranged transport to and from the airports.

"If it wasn't for the team we wouldn't have got here to start with. We didn't have to do anything. My heart can't thank the mob enough for what they have done," Joy said.

"They even gave me clothes. We were only supposed to be here for a couple of days, but it has turned into 9-10 days. I didn't pack enough clothes to be here that long."

During their time at TPCH, the IHLO staff would regularly check in to make sure things were running smoothly, even taking Joy to the shops when she needed to get items for their stay.

"I feel comfortable to be here. Anybody who does come here should know that it is a family. I feel that family connection," Joy said.

With their office located near the front entrance at TPCH, the IHLO staff provide a safe retreat for Aboriginal and Torres Strait Islander patients, family and visitors wanting to have a break from the hospital setting, have a cup of tea or a yarn.

"We don't replace family, but we are your family when our mob come to the hospital. We get a lot of Aboriginal and Torres Strait Islander patients not only from Queensland, but New South Wales and the Northern Territory as well. Our job has a purpose, and that purpose is for our patients, their family and community to stay and receive their health care," IHLO Team Leader Aleacha Hopkins said.

Sandra and Joy also received support from TPCH Indigenous Nurse Navigator Darsha Beetson who yarned with them about the upcoming procedure, explaining everything that was involved using a life like model of a heart.

"A lot of doctors and staff have their ways and explain things I don't understand, but with the IHLOs and Darsha I feel equal and understand," Joy said.

Joy's advice to mob attending TPCH is,

"Just reach out, if you need anything ask the team (IHLO). You are going to be in safe hands."

(L-R): Aleacha Hopkins, TPCH IHLO and patient escort Joy Butler





Better Together Medication Access Program Highly Commended

STARS Aboriginal Pharmacist, Lillian, is proud to support the Better Together Medication Access Program.

The Better Together Medication Access (BTMA) program has been recognised for excellence with two prestigious awards.

The program was Highly Commended in both the Healthy and Safe Communities category at the Premier's Awards for Excellence held in November 2021 and in the 24th Annual ACHS Quality Improvement (QI Awards).

BTMA was implemented in October 2020, and the initiative's scope is continually being expanded.

The program allows Aboriginal and Torres Strait Islander consumers to obtain discharge medications at no out-of-pocket cost, when discharging from a Metro North Health facility. BTMA has also provided staff with ongoing opportunities to strengthen relationships between Aboriginal and Torres Strait Islander staff and community groups, and the wider multidisciplinary team

Congratulations to all the staff involved in getting this deadly program up and running to improve the health and wellbeing of Aboriginal and Torres Strait Islander people.



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 all self-Identifying Aboriginal and Torres Strait Islander people discharging from a Metro North Hospital and Health Service.

Better Together Medication Access is only available through Metro North Hospital and Health Service 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.



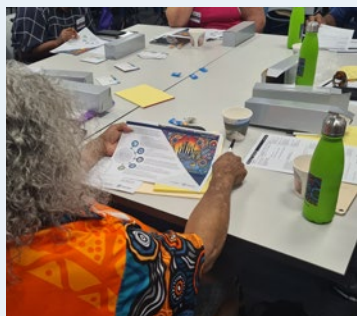
Better Together Medication Access is Metro North Hospital and Health Service wide and will be available from 1 October 2020.



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.



MESSAGE IN A COOLAMON



#forcommunity

Elders, staff and community members attending the Metro North Board forum in November 2021 at Caboolture were asked to share a message in a coolamon as part of the health equity development. Here are some of the messages we received:

It is a privilege to be able to listen we need to respect that and listen and listen again until we understand

'Listen, hear and learn. This is a journey'

- Learn from the lived experience and stories
- Commitment to enabling change in the system and structures
- Localise strategies

Patient/consumers must have more say in the operational decision making (day to day) of our Hospitals. We must educate our staff about unconscious bias. This is a major barrier to moving forward effectively. Mandatory Training – Unconscious Bias.

It will be useful to focus on co-design being a journey. The time restriction currently could disable the process of co-deign without the broader strategy.

Aboriginal and Torres Strait Islander Leadership across the system and levels not just one but multiple.

- Co-design must meet the need of the community
- Service planning must be designed with and for community
- Organisational "business needs" must be built around the need of the community
- Valuing/recognising/respecting/advocating voice
- Truth telling
- Courageous conversations
- Clear and consistent messaging

You need to increase workforce NOT more artwork. You need to change the way we recruit. Why do we do so many resumes, application, cover letters and interviews?

Listen and learn from your Aboriginal and Torres Strait Islander patients, consumers, community and workforce. Understand we do things differently than mainstream health.

Staff understand what cultural safety means to the patient.

Connection, respectful, work together and everyone's business.

Respectful communication.

There is an opportunity to involve community members in the co-design (or re-design) of health services – from infrastructure design, model of care, how information is shared (2 ways), welcoming environment and whether HHS best placed to deliver the service.

Focus on community liaison officers – nurse navigators are still seen as clinical not community.

Need a ten-year journey to stop differentiating between all cultural groups. We need one service that treats everyone equally.

Active listening from first point of contact to completion of the patient's journey.

Co-design has got to be a truly engaging process. Objectives need to be culturally appropriate and enable good health outcomes.

Only our people know, our people – give the power back to us. So, we can work with us in our way to help us. You been telling us, for far too long, how we can and do, so let us!! We need autonomy for us. Stop all the talking and start doing. My great grandparents still alive and 10 years still nothing happening. We need to see and hear our people in the Government roles to implement changes. To get a different outcome we need to positively change white system from the inside out.

!Our own people in the health industry!

- Be more culturally sensitive
- Implement a more holistic approach
- Music, food, smell and sound

Support more information.

Supporting elders who are the “go to” people in their community.

We could do with a lot more support when visiting the hospitals. More cultural awareness.

Equal learning and voices in partnership.

Health equity requires the whole system to walk together – not just hospitals.

We need cultural healing team.

Have more forum between the board and elders/community.

Really look at the health worker positions in Metro North.

- Building trust
- Truth telling
- Active listening
- Unconscious Bias
- Cultural safety
- System thinking
- Meeting KPI will close the gap

1. Follow up with what we request e.g. community ATSI group at top level to advise
2. Increase indigenous health workers in community and hospital

Is Metro North brave enough to educate its staff on unconscious bias to tackle racism?
People don't know what they don't know, and I think generally no one wants to treat people badly or racially but due to mainstream culture, prejudice towards First Nations people it is built into all the systems. As individuals/staff we are all part of the systems and need to be prepared to change and challenge ourselves to change systems.

Being Aboriginal or Torres Strait Islander does not mean that I bleed differently!!!

Thank you for giving and listening to our voices. Training from top down from families and communities. Cultural training.

We need to listen and learn. Build trust and start small and change things. E.g. Opd-open to Murri time

I would like to develop an outreach program for rural and remote patients that are required to travel to the RBWH. I am grateful for the opportunity to attend today. Thank you.

Encourage and facilitate active listening.

Roll out courageous conversations about race in Metro North. This is currently done in MNH but we need more.

Ensure more staff complete MNH cultural awareness training. Some staff do not attend due to lack of support from managers in attending.

- Lever off the SEQ regional strategy
- Remember this is a long-term process
- Accountability for change and outcomes

Projects start with consumer suggestion, not asking a consumer what they think of your idea.

We need to run a similar process with Aboriginal and Torres Strait Islander staff. They know in more detail what we can do better at the facility level.

In New Zealand, there are programs where Maori grandmothers are recruited as health workers, especially working with pregnant women and early child health years. Could consideration be given to engaging local Aboriginal and Torres Strait older persons as a liaison officers/community worker – in a part time or consultancy basis?

Murri watch as it is now does not acknowledge and respect those that have come before them. There are a lot of stories that need to be acknowledge but not from the arrest staff.

Starting points:

- Literature review (what we already know)
- Current strategies actions (what's worked? Continue, adapt, stop)
- Stakeholder mapping (where are groups/people within the HHS and community we can talk to engage)

Lines of enquiry

- How to improve the patient experience
- Systemic change
- Specialties – practicalities e.g. Mums and bubs

I wanted to emphasise traditionally what would normally happen in Aboriginal communities/families is the knowledge should come from the elders. Respect for the Brisbane North Yarning Circle.

Thank you I really appreciated being a part of this journey. I feel more doctors are required in our community clinics. I participate in a Deadly Choices gym program which is fantastic.

First Nations or First People are good! Aboriginal and Torres Strait Islander peoples are the first peoples. First Nations peoples. Training of truth telling for all the staff, board and high up?

1. More liaison numbers especially after-hours roster
2. Transport issues for elders

Like the admission of more Indigenous staff. Listen. Share. By 2031 have more Indigenous staff deliver the components of education, training, workshops, and cultural awareness.

Statement of Commitment

between

the Hospital and Health Services of South East Queensland,
the Mater Misericordiae Ltd and Children's Health Queensland

and

the Aboriginal and Torres Strait Islander Community Controlled Health Organisations
that comprise the Institute for Urban Indigenous Health regional network

To achieve First Nations Health Equity in South East Queensland by 2031, we commit to an urgent and rapid acceleration of action, that:

- Takes a whole of health system approach that effectively harnesses the respective strengths of Hospital and Health Services, Children's Health Queensland, the Mater Hospital and Community Controlled Health Services, where we work together to:
 - Deliver safe, accessible, and sustainable Aboriginal and Torres Strait Islander health services
 - Identify and co-design Aboriginal and Torres Strait Islander health service priorities to be addressed over the next ten years
 - Co-design and jointly implement a collective and systematic approach to engaging Aboriginal and Torres Strait Islander people across South East Queensland
 - Reorient local health systems to maximise available resources, identify and fill service gaps, and minimise duplication
 - Develop a set of performance measures and a monitoring framework to guide efforts to achieve equity of outcomes in South East Queensland by 2031
 - Strengthen the service interface between Hospital and Health Services and Community Controlled Health Services
 - Undertake joint health service planning, including consideration of system pressures that could be alleviated by utilising the capability of the Community Controlled Health Services Sector, and identifying areas that could be transitioned to community control
- Gives effect to the *National Agreement on Closing the Gap 2020* wherever possible by:
 - Acknowledging that Aboriginal Community Controlled Services are better for Aboriginal and Torres Strait Islander people, achieve better results and employ more Aboriginal and Torres Strait Islander people, and are often preferred over mainstream services (Clause 43)
 - Agreeing to implement measures to increase the proportion of services delivered by Aboriginal and Torres Strait Islander organisations, particularly community-controlled organisations, including by implementing funding prioritisation policies across all Closing the Gap outcomes that require decision about the provision of services to Aboriginal and Torres Strait Islander people and communities, to preference Aboriginal and Torres Strait Islander community-controlled organisations and other Aboriginal and Torres Strait Islander organisations (Clause 55)
 - Ensuring that investment in mainstream institutions and agencies will not come at the expense of investment in Aboriginal and Torres Strait Islander community-controlled services (Clause 66)
 - Increasing the amount of government funding for Aboriginal and Torres Strait Islander programs and services going through Aboriginal and Torres Strait Islander community-controlled organisations (Priority Reform 2)
- Takes a regional and systems approach to the development and implementation of a regional First Nations Health Equity Strategy and sub-regional implementation plans, including joint monitoring of progress in achieving agreed goals and targets
- Promotes and strengthens Aboriginal and Torres Strait Islander leadership at all levels of the health system and increases overall proportions of Aboriginal and Torres Strait Islander staff
- Enables collaboration with other government agencies and service providers to address the social determinants of health
- Implements actions to eliminate institutional racism in policies and processes across the health system
- Measures our progress by reporting at least every two years against agreed key performance indicators, targets, and baselines.


Metro North Hospital and Health Service





Metro South Hospital and Health Service



Gold Coast Hospital and Health Service



West Moreton Hospital and Health Service



Moreton Aboriginal and Torres Strait Islander Community Health Service



Aboriginal and Torres Strait Islander Community Health Service Brisbane



Kalwun Development Corporation



Kambu Aboriginal and Torres Strait Islander Corporation for Health



Children's Health Queensland



Yulu-Burri-Ba Aboriginal Corporation for Community Health



Mater Misericordiae Ltd



Institute for Urban Indigenous Health


22 November, 2021

STAFF PROFILE

A Day in the Life of: Layla Scott

Q1. Tell me about your family history and where you come from?

My cultural connections are as a Tanganeakald woman, from Kingston in South Australia. I grew up in Adelaide and in a small town on the Murray River, before moving to Brisbane in my high school years.

Q2. What is your role within Metro North Health and what will be your main objective?

My role within Metro North is the Health Equity Program Manager. My time will be spent working across Metro North to deliver a Health Equity Strategy, which focuses on eliminating racial discrimination and institutional racism, increasing access to health services, delivering sustainable and culturally safe healthcare services, influencing the social and cultural determinants of health as well as working with First Nations peoples.

Q3. What made you apply for the role of Health Equity Program Manager, and why is health equity important to you?

Health Equity is legislative change! This is an exciting movement looking at healthcare services and health equity, and how we can create changes to the health systems to create safer services and improve healthcare outcomes for our mob.

Q4. Where did you work before coming to Metro North Health?

I have worked for nearly 18 years in both Queensland and South Australia within social and emotional wellbeing services, as well as having worked within the Institute for Urban Indigenous Health (IUIH) and Queensland Health in Child and Youth Mental Health Service (CYMHS).

Q5. What do you hope to achieve in your role as Health Equity Program Manager over the next six months?

It is a busy start to 2022, with the development of the Health Equity Strategy in collaboration with the Aboriginal and Torres Strait Islander communities within Metro North.

My hope is that we have input from as many Aboriginal and Torres Strait Islander Elders and community members as possible into the Health Equity Strategy.

Q6. What have been some of the highlights in your health career?

Working in the social and emotional wellbeing space is a highlight of my career. Having worked with many consumers who I was privileged enough to walk alongside in their journey, who allowed me to hear their stories of struggles but also stories of strength and resilience is something that I have been privileged to be a part of.

Q7. Why are you proud to identify?

Since as long as I can remember my father always told us to be proud of our Aboriginal culture and this is something that I carry on and stand proud of.



WORD OF THE MONTH

“Galang meng”
(Gull-ung meng)

means “good day”
in Duungidjawan
language

The Duungidjawan
language is part of the
Kilcoy, Upper Brisbane
Valley language group.



Our health, Our way

Let's work together to create health equity for our mob

Health Equity means Opportunity and Change

– Wayne AhBoo
Moreton ATSICHS

If we be too sensitive, we won't fix anything

– Uncle Charles Passi

The voices, lived experiences, and cultural authority of our people are integral to the co-design, co-ownership and co-implementation of our Health Equity Strategy.

– Aboriginal and Torres Strait Islander Leadership Team Executive Director, Sherry Holzapfel.



Join the conversation #ourhealthourway #forcommunity via the Better Together Health Van Facebook Page - <https://www.facebook.com/BetterTogetherHealthVan>



For further information contact the Health Equity Project Team by phoning (07) 3139 6621 or email HealthEquityMNH@health.qld.gov.au



IDENTIFICATION: IT'S YOUR RIGHT TO A HEALTHIER LIFE

Metro North Hospital and Health Service *Putting people first*

Be proud to Identify

**Are you of
Aboriginal and/
or Torres Strait
Islander origin?**

- ✓ Receive culturally appropriate care and support
- ✓ Receive the right health care and services
- ✓ Health Service staff must ask you the question
- ✓ Metro North Hospital and Health Service are here to help with your health care journey

Further information visit our website
www.metronorth.health.qld.gov.au/better-together-van
or Facebook page @BetterTogetherHealthVan



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 Bettertogetherhealthvan@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.



<http://creativecommons.org/licenses/by/2.5/au/>

© State of Queensland (Metro North Hospital and Health Service) 2022

Produced by the Metro North Communication Directorate

Page 24