

Turning good intentions into culturally safe practice

As part of continuing efforts to Close the Gap in health and life expectancy among Indigenous Australians, Brisbane North PHN is supporting a new initiative that will bring additional Indigenous health expertise into the organisation.

To improve uptake of mainstream healthcare services across Brisbane by Aboriginal and Torres Strait Islander peoples, Peter Boney from the Institute for Urban Indigenous Health (IUIH) will work from the PHN's offices one day per week for the next few months.

Mr Boney is a Kwiambal and Ngorabul man from North West NSW, who moved to Queensland more than thirty years ago. He now works as an IUIH program manager with responsibility for aspects of the Integrated Team Care Program. He says one of his priorities is to provide a training program that will help general practices and other healthcare providers turn their good intentions for their Indigenous patients into culturally safe practices.

"The training has been developed with the RACGP," Mr Boney said, "and aims to help practices and the healthcare system become more culturally safe for Indigenous patients."

"This isn't something that is just achieved through visualisations or artwork. It's actually about working with the staff to better understand and build better relationships with their Indigenous patients," he said.

"Our training is divided up into two major sections.



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The first part covers colonisation and the effects of this on Aboriginal and Torres Strait Islander peoples.

"This is sometimes quite confronting for practice staff, and quite emotional. You have all kinds of reactions to that part of the training.

"The second part involves working through certain Medicare items that staff can use to care for their Indigenous patients.

"We have people come along to the training who are specialised in programs that offer mainstream clinics a wrap-around service free of charge – including support, education and training – for coordinated care programs available to people with chronic conditions, and for IUIH Connect Plus.

"We also have our head of pharmacy come in to talk about PBS co-payments and the recent changes to that program.

"So practice staff walk away from the second part of the training with deeper knowledge of services they can use free of charge to help their Indigenous patients to achieve better health," he said.

Mr Boney is supporting working with healthcare providers across both the Brisbane North and South catchments and said IUIH can also help them to develop an action plan to implement any service changes needed following the training.

Completion of this training meets the Practice Incentive Program (PIP) Indigenous Health Incentive requirement. It has been approved by the RACGP QI&CPD Program in the 2020-22 triennium for 10 Category 2 points (Activity: 190447).

Next cultural awareness training session:

When: 8.30am–2.30pm, Saturday 6 November 2021

Where: Everton Park Hotel, 101 Flockton Street, Everton Park.

For more information or to register email itc@iuih.org.au



Peter Boney from the Institute for Urban Indigenous Health (IUIH).

New online tool for dementia support and information

When you're living with dementia or caring for someone with dementia, there can be a lot of questions and unknowns.

Brisbane North PHN has created an online dementia service navigation platform and hardcopy directory, to improve dementia service navigation across the North Brisbane and Moreton Bay region.

These resources have been designed collaboratively with people living with dementia, their carers and families, as well as health professionals and service providers—to best meet each of their needs.

The Your Care Navigator website is the ultimate guide for finding support, services and information relating to dementia in the North Brisbane and Moreton Bay area.

Your Care Navigator is now live and can be accessed at www.yourcarenavigator.org.au



The easy-to-use online tool will point you in the right direction for:

- emergency respite
- help at home
- mental health and wellbeing
- planning for the future
- education and resources.

The PHN collaborated with the peak national body Dementia Australia and creative agency New Word Order to create this

tool.

Brisbane North PHN plans to expand on this digital resource in the future to include service navigation for the needs of all older people for healthy living and wellbeing in the North Brisbane and Moreton Bay region.

For more information contact Amy Anderson (Project Officer, Brisbane North PHN) at amy.anderson@brisbanenorthphn.org.au

MORETON DAY HOSPITAL

MORE THEATRE SPACE AVAILABLE NOW AT THE MORETON DAY HOSPITAL NORTH LAKES.

Moreton Day Hospital features three large operating theatres with state-of-the-art equipment for surgeons. Moreton Day Hospital is located within the North Lakes' Specialist Medical Centre: opposite North Lakes Westfield Shopping Centre. It has easy access from the Bruce Highway, free parking and a lovely on-site café.

Independently owned, Moreton Day Hospital delivers high-quality Ambulatory Day Care and is ideal for surgeons and patients living in the fast-growing corridor between Brisbane and the Sunshine Coast.

If you are interested in offering your patients a quality surgical experience in this dynamic, vibrant, well located and growing area, please contact the Head of Practice, Peggy Ekeledo-Smith at peggy.es@mdhospital.com.au or Graham at hay-smith@mdhospital.com.au or phone the Moreton Day Hospital on 07 3487 1111 and ask to speak to Peggy.

NOW AVAILABLE