



**PRIMARY
HEALTH
NETWORK**

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative



**PRIMARY
HEALTH
NETWORK**



**FIRST NATIONS
HEALTH**

First Nations Health for Allied Health Providers

INFORMATION SESSION

First Nations Health Team
2021

HNECC PHN ACKNOWLEDGES THE TRADITIONAL OWNERS & CUSTODIANS OF THE
LAND THAT WE LIVE & WORK ON AS THE FIRST PEOPLE OF THIS COUNTRY.

THEPHN.COM.AU

Healthy People, Healthy Communities





The Primary Health Network acknowledges the traditional custodians of the land on which we live and work, and respects their continuing culture and the contribution they make to the life of this vast region.

Yaama

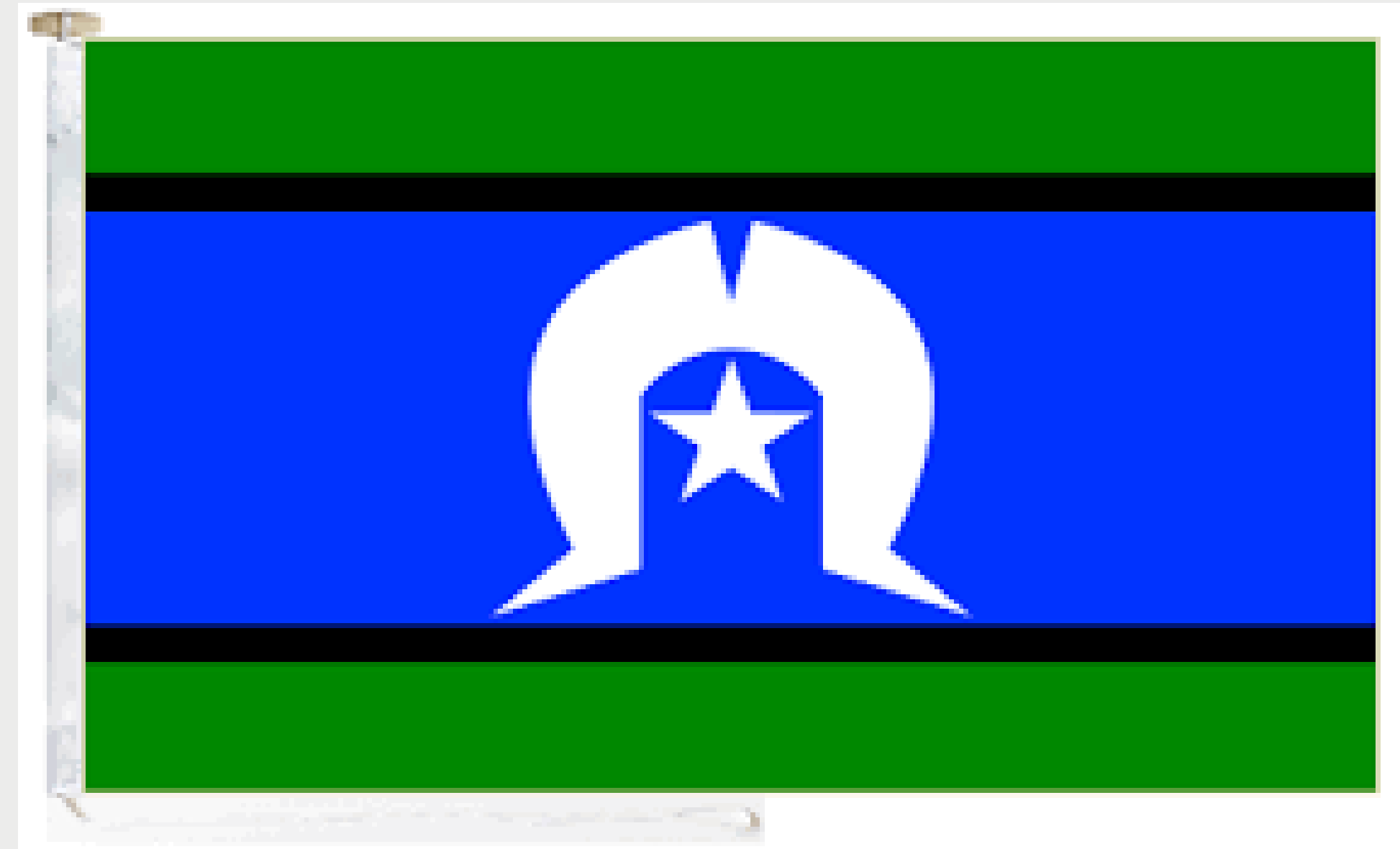
(hello)



CONTENTS

1. Acknowledgement to Country
2. Artwork
3. Who are we and what we can do to help
4. Our Team
5. Education
6. Cultural Awareness
7. ITC
8. CTG
9. Cultural safety
10. Why asking the question of ethnicity is so important
11. Resources
12. Referral form

ACKNOWLEDGEMENT TO COUNTRY



I would like to pay my respect to the traditional custodians of the lands on which we work & meet today; and pay our respects to Elders past, present and future leaders. The HNECC PHN are committed to honoring Australian Aboriginal and Torres Strait Islander peoples' spiritual relationships to the land, waters and seas.

LEARNING OUTCOMES

- **Better understanding of how the First Nations Health Team from the PHN can support Allied Health Services**
- **Better understanding of local Aboriginal history and culture for each region**
- **Better understanding of health priorities and needs of local communities**
- **Know how to access culturally appropriate resources**
- **Better understanding of local First Nations health programs and services**

Meet the First Nation health access team



Kristy Vasau- First Nation health access Manger

Josh Fuller- Hunter New England Central coast: First Nation community engagement officer

Robbie Watson- Hunter: First nation health access officer

Malika Riley- New England: First Nation health access officer

Ashley Bullock- New England: First Nation health access officer

CONTACT : First-Nations-Health-Access@thephn.com.au

The Aboriginal Health logo and cultural artwork has been produced for the Primary Health Network as a representation of the work, programs and services provided for First Nations communities within the Hunter New England and Central Coast regions of NSW.

The artwork references traditional and contemporary practices of health, medicine and gatherings between communities to share the knowledge, experiences and stories for providing better health outcomes.

The branding provides an extended visualisation of the natural resources and materials that identifies the cultural and modern practices of life and health sustainability. This includes, water, plants, flowers, boomerangs.



The 'First Nations Health logo' references the cultural practice and historical use of a natural tool such as the coolamon. Inside the logo are a number of patterns and images that reference water, plants, flowers, boomerangs and stones which were used for sustaining life and food sources.



First Nations Health Access Team

- Dashboard reports (Quality Improvement)
- Cultural safety
- Provision of appropriate 715 health assessments and referral opportunities
- Community health promotion opportunities to empower and support Aboriginal communities to meet better health outcomes
- Linking providers to local Aboriginal health services for example:
Community service directories

AVAILABLE EDUCATION SESSIONS FOR ALLIED HEALTH

Cultural Safety: Understanding common barriers for First Nations people accessing mainstream health care, health risk factors and how to address these

Asking the Question: Understand the importance of identifying your Aboriginal and Torres Strait Islander patient ethnicity, and how to ask the question appropriately

Allied Health Referral: Understand the First Nations Allied Health referral coming from General Practice

Integrated Team Care (ITC): Develop an increased understanding of the Integrated Team Care (ITC) program and how it relates to Allied Health

INTEGRATED TEAM CARE (ITC)

ITC CLIENTS CAN GET SUPPORT WITH:

- **Care Coordinator who will work with Clients to coordinate their appointments and meet their health goals**
- **Transport to medical appointments**
- **Assistance with gap payments for private specialist and Allied Health providers (where no other funding is available)**
- **Medical aid purchase and support**
- **Aboriginal Outreach Workers will help clients get to their appointments, help understand what the Clinician or Health Worker is saying and put them in touch with culturally appropriate health and community services**



WHAT DOES ITC AND ALLIED HEALTH HAVE IN COMMON

Allied Health Providers may receive referrals for clients on this program and this is how they are supported

Most clients would require bulk billing to access allied health services due to the complex needs that clients may have

Examples :

- have been identified by a general practitioner as having a chronic disease and requiring complex care coordination.
- are at risk of hospital admission due to their ill health
- have trouble accessing and using the right services for their care
- have trouble managing multiple services and appointments
- cost associated with private appointments
- long waiting lists in the public sector



ITC is a 12 month program and if you would like to offer bulk billing for ITC clients, please contact our team at the PHN for more information

ITC PROVIDERS IN THE HNECC FOOTPRINT

- HUNTER PRIMARY CARE – NEWCASTLE PH: 02 4925 2259
- YERIN AMS – WYONG PH: 02 4351 1040
- BIRIPI AMS – TAREE PH: 02 6551 7444
- HEALTHWISE – TAMWORTH PH: 02 6766 1394
- TOBWABBA - FORSTER PH: 6555 6271
- UNGOOROO - SINGLETON PH: 6571 5111

IMPACTS ON FIRST NATIONS HEALTH

- Distrust towards non-Indigenous people and services
- Experiencing judgement or racism
- Identity issues - not willing/afraid to identify as Aboriginal and/or Torres Strait Islander
- High rates of depression, anxiety, PTSD, suicide, chronic conditions
- Low health literacy
- Over-represented in the justice system
- Unaware of health services in mainstream primary care
- Poor access to private Specialists and Allied Health
- Fear or shame talking about health to non-Indigenous people



The above can lead to non-attendance, non-health compliance and disengagement

CLOSING THE GAP: HOW IT STARTED

2008

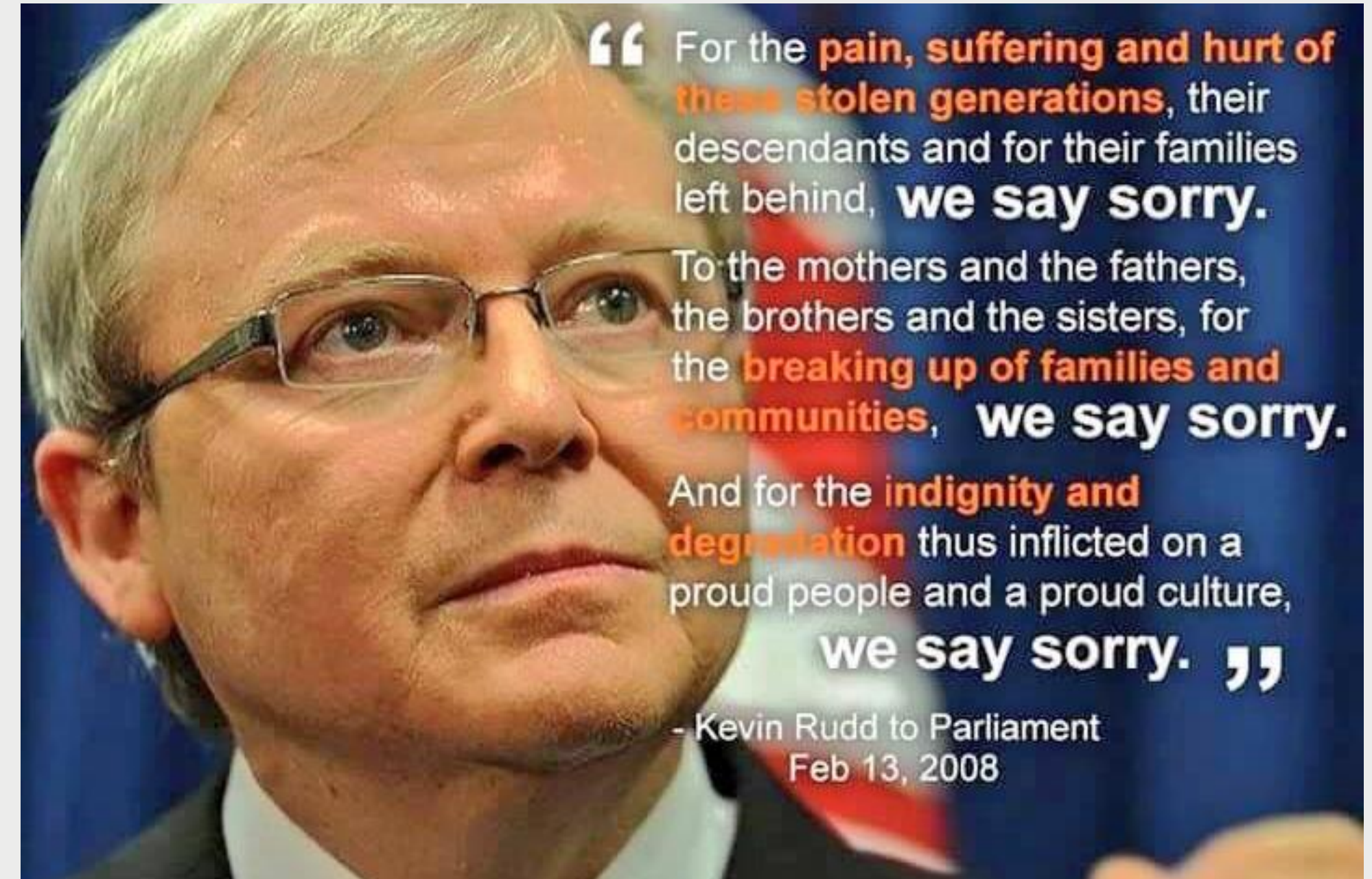
The Apology

On the 13th February 2008, newly elected Prime Minister Kevin Rudd, made a formal apology to Australia's First Nations peoples, particularly to the Stolen Generations whose lives had been blighted by past government policies of forced child removal and Indigenous assimilation.

It was witnessed by the thousands of people gathered in Canberra for the event and was broadcast all over the country.

It was a powerful and memorable moment in the nation's history. The apology cleared the air, inspiring Australians to believe we really can build the kind of respectful relationships needed for positive, long term outcomes.

By 2001 all state and territory governments had issued apologies. Only the Australian Government, at the Federal level, under John Howard, had objected.



Kevin Rudd signs the Statement of Intent

CULTURAL SAFETY SUPPORT

- What is Cultural Safety
- What does this look like ?
- Help with providing resources
- Help with making your space culturally safe for First Nations People



Cultural safety is about: Shared respect, shared meaning and shared knowledge.

Cultural Safety Resources

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PRACTICE AND EXAMPLES
FOR CULTURAL SAFETY

IDEAS AND EXAMPLES FOR A CULTURALLY SAFE ENVIRONMENT

PRACTICE ENVIRONMENT / ATMOSPHERE

Ideas	Examples
Local Aboriginal Site visits/Chats	<ul style="list-style-type: none"> • Doing a site visit for a local Aboriginal site (as outlined in a listing of local Aboriginal sites on the meeting site where they are held)
Aboriginal Names/Signage	<ul style="list-style-type: none"> • Avoidance Signage
A display of an Acknowledgement of Country or an acknowledgment of knowledge and respect to the Traditional Owners and ongoing custodians of the land - the Aboriginal and Torres Strait Islander people	<ul style="list-style-type: none"> • Traditional Acknowledgement practice • We will acknowledge the Traditional Custodians of the land on which we are meeting today. We pay respect to the Elders past, present and future, and recognise the continuing culture and contributions to the land. I would like to extend the warmest of greetings to the Aboriginal and Torres Strait Islander people who live here today. I would like to extend the warmest of greetings to the Elders - past and present - and thank you for your knowledge and wisdom. • We would like to acknowledge the Traditional Custodians of the land on which we are meeting today. The _____ people (name of country) and acknowledge the Aboriginal and Torres Strait Islander people who live here today. I would like to extend the warmest of greetings to the Elders - past and present - and thank you for your knowledge and wisdom. • We acknowledge the Traditional Custodians of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to the Elders past, present and emerging.
Display Acknowledgement of Country on all pages	<ul style="list-style-type: none"> • Australia from PHN after initial discussion is completed
Acknowledgement of signatories (NAGOC, NAC, Sorry Day, Community, etc)	<ul style="list-style-type: none"> • Put on a meeting site and invite community • Offer to meet on-site • Display signage in recognition for the day • Have Acknowledgement of Country Signage throughout meeting • Refer to the signpost after meeting concludes for the day
Language/culture notes in the workplace which outline the Aboriginal language groups/regions within that region	<ul style="list-style-type: none"> • Content about local Aboriginal Language Groups that can be used in meetings and after meetings • Having some local language included in the signpost/signage in the walls of the room at all times or available

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PRACTICE AND EXAMPLES
FOR CULTURAL SAFETY

SIGNIFICANT DATES 2020/21

DAY	DATE	Ideas for Practices
Remembrance of the Anzacs To Anzac Day (25th April) until 25th April	25th April	<ul style="list-style-type: none"> • A sign in the meeting room • A table with information on the history of Anzac Day and the significance of the day to the people of Australia, including the role of the Anzac legend • An acknowledgement of the role of the Anzac legend in the history of Australia
APOLOGY National Sorry Day	26th April	<ul style="list-style-type: none"> • A sign in the meeting room • A table with information on the history of National Sorry Day and the significance of the day to the people of Australia, including the role of the Anzac legend • An acknowledgement of the role of the Anzac legend in the history of Australia
National Close the Gap Day Close the Gap Day (26th April)	26th April	<ul style="list-style-type: none"> • A sign in the meeting room • A table with information on the history of National Close the Gap Day and the significance of the day to the people of Australia, including the role of the Anzac legend • An acknowledgement of the role of the Anzac legend in the history of Australia
CLOSE THE GAP		<ul style="list-style-type: none"> • A sign in the meeting room • A table with information on the history of National Close the Gap Day and the significance of the day to the people of Australia, including the role of the Anzac legend • An acknowledgement of the role of the Anzac legend in the history of Australia
NAIDOC Week NAIDOC Week (28th July - 3rd August)	28th July - 3rd August	<ul style="list-style-type: none"> • A sign in the meeting room • A table with information on the history of NAIDOC Week and the significance of the day to the people of Australia, including the role of the Anzac legend • An acknowledgement of the role of the Anzac legend in the history of Australia
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RESOURCES

1. Each session will contain all the resources on each subject Matter.
2. Help with your practice to better engage support and welcome First Nations Peoples
3. How to better communicate and support First Nations Patients
4. What services are available in your Community



PHN RESOURCES



DOES YOUR FAMILY HAVE A DOCTOR?
A Doctor is also known as a GP (General Practitioner)

What does a Doctor do?

- They look after your physical health and wellbeing
- They provide support for any social and emotional wellbeing problems you may be having
- They help you manage your overall health care and will refer you to other specialists or health professionals if needed.

How do I know if the Doctor is right for me and my family?

- You feel confident and comfortable in talking openly about personal information
- You feel confident that they can explain information to you in a clear and easy-to-understand way
- You feel confident that they respect your culture, values and beliefs
- You feel comfortable to speak openly about your family and relationships

Is it important to have a Doctor?

- Yes, having your own regular Doctor means that they can help you look after your health
- They can get to know you and understand you
- They can provide extra support and help with your health care needs
- Having your own regular Doctor means you don't have to repeat information every time you see them

If I identify as being an Aboriginal and/or Torres Strait Islander person, do I need to go to an Aboriginal Medical Service for my health checks?

- No, it is important to go to the Doctor that you feel most comfortable with. It is your choice what Doctor you see
- If you don't feel like you are being looked after at your regular Doctor it is important to let the clinic know or try another Doctor that you feel more comfortable with

Where can I find a phone number and address of a Doctor?

- Health Direct provides a directory of GP clinics as well as other health information: <https://www.healthdirect.gov.au/>
- You can also visit a GP after hours clinic if you need a Doctor between 9am and 5pm, weekends and 1pm - 5pm on Saturdays. Their phone number is **1300 130 147**
- For any emergency care, you should call **000** or visit the nearest hospital
- Ask a friend or family member to help you find a local Doctor

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DESCRIPTIONS PBS Co-Payment Exemptions

1. Who can nominate a CTG on PBS prescriptions?

- Medical practitioners from practices participating in the PBS program
- Approved medical practitioners from an AMP/MS
- Practitioners who have received a nomination for a patient from either of the above

2. Who can nominate a CTG on PBS prescriptions?

- Medical practitioners from practices participating in the PBS program
- Approved medical practitioners from an AMP/MS
- Practitioners who have received a nomination for a patient from either of the above

3. Who can nominate a CTG on PBS prescriptions?

Practice who registered patient for CTG PBS	Participating GP or Pharmacist	Approved AMP/MS	Specialist
General Practitioner	General Practitioner	General Practitioner	Aboriginal Medical Practitioner
Pharmacist	Pharmacist	Pharmacist	Aboriginal Medical Practitioner
Physiotherapist	Physiotherapist	Physiotherapist	Aboriginal Medical Practitioner
Podiatrist	Podiatrist	Podiatrist	Aboriginal Medical Practitioner
Optician	Optician	Optician	Aboriginal Medical Practitioner
Therapist	Therapist	Therapist	Aboriginal Medical Practitioner
Other	Other	Other	Aboriginal Medical Practitioner

CLOSING THE GAP?

To improve the lives of all Aboriginal and Torres Strait Islander Australians, governments have worked together to deliver better health, education and employment opportunities for Aboriginal and Torres Strait Islander people, and to eliminate the gap in life expectancy between them.

How is my Doctor helping to close the gap?

1. Health Checks

2. Cheaper Medication

3. Integrated Team Care (ITC) for complex chronic disease

4. Health Direct

5. Health Referrals

6. Health Care Coordination

7. Health Care Support

8. Health Care Navigation

9. Health Care Advocacy

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566. Health Care Coordination

567. Health Care Support

568. Health Care Navigation

569. Health Care Advocacy

570. Health Care Assessment

571. Health Care Monitoring

572. Health Care Evaluation

573. Health Care Improvement

574. Health Care Innovation

575. Health Care Research

576. Health Care Education

577. Health Care Training

578. Health Care Leadership

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619. Health Care Monitoring

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621. Health Care Improvement

622. Health Care Innovation

623. Health Care Research

624. Health Care Education

625. Health Care Training

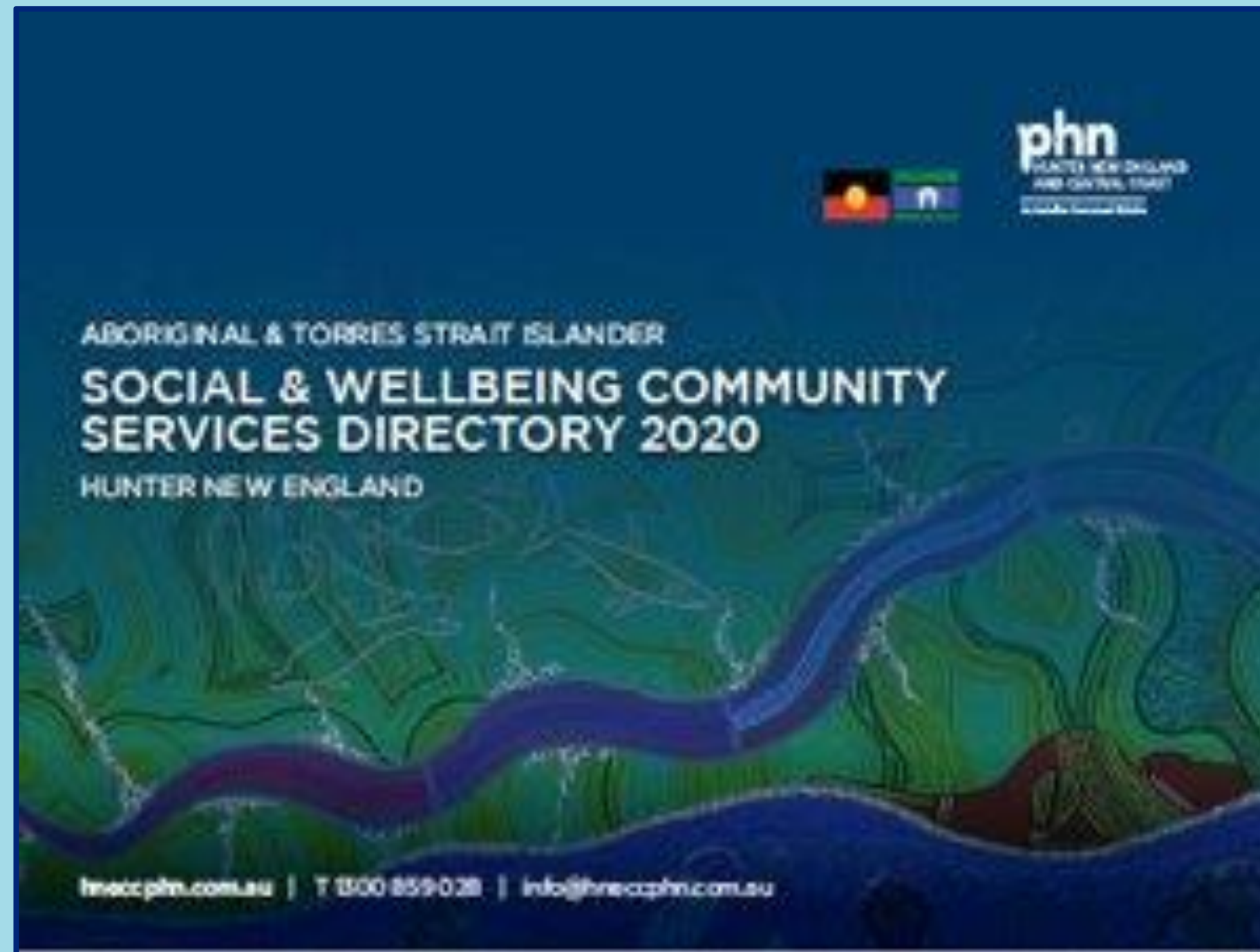
626. Health Care Leadership

627. Health Care Partnership

628. Health Care Collaboration

629. Health Care Integration

COMMUNITY SERVICE DIRECTORIES



You can find the directories on health pathways and our [PHN website](#)

Follow-up Allied Health Services for People of Aboriginal or Torres Strait Islander Descent

[https://www1.health.gov.au/internet/main/publishing.nsf/Content/F691624338959396CA257BF0001FE91C/\\$File/MBS%20follow-up%20allied%20health%20services%20for%20people%20of%20ATSI%20descen,%20final%2024%20July%202012.pdf](https://www1.health.gov.au/internet/main/publishing.nsf/Content/F691624338959396CA257BF0001FE91C/$File/MBS%20follow-up%20allied%20health%20services%20for%20people%20of%20ATSI%20descen,%20final%2024%20July%202012.pdf)

After today's session using the information from the attendance sheet, you will receive an email to complete a survey.

If you could please take the time to answer a few questions, so we can improve the way we deliver and provide training sessions to the Allied Health sector.



After - Health Check (MBS 715)

Post Education Evaluation

Hi, Kristy. When you submit this form, the owner will see your name and email address.

* Required

1. Post the education session Rate your knowledge in.. *

	Very High	High	Moderate	Low
Your understanding of the 715 Health Check	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your understanding who is eligible for the health check	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your understanding of cultural diversity when performing a 715 health assessment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your understanding of Allied health follow-up services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Your understanding of Nurse follow-up services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2. Did the education session meet your expectations? *

Yes - exceeded expectations

Yes - met expectations

EXAMPLE ONLY



Friendly Reminder

Please make sure you have filled in the attendance form.

As we will use this information to email you a survey and resources after today's education session.



FIRST NATIONS
HEALTH

Attendance Form

Education Session for General Practice

Date:		Time:	
General Practice:			
PHN Staff Member:			
Education Session/Topic:			
No.	Name	Position	Email Address
1			
2			
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16			



HNECCPHN Aboriginal Health Access Team

How can we support your practice:

**PRIMARY
HEALTH
NETWORK**

- Asking the Question
- PIP IHI (Practice Incentives Payment-Indigenous Health Incentive)
- CTG PBS Co-Payment
- ITC (Integrated Team Care)
- Health Check
- Cultural Safety



Allied Health Information session 2022

Thank you for your time

First Nations Health Access Team
2022

THEPHN.COM.AU

**PRIMARY
HEALTH
NETWORK**

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative


**FIRST NATIONS
HEALTH**



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