



**PRIMARY
HEALTH
NETWORK**

phn
HUNTER NEW ENGLAND
AND CENTRAL COAST
An Australian Government Initiative

**PRIMARY
HEALTH
NETWORK**



**FIRST NATIONS
HEALTH**

First Nations Health for PHN service providers

INFORMATION SESSION

First Nations Health Team
2023

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

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4. Our Team
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10. Why asking the question of ethnicity is so important
11. Resources
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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 Nations Health
Access Manger

Josh Fuller

First Nations Community
Engagement Officer

Robbie Watson

First Nations Health
Access Officer
Hunter/Mid-Coast

Bree Foyle

First Nations Health
Access Officer
Central Coast

Jamie-Lee Norris

First Nations Health
Access Officer
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PHN FIRST NATIONS BRANDING

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**

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

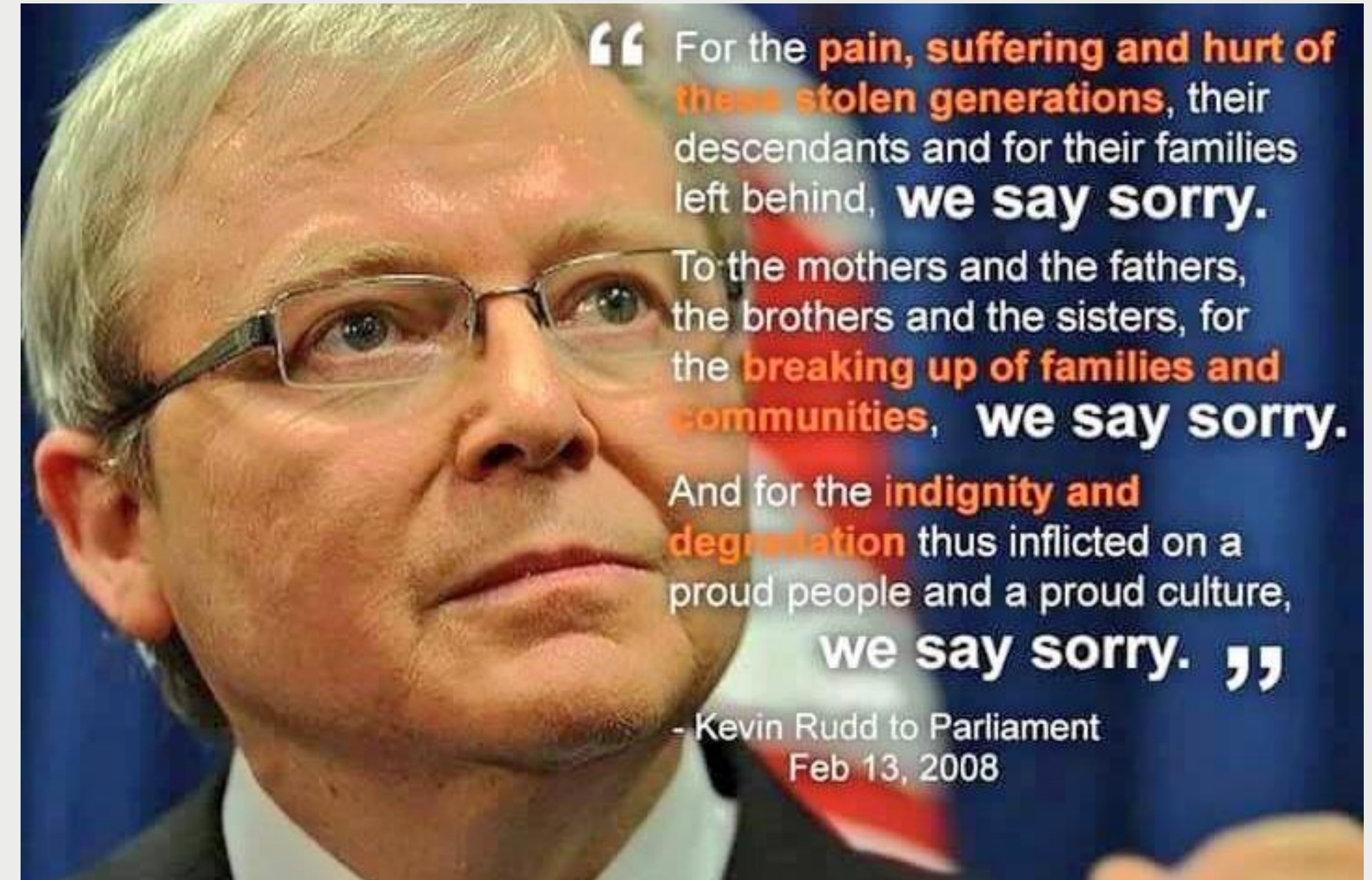
The Apology

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



IDEAS AND EXAMPLES FOR A CULTURALLY SAFE ENVIRONMENT

PHN
Partnerships for Health and Wellbeing
www.health.gov.au/phn

PRACTICE ENVIRONMENT / ATMOSPHERE

Ideas	Examples
Local Aboriginal Bin works Days	<ul style="list-style-type: none"> Creating a safe space for an oral Aboriginal history lesson as a starting point about local place, connections to meaning, where they are from.
Aboriginal named Bin responsibilities	<ul style="list-style-type: none"> Aboriginal Bin Bin
A process of an Acknowledgement of Country or an opportunity to acknowledge 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"> Proclamation acknowledgement available We will acknowledge the Traditional Custodians of the land we work on and respect their rights, culture and traditions. We will acknowledge the continuing contributions of the people who are the traditional custodians of the land we work on and respect their rights, culture and traditions. We will acknowledge the Traditional Custodians of the land we work on and respect their rights, culture and traditions. We will acknowledge the continuing contributions of the people who are the traditional custodians of the land we work on and respect their rights, culture and traditions. 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 desktops and signage	<ul style="list-style-type: none"> Australia from PHN after initial discussion is completed
Acknowledgement of significant dates (ANZAC, Mabo, Sorry Day, Community Day)	<ul style="list-style-type: none"> Partners training, the and local community Offer 30 second pause Display poster in reception for flag day Local Aboriginal Bin works Day - Torres Strait Islander - Traditional Owners Refer to the significant dates relevant to their role
Designated posters/flags in the workplace which outline the Aboriginal and Torres Strait Islander people and history	<ul style="list-style-type: none"> Content cover local Aboriginal/Land Councils that are not listed here and other resources Having your local language recognized on the sign displayed in the office in the form of an email or a poster

www.health.gov.au/phn



SIGNIFICANT DATES 2020/21

PHN
Partnerships for Health and Wellbeing
www.health.gov.au/phn

DAY	DATE	Ideas for Practices
End of the Day Tuesday 1st October 2021	1st October 2021	<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day
APOLOGY		<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day
National Close the Gap Day Monday 12th October 2021	12th October 2021	<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day
CLOSE THE GAP		<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day
Nightwork Day Friday 1st October 2021	1st October 2021	<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day
NIGHTWORK DAY		<ul style="list-style-type: none"> Reflection on the day Reflection on the day Reflection on the day Reflection on the day Reflection on the day

RESOURCES

1. Each session will contain all the resources on each subject Matter.
2. Help with your service 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 clients

1. Who can enrolle CTS on PBS prescriptions?

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

The names people who have prescribed rights to enrolle a CTS PBS co-payment client will appear in the appropriate register of practice registration.

Practice who registered patient for CTS PBS	Participating GP or Pharmacist	Approved AMP/MS	Specialist
General Practitioner	General Practitioner	General Practitioner	Aboriginal and Torres Strait Islander Health Practitioner
Pharmacist	Pharmacist	Pharmacist	Aboriginal and Torres Strait Islander Health Practitioner
Physiotherapist	Physiotherapist	Physiotherapist	Aboriginal and Torres Strait Islander Health Practitioner
Podiatrist	Podiatrist	Podiatrist	Aboriginal and Torres Strait Islander Health Practitioner
Optometrist	Optometrist	Optometrist	Aboriginal and Torres Strait Islander Health Practitioner
Therapist	Therapist	Therapist	Aboriginal and Torres Strait Islander Health Practitioner
Healthcare Worker	Healthcare Worker	Healthcare Worker	Aboriginal and Torres Strait Islander Health Practitioner
Other	Other	Other	Aboriginal and Torres Strait Islander Health 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. (https://closingthegap.gov.au/)

How is my Doctor helping to close the gap?

2 Cheaper Medication

3 Integrated Team Care (ITC) for complex chronic disease

4 Health Checks

5 Health Checks

Refer to the latest report for the status on the current close the gap targets: <https://report.gov.au/>

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DATE Ideas for Practices

DATE	Ideas for Practices
18 February 2021	Display the signage which can be found at https://www.hnacphn.com.au/health-checks for health checks for Aboriginal and Torres Strait Islander people.
18 March 2021	Hold a morning tea - invite your Aboriginal patients and discuss what you can offer for the GP/MS and ITC. Attend health checks and use the opportunity for their health and advice on home.
18 March 2021	Post information on your Facebook and website page if you have one.
18 March 2021	Use feedback as a performance tool if you have it.



ABORIGINAL AND TORRES STRAIT ISLANDER 75 HEALTH CHECK

A health check is an assessment that is performed annually to assess a patient's physical, social and emotional wellbeing.

The aim of the 75 Health Check is that Aboriginal and Torres Strait Islander patients receive health care and services that are matched to their individual needs.

Have a yarn today with your Doctor about a health check.

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ENVIRONMENT / ATMOSPHERE:

Examples

- Display a sign asking for a local Aboriginal Artist to purchase a painting of their local area and the meaning behind it.
- Display an acknowledgement of the Traditional Custodians of the land on which the practice sits on today. The way we speak to the Elders, past, present and future, and recognise the continuing connection and contribution to this land. I would like to extend that respect to my Aboriginal people who are here today.
- We would like to acknowledge the Traditional Custodians of the land on which we are meeting today. The People of the Country and acknowledge the Aboriginal and Torres Strait Islander people who have made this land, and the connection to the land, past and present - and future cultural knowledge holders.
- We acknowledge the Traditional Custodians of country throughout Australia and recognise their continuing connection to land, waters and culture. We say our respects to their Elders past, present and emerging.
- Available from PHN after culture education is completed.
- Put on a morning tea and invite community.
- Offer 75 health checks.
- Display a poster in reception for that day.
- Wear Aboriginal and Torres Strait Islander themed t-shirt.
- Refer to the signpost sites resource available from PHN.
- Contact your Local Aboriginal Land Council to find out where to obtain maps and other resources.
- Having some local language connected for the region displayed on the wall in the form of artwork or a poster.

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BE SHY AND IDENTIFY
Identify as Aboriginal and/or Torres Strait Islander origin?

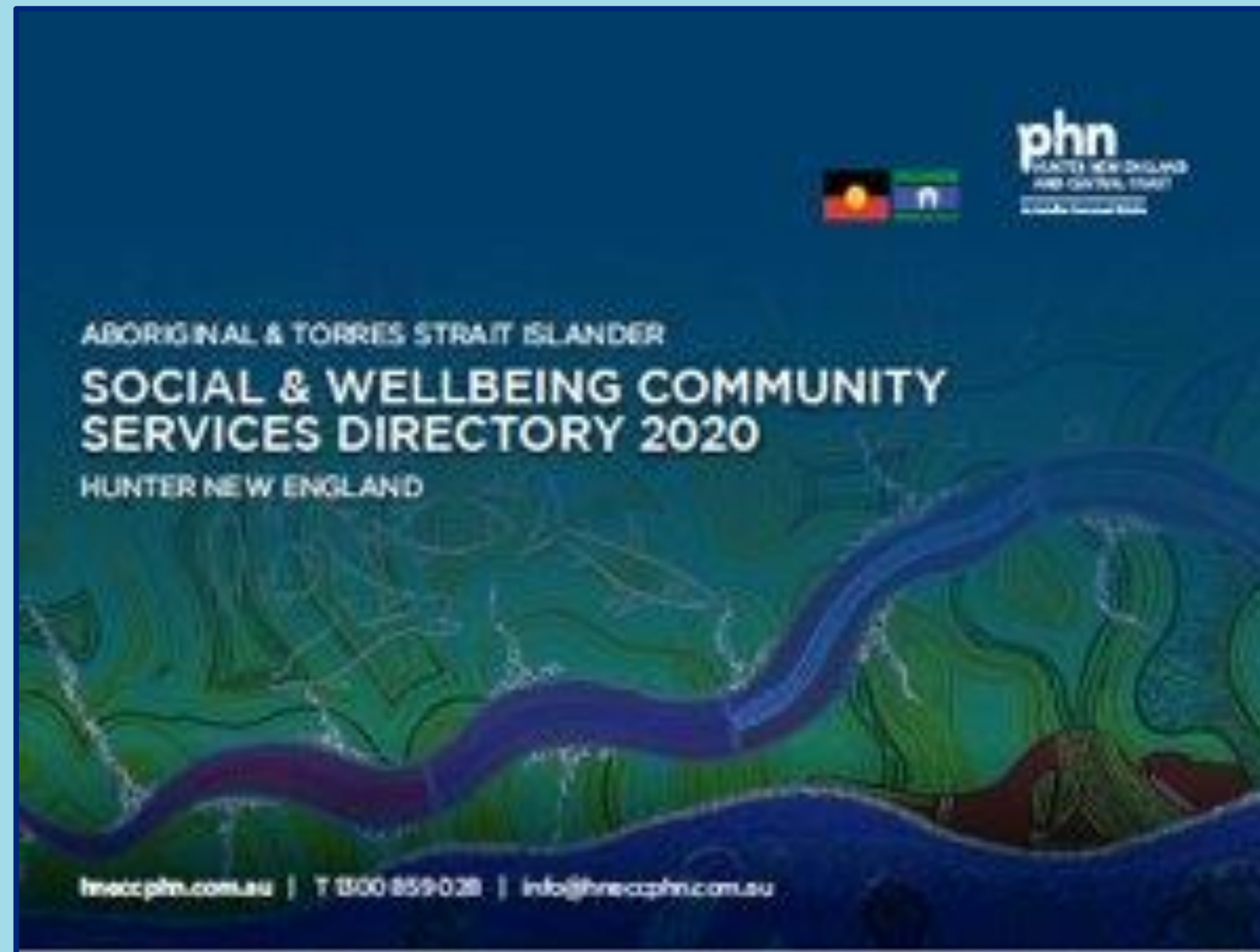
Aboriginal and Torres Strait Islander people are at risk of certain illnesses more than Non-Aboriginal people.

Identifying enables health care providers to offer services specifically designed to support your care, to make sure that you are given thorough and proper care which is tailored to your needs.

Please see reception staff for more information or speak to your Doctor

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COMMUNITY SERVICE DIRECTORIES



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

HNECCPHN Aboriginal Health Access Team

How can we support your practice:

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



First Nations Information session 2023

Thank you for your time

First Nations Health Access Team
2022

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