



Improving Aboriginal Cultural Respect Across Tasmania's Health System Action Plan 2020–2026

Annual Report 2022

Artwork and design

Linking Petroglyphs Artwork by Takira Simon-Brown, proud descendant of Chief Mannalargenna of the Plangermaireener nation of lutruwita / Tasmania.

“Childhood memories of my mother’s early artwork using petroglyph images prompted this design while working with young school students. It shows the links between me, memories of my family, my community and our people.”

– Takira Simon-Brown

The artwork and design elements feature in all key Department of Health documents and resources related to the *Improving Aboriginal Cultural Respect Across Tasmania’s Health System Action Plan 2020-2026*.

Acknowledgments and thanks

In recognition of the deep history and culture of this island the Tasmanian Department of Health acknowledges and pays respect to all Tasmanian Aboriginal people.

We acknowledge Aboriginal Community Controlled Organisations as integral to improving the health and wellbeing of Aboriginal people, and as leaders in providing culturally safe care. We recognise Tasmanian Aboriginal health leaders for their experience, knowledge, and leadership, and acknowledge the Aboriginal Health Liaison Officers, Aboriginal Health Social Worker and Aboriginal Health Workers who support Aboriginal people to access mainstream health services every day.

We also acknowledge and respect the role many health professionals and mainstream services are already playing in efforts to transform the health system and improve the health and wellbeing outcomes for Aboriginal people.

And lastly, again we thank all those individuals and services that provided valuable input to this Annual Report.





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Message from the Secretary



I am pleased to provide you with the 2022 Annual Report on the Action Plan for Improving Aboriginal Cultural Respect Across Tasmania's Health System 2020-2026.

As the sponsor for this important work, I thank the many Department of Health business units that have contributed to this report, as well as community and other health organisations.

The report tracks our progress for 2022, building on the foundations laid out in the inaugural report, as we work together to create culturally safe health services, environments and workplaces for Aboriginal people.

It is pleasing to see progress in many areas of the Action Plan and examples of initiatives to improve cultural respect provided in this Report. This includes business units implementing their own subplans to track progress against the Action Plan, the increased visibility of Tasmanian Aboriginal artwork providing welcoming spaces across various health sites across the state, including the works by Tasmanian Aboriginal Artist Takira Simon-Brown which feature in the Department's Health nayri corporate templates. Health nayri translates to 'good health' in palawa kani and I encourage business units across Health to use these templates and hope that they will serve as a reminder for our staff about our commitment to ensuring health services show recognition, acknowledgement and are welcoming for Aboriginal people.

The feedback we received from Aboriginal people across Tasmania during community consultation in 2018, indicated workforce development as a top priority for improvement. There have been some positive outcomes reported, including over 11,000 employees accessing the updated version of the Aboriginal Cultural Respect in Health Services eLearning module. 2022 also saw an increase in the number of Ida West scholarships awarded, and the establishment of a new Aboriginal Health Worker traineeship program.

There are many other positive stories highlighted throughout the Report which demonstrate progress and I look forward to seeing these built on as we continue our commitment to implement the Action Plan.

At a leadership level, I was very pleased, alongside the Minister, Department of Health representatives and key representatives from Tasmanian Aboriginal Community Controlled Organisations to attend the National Aboriginal and Torres Strait Islander Health Roundtable in October 2022. This was a valuable opportunity to listen to Aboriginal people and share and discuss priorities for Tasmania, many of which align to the Action Plan and our commitments under Closing the Gap. I look forward to progressing these commitments going forward and the next Roundtable in 2024.

I thank the members of the Improving Aboriginal Cultural Respect Across Tasmania's Health System Action Plan Steering Committee (APSC) for their leadership of the Action Plan's implementation. I particularly acknowledge the co-chair Raylene Foster from the Tasmanian Aboriginal Centre and representative from the National Aboriginal Community Controlled Health Organisation (NACCHO) affiliate and the Deputy Secretary Community Mental Health and Wellbeing. I also acknowledge the work and leadership of the Monitoring and Evaluation Working Group, Chaired by Caroline Spotswood, the Director of Aboriginal Partnerships. The working group is playing an important role in progressing the evaluation of the Action Plan and provides oversight and guidance on project and program evaluation.

I appreciate the hard work that has occurred across the Department to progress actions outlined in the Action Plan, however acknowledge there is still much more to do. We will continue to implement the Action Plan and strive to do better as we work together to improve cultural respect for Aboriginal people who use and work within health services.



KATHRINE MORGAN-WICKS PSM

Secretary

Abbreviations used in this document

ABS	Australian Bureau of Statistics
ACCO	Aboriginal Community Controlled Organisation
AHLO	Aboriginal Health Liaison Officer
AIHW	Australian Institute of Health and Welfare
APSC	Action Plan Steering Committee
CQRA	Clinical Quality, Regulation and Accreditation
CRF	Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2016-2026 (National)
DoH	Department of Health Tasmania
HPF	Health Performance Framework
HR	Human Resources
ICT	Information and Communications Technology
LGH	Launceston General Hospital
MCH	Mersey Community Hospital
MHADD	Mental Health, Alcohol and Drug Directorate
NACCHO	National Aboriginal Community Controlled Health Organisation
NAIDOC	National Aborigines and Islanders Day Observance Committee
NSQHS	National Safety and Quality Health Service
NWRH	North West Regional Hospital
OHST	Oral Health Services Tasmania
PAS	Patient Administration System
PHS	Public Health Services
PHT	Primary Health Tasmania
RHH	Royal Hobart Hospital
TAC	Tasmanian Aboriginal Centre
TAHRG	Tasmanian Aboriginal Health Reference Group
THEO	Tasmania Health Education Online
THS	Tasmanian Health Service * Hospitals South / North / North West

The Action Plan: Focus Areas, Timeframes and Reporting

How we started

Our first steps to creating an effective Action Plan was to listen to Aboriginal people in Tasmania.

During 2018, Community consultations were held across the state and we are grateful to Aboriginal people in Tasmania for kindly sharing their experiences with accessing mainstream health services and opinions on priorities for improving cultural respect.

Some key issues from the Community consultations highlighted invisibility of Tasmanian Aboriginal culture and heritage, racism and inadequate partnerships between mainstream health services and Tasmanian Community Controlled Organisations. The priorities for improving cultural respect included cultural awareness and competency training for all staff, improved data collection and improved cultural visibility.

The valuable information shared at the consultations resulted in the [*Aboriginal Cultural Respect in Tasmania's Health Services – Community Consultation Report \(2018\)*](#), and this led to the development of the Action Plan: [*Action Plan for Improving Aboriginal Cultural Respect Across Tasmania's Health System 2020-2026*](#)

Focus Areas

There are six focus areas for improving Aboriginal cultural respect in our health system:

Focus Area 1	Focus Area 2	Focus Area 3
Whole-of-Organisation Approach and Commitment	Communication and Cultural Visibility	Workforce Development and Aboriginal Employment
Focus Area 4	Focus Area 5	Focus Area 6
Consumer Participation and Engagement	Partnerships with Aboriginal Community Controlled Organisations	Data

These focus areas align with:

- Aboriginal people's priorities in Tasmania, as detailed in the [*Aboriginal Cultural Respect in Tasmania's Health Services – Community Consultation Report \(2018\)*](#).
- The six domains of the [*National Cultural Respect Framework for Aboriginal and Torres Strait Island Health 2016 - 2026*](#), with some minor adjustments for the Tasmanian context.
- Activities required under the [*National Safety and Quality Health Service Standards \(second edition\)*](#).
- The Four Priority Reforms of the [*2020 National Agreement Closing the Gap*](#).

Timeframes

This seven-year plan is for the years 2020–2026.

Reporting, Data and Performance Measures

This Annual Report is for 2022. Reporting includes:






- assessment of activity against the performance measures and indicators in the Action Plan; and
- case studies of activities and initiatives undertaken to improve Aboriginal cultural respect.

The report is presented in the same format as the 2020/2021 Annual Report and provides a synopsis for each focus area, followed by a summary of progress for the performance measures in a report card format.

Overall, there are 29 performance measures across the six focus areas. The following table provides a snapshot of progress for 2022 and includes the summary from 2020/2021 as a comparison. In 2022 two additional categories were included: no change from previous year and unable to compare.

'No change from previous year' reflects that the data provided was similar from the previous year and maintaining a status quo. 'Unable to compare' refers to data not being available, or the information was too unreliable.

Table 1: Performance Measures Summary Report Card

Status	PMs 2020/21	PMs 2022
 No change from previous year	N/A	3
 Unable to compare	N/A	2
 Not progressed	9	5
 Some progress	14	14
 On track/progressing	6	5
Total	29	29

The performance measures were assessed against the criteria; No change from previous year (pale orange), Unable to compare (fawn), Not progressed (red), Some progress (amber) or On track / progressing (green). The assessments were made by an internal working group with the same process used for the 2020/2021 Annual Report.

An evaluation of the measures used within the Action Plan is planned in 2024.

A number of performance measures have been highlighted to be reviewed as part of the evaluation (marked * in each Focus Area report card) and are recognised as having issues with demonstrating the relevant outcomes or the data source is not the most appropriate for the measure.

Data sources for the performance measures include:

- existing data sets: Obstetrix Database, Patient Administration System (PAS)
- surveys
- direct enquiries to DoH business units and senior DoH staff; and
- the Aboriginal and Torres Strait Islander Health Performance Framework (HPF) Report.

There are limitations with some of the performance measures due to data gaps and data quality. As mentioned earlier, some of the performance measures listed in the Action Plan may need to be reviewed for future reports.

The Australian Government publishes the HPF Report every two years, with some tables from previous years. For example, the report may be 2020 but the data in the tables at 2018-19. AIHW provides associated online data tables. Most of the HPF Report is based on data from Queensland, Western Australia, South Australia, and the Northern Territory. Data quality for Tasmania is considered not adequate for many parameters.

There are major data gaps for reporting on culturally respectful services, with most of the data reported relating to Aboriginal specific primary health care services. There is little national, Tasmanian, and smaller area level data found to report on the measures in relation to mainstream health services, for example primary health care and hospitals, though a high proportion of Tasmanian Aboriginal people use these services.

“Monitoring cultural safety and cultural respect in the health system, and the impact it has on access to appropriate health care, are limited by a lack of national and state level data. This is particularly the case in relation to reporting on the policies and practices of mainstream health services, such as primary health care services and hospitals.”

– **Cultural safety in health care for Indigenous Australians: monitoring framework, Monitoring framework - Australian Institute of Health and Welfare (aihw.gov.au)**

Highlights 2022

11,000+



employees have accessed an updated version of the **Aboriginal Cultural Respect in Health Services eLearning module** since it was released in February 2020. *(As at December 2022)*



Establishment of a **new health traineeship program** for Tasmanian Aboriginal people.

Increase in Business Units committing to **On Country Cultural Awareness training**.



At an organisational level, a number of Business Units have **implemented their own sub-plans**, to monitor and track their progress under the Action Plan.



Increase in **Ida West Aboriginal Health Scholarships** awarded, with ...



9 scholarships awarded for 2022.

Cultural visibility continues to grow. Some examples:



Artwork at NWRH Antenatal Clinics



Opening of tunapri mapali – the new learning and education hub and lutha building, Hospitals North



Inscape Tas “Care through Creativity” Artist in Residence programme 2022, at Hospitals South



Health nayri corporate templates

Focus Area 1

Whole-of- Organisation Approach and Commitment

This focus area aligns with

- NSQHS Standards – Action 1.2: The governing body ensures the organisation's safety and quality priorities address the specific health needs of Aboriginal people.
- CRF Domain 1: Whole-of-organisation approach and commitment.
- National Agreement on Closing the Gap 2020 – Priority Reform Three – Transforming Government Organisations: Confronting institutionalised racism in government mainstream institutions and agencies to ensure Aboriginal and Torres Strait Islander people can access the services they need in a culturally safe way.

Why this is important

Achieving a culturally respectful health system requires more than individual clinicians and caregivers providing culturally respectful care. Cultural respect requires strong leadership and commitment to bring about the required organisational and systems changes, with partnerships, resourcing, supportive policies and processes and evaluation.

Our progress during 2022 ...

To oversee the implementation of the Action Plan, a high level Steering Committee was established; the *Improving Aboriginal Cultural Respect Across Tasmania's Health System* Action Plan Steering Committee (APSC). With state-wide representation, membership of the committee was endorsed in 2022, and co-Chair arrangements were confirmed with Tasmanian Aboriginal Centre (TAC) as the NACCHO (National Aboriginal Community Controlled Health Organisation) affiliate and the Deputy Secretary Community, Mental Health and Wellbeing.

The inaugural meeting of the APSC was held in August 2022. A number of actions came from the meeting including that all committee members must attend On Country Cultural Awareness training as a prerequisite for membership on the APSC.

Business Units across the Department continue to support senior managers and staff to attend On Country Cultural Competence training, with the following updates provided:

- Oral Health Service Tasmania (OHST) managers attended training in 2021, and shared their experiences with the wider OHST workforce during 2022.
- Mental Health, Alcohol and Drug Directorate reported that six staff members undertook TAC Cultural Awareness training at piyura kitina during 2022.
- Health Planning provided support for staff members to attend face to face Cultural Competence training.
- Ambulance Tasmania managers are encouraged to undertake face to face Cultural Competence training.

Primary Health Tasmania (PHT) also reported progress during 2022, with staff undertaking On Country training as part of PHT's organisational cultural awareness program.

“Like others in my session, I found the day’s activities powerfully engaging and informative, providing an emotional journey combining both pride in our amazing Tasmanian Aboriginal cultural heritage and sadness in learning again about the tragic treatment of our Aboriginal people since British colonisation.”

- PHT staff member

“From the extremely positive feedback received from our recent cultural awareness training in Hobart and Launceston, it appears that everyone has appreciated having a day to learn more about our Aboriginal history and culture.

It was also a great experience to get out on Country and learn more about bush tucker – amazing just what you can eat! And what can eat you!”

- PHT staff member

Another initiative implemented by PHT, following their attendance at Cultural Competence training, was their Communications Team highlighting the 50 Words Project online resource to increase staff awareness of palawa kani language. An example:

*This fortnight’s word is *pulingina*, which means welcome. To hear the pronunciation, go to the 50 Words Project website and click on the map of Tasmania. You can listen to how a word is pronounced by clicking on the speaker symbol next to the word.*

<https://www.firstlanguages.org.au/50words>

In conjunction with the Action Plan, some Business Units have developed sub-plans to monitor and track their progress towards meeting the requirements. These include:

- Statewide Mental Health Services: *Improving Aboriginal Cultural Respect Within Our Services Action Plan 2021-2024.*
-

“Our plan outlines how Statewide Mental Health Services (SMHS) will improve cultural respect for Aboriginal people over the next four years. SMHS will ensure that Tasmanian Aboriginal people are treated respectfully at all points of interaction with our staff, in our workplaces and our service system.”

- Hospitals South: *waranta tunapri* (all to know/everybody’s business) – a full time Project Officer has been recruited to support implementation of this plan (see spotlight story).
- Hospitals North West: *NW Partnering with Consumers Reconciliation Plan.*

Also during 2022, a new Senior Project Officer role (fixed term 12 months) was established to support implementation of the Action Plan.

The DoH continues to work towards strengthening Tasmanian Aboriginal representation at various levels within the health sector, with some examples including:

- The establishment of the Monitoring and Evaluation Working Group (MEWG) in 2022, to lead the evaluation and monitoring of the Action Plan. The MEWG reports to the APSC and is chaired by Caroline Spotswood, Director Aboriginal Partnerships in the Department of Premier and Cabinet.
- Health Planning is working towards greater representation on the Tasmanian Health Senate and the Tasmanian Consumer Health Planning Committee.

Racism. It stops with me.

DoH became an official supporter of this national campaign in 2022. Tools and resources are provided on the intranet page, to help staff learn about and respond to racism (<https://itstopswithme.humanrights.gov.au/>). Plans are underway to run the campaign through the newly established communications hub formed under One Health¹.



Human Resources distributed Display Equal Opportunity Tasmania's Report It! Posters and brochures statewide, in early 2022. [eot_posters_reportit.pdf](#) (equalopportunity.tas.gov.au)

¹ The Department's One Health Culture Program is about building an inclusive environment that supports staff to work together and enables the delivery of a high-performing, integrated health service to consumers. This includes providing accessible avenues to lodge complaints and holding ourselves accountable for our actions by ensuring matters are appropriately addressed. The Department values receiving concerns and complaints, as they represent an opportunity to identify learning and quality improvements, for appropriate action to be taken, and for issues to be resolved. As such, the Department is committed to developing and maintaining a positive and safe culture where complaints management is a positive enabler to support the achievement of strategic priorities across all levels of the health system.

Funding Agreements

All Funded Organisations that are managed by Public Health Services (PHS) have key performance indicators around culturally respectful practices. As this KPI is one of continuous improvement, organisations are supported to progress towards becoming culturally respectful organisations for Aboriginal people. Organisations are encouraged to report on their initiatives, with some organisations highlighting their progress on creating welcoming environments and also with supporting staff to undertake cultural awareness training to improve their cultural competency and improve their connections with local Aboriginal organisations (see spotlight story from Women’s Health Tasmania).

Mental Health, Alcohol and Drug Directorate (MHADD) – New Service Provider Outcome for culturally sensitive and inclusive practices:

As part of a review of the structure of all existing agreements, a new Service Provider Outcome, ‘The organisation’s workforce is suitably qualified, trained and supported in culturally sensitive and inclusive practices’ has been added into all new funding agreements from 1 July 2022.

Outcome	KPI	Measures
The organisation’s workforce is suitably qualified, trained and supported in culturally sensitive and inclusive practices.	The organisation is committed to providing a service/being an organisation that is appropriately accredited, with a qualified workforce that is culturally sensitive and safe for all Tasmanians.	<ul style="list-style-type: none"> Percentage of employees trained in cultural sensitivity (for example, Aboriginal cultural awareness training, Rainbow Tick LGBTIQ+). A list of policies and/or procedures that encompass inclusive practices.

- The Alcohol and Other Drug (AOD) sector funding agreements were the first tranche to have this new outcome incorporated, with many AOD agreements renewed from 1 July 2022.
- A review of the Mental Health sector funding agreements has now been completed, with many of these commitments renewed from 1 July 2023. These renewed agreements incorporate the new outcome.
- In total, 17 organisations (46%) have already begun reporting on this KPI.
- A further 20 organisations will begin reporting on this in the next reporting period (1 July 2023 – 31 December 2023).

Focus Area I: Spotlight Stories

Hospitals South – Progress of waranta tunapri

In 2021, the Chief Executive of Hospitals South sponsored the development of a framework designed to improve cultural respect for Aboriginal people who access services at the Royal Hobart Hospital's inpatient, outpatient and community-based services.

The framework responded to Aboriginal people's experience of using health services from the DoH *Improving Aboriginal Cultural Respect Across Tasmania's Health System* Community Consultation in 2018.

The framework details the response of Hospitals South to the Department of Health Action Plan and provides a roadmap to drive safe and high-quality care, supporting better health outcomes for Aboriginal people at Hospitals South.

The framework is called waranta tunapri (all to know/everybody's business) and since its development, the Royal Hobart Hospital has appointed a Project Officer to officially launch and drive its use. Hospitals South thank the Tasmanian Aboriginal Centre for the naming of this framework.

The waranta tunapri framework is just one way Hospitals South is addressing some of the barriers that Tasmanian Aboriginal people face in accessing health services and shows us that we can build on some of the areas we know offer respectful, understanding, and safe services where Aboriginal people are acknowledged and welcomed.

Hospitals South look forward to further reporting on activities under the Department of Health Action Plan and waranta tunapri framework in 2023.



..... Image by Luana Towney, Tasmanian
..... Aboriginal photographer. Luana is a proud
..... palawa/wiradjuri woman who lives in
..... lutruwita/Tasmania with her family. Luana
..... is a basket weaver, poet, painter, jeweller,
..... learner and teacher. Her artwork reflects
..... the circle of life and a deep respect for
..... ningimpi withdi (Grandmother Moon).

Embedding Aboriginal Cultural Respect – Women’s Health Tasmania



“This is an example of an organisation working on changing the essence of their culture and bringing everyone along on the journey.”

PHS FUNDING AGREEMENT CONTENT ADVISOR

Women’s Health Tasmania (WHT) are striving to become more culturally respectful. Some of the initiatives WHT have implemented include: supporting staff to attend face to face cultural awareness training, providing meaningful Acknowledgements of Country at meetings, encouraging staff to be involved with significant days, such as NAIDOC week activities, commissioning Tasmanian Aboriginal Artwork for displaying at the centre and exploring opportunities to partner with Aboriginal Organisations.

Over the past four years, staff at WHT have worked hard to build their cultural safety skills, including attending training On Country. This has given staff the opportunity to be fully immersed in story telling, in addition to building stronger connections.

Building cultural safety skills not only improves health literacy skills in working with Aboriginal community members, but also contributes to the overarching goal to improve service delivery.

“We’ve attended cultural awareness training run by the Tasmanian Aboriginal Centre, and when we’ve been invited to community events we make sure we go because every visit builds relationships and understanding.”

The day On Country and the conversations we had were personally and professionally powerful. They led us to think about how we deepen the partnership between WHT and Aboriginal organisations. We felt that spending time together and building relationships were essential to this.”

- JO FLANAGAN, CHIEF EXECUTIVE OFFICER, WHT

WHT are also working on a grant application to work with Leprena (Uniting Aboriginal and Islander Christian Congress, Hobart) to create a mural of Tasmanian Aboriginal art on the side of their building, with a Tasmanian Aboriginal woman to paint it should the application be successful.






This will be done in consultation with Tasmanian Aboriginal people to find out what they need from health services, with feedback already showing that signs and signals at entrances and doorways are important; they tell Aboriginal people that they will be welcome and safe if they step inside.



Kelp water carrier made by WHT staff member at a cultural event.

Focus Area I

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
1 Active membership and activity of the Action Plan Steering Committee (APSC)	Direct enquiry through APSC.	 Some progress	Inaugural Steering Committee meeting held in August 2022. Meeting of co-chairs held in December 2022.
2 Number of Aboriginal organisations/people represented on health advisory forums/committees.	Direct enquiry through APSC.	 Some progress	DoH engages with TAHRG and the TAC through established mechanisms
3 Number and proportion of Health Executive team members who have completed face-to-face cultural respect training delivered by an Aboriginal Community Controlled Organisation in Tasmania.	Direct enquiry to executive members.	 Not progressed	Cultural Safety in Health Settings was scheduled for the Health Executive during 2022, but didn't go ahead due to unavailability of the trainer. Rescheduling of a new date is in progress.
4 Proportion of relevant funding agreements that include clauses and performance indicators about Aboriginal cultural respect. <i>Relevant funding agreements are those that provide funding for service delivery to the general public.</i>	Individual business units.	 Some progress	PHS continues to ensure that performance measures about Aboriginal Cultural Respect are included in Funding Agreements (managed by PHS) where relevant. MHADD have added in new Service Provider Outcome for culturally sensitive and inclusive practices. There is an opportunity to consider this more broadly for Funding Agreements across other Business Units.
5 Number of newsletter articles published about cultural respect.	Direct enquiry through APSC.	 Some progress	Articles have appeared in REACH and also at local Business Unit areas eg. Hospitals NW and North, PHS. Unable to report on total number for this period.

Focus Area 2

Communication and Cultural Visibility

This focus area aligns with:

- Tasmanian Aboriginal people's priority: Improved cultural visibility.
- NSQHS Standards – Action 1.33: The organisation demonstrates a welcoming environment that recognises the importance of the cultural beliefs and practices of Aboriginal people.
- National Agreement on Closing the Gap 2020 – Priority Reform Three – Transforming Government Organisations: Support Aboriginal and Torres Strait Islander cultures.

Why this is important:

Culturally respectful communication and environments are the foundation for the delivery of accessible, culturally responsive, and safe health care. These actions are vital to 'opening the gate' to the path to cultural respect and cultural competence.

Our progress during 2022 ...

We continue to see improvement in the visibility of Tasmanian Aboriginal culture across the Department and health services. One key project to highlight and celebrate is the Health nayri (good health) corporate templates that have been developed for all DoH staff to use, featuring health elements and practices. The works are by Tasmanian Aboriginal artist, Takira Simon-Brown. See the feature / spotlight story.

Many Business Units have provided updates:

Inscap Tas “Care through Creativity” Artist in Residence programme 2022, at Hospitals South

Tasmanian Aboriginal artist Allan Mansell was one of three successful applicants for the 'Care Through Creativity' Artist residencies 2021/22 at the Royal Hobart Hospital (RHH). Allan's residency was largely funded by the RHH Donation Fund as well as the Australia Council for the Arts.

There were some restrictions to Allan's residency due to a COVID outbreak in June/July, but he managed to create collagraph prints in the print-making studio he set up in the staff amenities lounge for 12 days over winter.

Allan also created artwork, reflecting on his time in the RHH, in his home studio on Bruny Island.

Seven staff engaged in artmaking with Allan during his time in the staff lounge, learning the collagraph technique and creating work of their own. Many other people engaged by observing him at work and through conversation and storytelling.

Allan and the staff's prints are now displayed in a small display at the entrance to the staff lounge and along the very long ground floor staff corridor. The corridor display assist with wayfinding and improve the aesthetics of this very white/grey clinical space.

Curator, Eliza Burke and Designer, Chris Phelps did the layout, design, and production of prints for the displays.



Allan at work with the Jack Jumper Clinic staff.
Image taken by Jacqui Dawborn.



Allan's first day of residency.
Image taken by Jacqui Dawborn.



Ground floor staff corridor featuring Allan's work. Image by Natasha Mulhall.



The Health nayri paintings are displayed in the waiting room of the Southern Dental Centre – Tasmania's largest public dental setting.

OHST partnered with Public Health Services (PHS) to showcase the artwork by Tasmanian Aboriginal Artist Takira Simon-Brown, purchased through the Health nayri project

The Health nayri paintings were commissioned in 2022 by PHS in partnership with TAZREACH (see Spotlight story).

OHST are partnering with Statewide Mental Health Services and Community, Mental Health and Wellbeing to commission three Tasmanian Aboriginal artworks depicting Tasmanian Aboriginal imagery representing good health and wellbeing.

Hospitals North West

Aboriginal flags and local Tasmanian Aboriginal artwork is on display at the North West Regional Hospital (NWRH), including featured story about the Antenatal Services artwork. Further welcoming ideas are being considered with the Aboriginal Health Liaison Officers (AHLOs) and local Aboriginal Community Controlled Organisations (ACCOs). Acknowledgment plaques and Aboriginal flags are in progress to be installed at the Mersey Community Hospital (MCH). Use of suitable imagery to develop a library of images of Aboriginal culture for health resources is another initiative, and significant NW Tasmanian locations are currently being explored for this purpose, with AHLOs and local ACCOs.

Hospitals North

The Aboriginal Health Liaison Officer supported district hospitals and centres with completion of *rana rrala payngana rrala* Cultural Capability Checklist. These checklists identified actions required to create more welcoming environments for Aboriginal people.

Launceston General Hospital entrance has display cabinets containing Aboriginal artefacts.

Statewide Mental Health Services

Sites have installed 'ya pulingina' welcome posters as well as Aboriginal flags.



Health Planning commissioned Aboriginal Artwork for inclusion in key health planning publications

An example is an image provided by Tasmanian Aboriginal photographer, Jillian Mundy for the opening section of *Advancing Tasmania's Health*:



Many business units reported that they support staff to provide Acknowledgements of Country at the start of significant meetings

- Health ICT implemented Acknowledgement of Aboriginal People and Country as part of the agenda for all formal leadership team meetings and whole of Health ICT meetings.
- Health Planning has incorporated Acknowledgement of Country into the start of significant meetings, and is working with an Aboriginal representative of their Steering Committee to formally incorporate this into the start of all Tasmanian Health Senate debates.
- Ambulance Tasmania provides Acknowledgement of Country at the commencement of all significant meetings. Chairs are actively encouraged to personalise the acknowledgement and increase their own and others knowledge of Aboriginal culture, as well as advise of their continued learnings.
- Hospitals North West – staff are supported to provide Acknowledgement of Country at significant meetings. In March 2022, a meeting paper was provided to support staff in understanding the difference between Acknowledgement of Country and Welcome to Country.
- Statewide Mental Health Services has implemented Acknowledgement of Country at all significant Service meetings.
- Public Health Services continue to support staff to provide meaningful Acknowledgements of Country at all significant meetings.
- Hospitals North – all significant meetings continue to provide, and reflect on, Acknowledgement of Country. Launceston General Hospital wards are introducing written statements acknowledging traditional owners accompanied by visual imagery of Aboriginal flags to create an environment in which the Aboriginal community feel welcomed.

Increasing visibility and understanding of designated Aboriginal health role's within the health sector has also been a highlight, with the Royal Hobart Hospital (RHH) promoting the new Senior Social Worker Aboriginal Health and Hospitals North West providing education to staff about the role of the Aboriginal Health Liaison Officers (AHLOs); with new patient brochures being developed and with services also noted on notice board displays, TV slideshow presentations and NWRH/MCH patient tablemats.

Hospitals NW introduce their new Aboriginal Health Liaison Officer – Danni Townsend

As Hospitals NW Aboriginal Health Liaison Officer, Danni Townsend has a deep passion for helping others and making a difference to the lives of our nation's First People.

"My passion is helping my people by providing culturally safe care and assisting patients and their families to navigate their hospital journey," Danni said.

"I want to make a difference in our patients' lives by bringing genuine care, hope and assistance to their hospital admissions.

"My role is to link them to services in the community to better their lives, including engaging with Aboriginal Medical Services, engaging with culture in the community and other relevant community services that can benefit them.

"I have a huge heart for my people ... it is a huge honour to be working in this role and assisting our patients and their families."

Danni said to continue making Hospitals-NW more culturally respectful, all staff should complete the Aboriginal Cultural Respect in Health Services training within THEO, and check out [the Aboriginal Health and Cultural Respect page](#) on the DoH intranet if their unit is planning to include an Acknowledgement of Country in their events and meetings.



New Hospitals NW Aboriginal Health Liaison Officer, Danni Townsend

Celebrating NAIDOC week

Get Up! Stand Up! Show Up!

Staff across the Department are encouraged to participate in NAIDOC week activities.

Examples from Business Unit's included:

- Oral Health Services Tasmania (OHST) participated in NAIDOC week with staff making pledges of personal actions and commitments to support the NAIDOC week theme of 'Get Up! Stand Up! Show Up!' Communal celebrations were also held in OHST centres and clinics across Tasmania to celebrate NAIDOC week.
- Hospitals NW had a Sea of Hands display, local Tasmania Aboriginal artwork display, promotion of NAIDOC week activities through local newsletters and attendance at local Flag Raising Ceremony.
- Statewide Mental Health Services – included a service-wide showcase session and encouraged all services to implement their own NAIDOC week activities.
- Public Health Services (PHS) – staff were supported to attend The Great Race, organised by Karadi Aboriginal Corporation and also attended flag raising ceremonies and other NAIDOC week activities held across Tasmania.



NAIDOC flag raising ceremony at piyura kitina



PHS staff attend The Great Race organised by Karadi Aboriginal Corporation. L-R Eloise Day, Christy Measham, Melita Kemp, Rhonda Anthony, Narelle Smith and Nikki Kivi.

NAIDOC week at Hospitals North: LGH

NAIDOC Week is an opportunity for all Australians to learn about First Nations cultures and histories and participate in celebrations of the oldest, continuous living cultures on earth. NAIDOC week was marked at the Launceston General Hospital in 2022 with a special breakfast.

Hospital staff and community members got together around the theme Get up! Stand up! Show up!

The breakfast was organised by AHLO Delia Summers who said: “NAIDOC to me is a special time of the year, a time when community are able to highlight culture and achievements throughout the year. The breakfast is a wonderful activity which community are able to attend and catch up and have a good yarn.”

Another guest added: “I love everything about the NAIDOC breakfast this morning. Our Elders and community members coming together supported by our allies to celebrate and make changes”.



Dave Warrener, Caroline Spotswood and Lyne Spotswood



Cake made LGH food services

How Primary Health Tasmania celebrated NAIDOC week

Some of our North West team had a wonderful time at the Circular Head Aboriginal Corporation (CHAC)'s NAIDOC Week community day.

They came away with some beautiful handicrafts made by young women from CHAC's Tiddas 4 Tiddas group. Tidda is an Aboriginal word for sister, and the group is based around developing a sense of what it means to be part of a sisterhood and connecting back to culture.

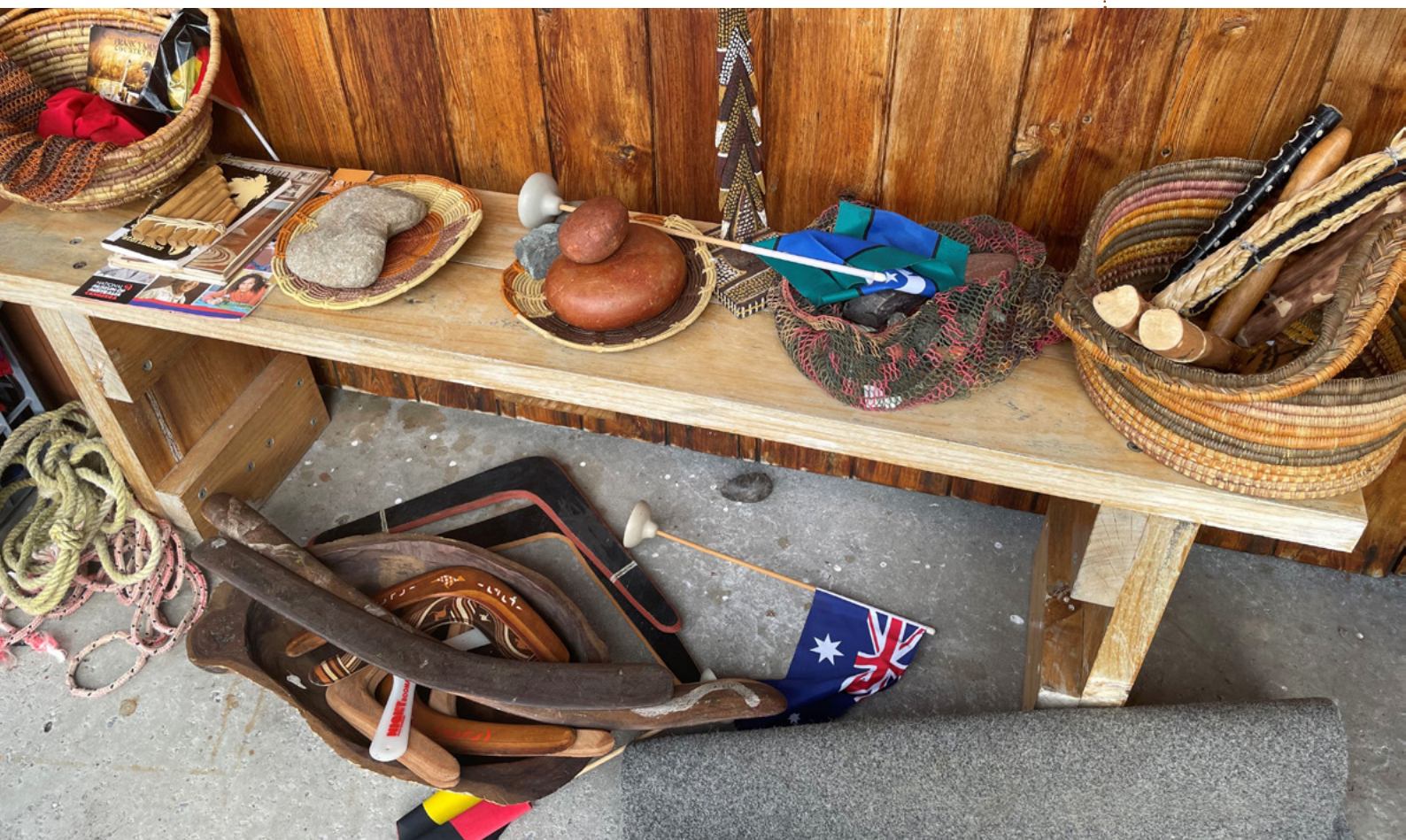


Brooke Potts and Rebekah Sheehen,
from PHT.

“Programs like Tiddas 4 Tiddas are part of what we do here at CHAC to build confidence and create connections with young people in our community.”

– CHAC

NAIDOC week CHAC



Focus Area 2: Spotlight Stories

Health nayri corporate templates

In 2022, Public Health Services (PHS) and TAZREACH partnered in sponsoring the Health nayri project, which translates to 'good health' in palawa kani. A Tasmanian Aboriginal artist, Takira Simon-Brown, was commissioned to produce artworks and allow use of artist's design for corporate templates which can be used across the Department of Health services.

The Health nayri project celebrates Aboriginal people's health nayri practices and Aboriginal design. Through the project, three paintings (the triptych) were commissioned to be displayed in a Tasmanian Health Service.

The items from Takira's paintings (used for the corporate templates) signify different cultural healing elements, including edible wreaths, healing fire, medicinal plants and healing circles. The underlying layer contains waterways and a bark canoe, representing mob coming and going in communal healings.

Language

nayri means good in palawa kani, Tasmanian Aboriginal language. In palawa kani, when a word describes or adds more information about something, then that word goes *after* the word it refers to.

With thanks to the Tasmanian Aboriginal Centre, Public Health Services received permission to use palawa kani in the title of the project.



All DoH staff are encouraged to use the templates, officially launched in 2023, which include factsheets, posters, letterheads, MS Teams background, powerpoint presentation.

Opening of New North West Antenatal Clinic

The new Antenatal Clinic at North West Regional Hospital (NWRH) was officially opened by the Minister for Health in September 2022.

A feature of the new service to create a warm, welcoming space is the beautiful Aboriginal artwork commissioned in partnership with Department of State Growth (as part of the Tasmanian Government Art Site Scheme).

Water is a calming and regenerative element. It binds and carries us. Women give birth in water because of the soothing and relaxing effect. Babies float in amniotic fluid. It is fundamental to all life.

This work relates to the crossover between water and the human body. Soft and calming images from locally sourced photographic materials are evocative of the local waters and coastal colours. The artwork aims to celebrate the cycling of water and the transition of new life coming into being.

Circular forms reference female cycles of ovulation and fertilisation. Ova, and many other human cells, are circular. Ovulation, fertility, reproduction and growth are all based on cycles of coming into being and passing away. The origin of the word cycle is in the word circle, hence the title of these pieces - Born inside a circle.

– Artist's Statement



It takes an army to build an Antenatal Clinic left to right: Women's and Children's Services Nursing Director Jo Reid, VOS Construction and Joinery Builders project manager Adrian Quaille, Department of Health's Community, Mental Health and Wellbeing Deputy Secretary Dale Webster, Department of Health's Infrastructure programming and delivery project manager Paul Ellery, NWRH Operations Director Hayley Elmer, Department of Health's Deputy Secretary Infrastructure Shane Gregory, Acting Executive Director of Medical Services Dr Shez Kunwar, Chief Executive Hospitals NINW Eric Daniels, Allied Health Director Elizabeth McDonald, NWRH Antenatal Clinic nurse unit manager Ellanor Wootton, Women's and Children's Services clinical director Dr Nicky Webster and Department of Health's Chief Nurse and Midwifery Officer Associate Professor Francine Douce.








The internal artwork (pictured) was created by Nikala Bourke and brings vibrancy to the new clinic.



The external art wall of the clinic (pictured) was created by Suze van der Beek brings warmth to what otherwise could be a cold clinical area.

Focus Area 2

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
1 Number of new resources developed that are culturally inclusive and respectful.	Direct enquiry through APSC.	 Some progress	There are a range of examples across DoH, including the Health nayri corporate templates.
2 Proportion of Aboriginal and Torres Strait Islander people reporting needing to go to a healthcare provider in the last 12 months, but not going, and the reason, by state/territory.	Aboriginal and Torres Strait Islander Health Performance Framework (HPF) Report (Tier 3) (Table 3.08.4).	 Some progress	Of the 10 980 persons needing to access at least one health service (dentist, doctor, other health professional, hospital, counsellor) in 2018-2019, 42.6% (4 681 people) did not access one or more of those health services because the services were not culturally appropriate.
3 How often doctors listened carefully, showed respect for what was said and spent enough time with patients. (Aboriginal and Torres Strait Islander persons aged 15 and over, by state/territory).	Aboriginal and Torres Strait Islander HPF Report (Tier 3) (Table 3.08.22 in the 2020 report).	 Some progress	<p>Doctors listened carefully 86.7%.</p> <p>Doctors showed respect for what was said 91.4%.</p> <p>Doctors spent enough time with the patient 83.5%.</p> <p>(see <i>Improving Aboriginal Cultural Respect Across Tasmania's health System Action Plan Annual Report 2020-21</i>, page 89)</p>
4 Proportion of Aboriginal and Torres Strait Islander people who avoided appointments with doctors, nurses or other staff at hospitals or doctors' surgeries due to past unfair treatment. (Aboriginal and Torres Strait Islander persons aged 15 and over, by state/territory).	Aboriginal and Torres Strait Islander HPF Report (Tier 3) (Table 3.08.19 in the 2020 online data tables).	 Not progressed	<p>This measure cannot be reliably measured.</p> <p>This data is considered statistically unreliable as the survey is not big enough to detect any changes over time.</p> <p>NB: The data provided for Tasmania in the HPF table is an estimate only and has a relative standard error greater than 50% and is considered too unreliable for general use.</p>
5 Case studies of effort to provide culturally respectful service environments.	Direct enquiry through APSC.	 On track	Case studies and highlights across the DoH are included in the Annual Report, showing continued, positive improvements.

Focus Area 3

Workforce Development and Aboriginal Employment

This focus area aligns with:

- Tasmanian Aboriginal people's priorities: – Workforce development. Improved staff training and processes in recording Aboriginal identity. Increased capacity of AHLOs. Increased proportion of Aboriginal people working in mainstream health services.
- NSQHS Standards – Action 1.2.1: The organisation has strategies to improve the cultural awareness and cultural competency of the workforce to meet the needs of its Aboriginal patients.
- CRF Domain 3: Workforce Development and Training.
- National Agreement on Closing the Gap 2020 – Priority Reform Three – Transforming Government Organisations: Identify and eliminate racism. Embed and practice meaningful cultural safety. Employ more Aboriginal people.

Why this is important:

- Evidence shows Aboriginal people are more likely to access health services where service providers communicate respectfully, build good relationships, have an awareness of the underlying social issues and some understanding of culture, and where Aboriginal people are part of the healthcare team.
- Barriers to the use of health services by Aboriginal people include fear and lack of trust of non-Indigenous health professionals (who were integral to the policies that created the Stolen Generations), and lack of understanding and respect shown by healthcare providers.
- Employing more Aboriginal people in the health system can help improve the knowledge, understanding and skills of non-Aboriginal staff.
- Evidence shows Aboriginal people are under-represented across the registered health professions in Tasmania.
- Concerns have been raised about the breadth and scale of responsibilities, sole person dependency on and limited hours of the AHLOs at Tasmania's major hospitals

Our progress during 2022

Workforce development continues to be a high priority for the Department. Starting with all members of the APSC required to attend On Country Cultural Awareness training as a prerequisite to becoming committee member.

Face to Face training

The Action Plan commits the Department to support staff to attend face to face training delivered by Aboriginal registered training organisations.

Comprehensive data was not available for this Report, however there were some examples of face to face training undertaken with a number of Business Units indicating support for their senior managers and staff to attend face to face training, including OHST, Ambulance, HIMS, Health Planning, Hospitals NW and SMHS.

Aboriginal Cultural Respect in Health Services eLearning Module

A total of 11,622 staff have accessed/completed the module since it was updated and released in February 2020 (as at December 2022). There continues to be overwhelmingly positive feedback about the resource, with many continuing to say they now feel more confident when working with Aboriginal people. See Appendix I.

A selection of comments about the eLearning module:

“I really appreciated listening to palawa stories and opinions. It’s all well and good to be told how to be culturally respectful in a clinical setting, but hearing from the community itself, how they prefer to be treated, how they have been treated and the changes they want to see, is what really informs my practice! Keep it up. I’d love to hear more.”

“The videos showing the honest response to questions regularly asked was needed. It was eye-opening to see how hurtful some questions are, as this made me look at my approach to talking to others ... It is important to know what is and not acceptable as ignorance is rife in Australian culture.”

“This was the best training I have ever done! You skilfully put the video stories together which I found really informative and had a lot of impact. I also loved the Patsy Cameron video. Patsy’s research sounds incredibly interesting and I like the way she discussed the importance of place names in terms of decolonisation. I would have liked more information on history, however I also understand that there is so much information to get through. Thank you for this great training. I hope it is widely circulated.”

Aboriginal Employment

Another positive development has been the establishment of a new health traineeship program for Tasmanian Aboriginal people. The program is a key deliverable of Tasmania's Health Workforce 2040 Strategy, resulting in up to 30 traineeships to be awarded over a three-year period. See spotlight story.

Aboriginal Identified Positions

In 2022, there were six Aboriginal identified positions within the Department of Health:

- the Aboriginal Health Liaison Officer positions, a fulltime position at the Launceston General Hospital and 2 x (total of 1.5 FTE) positions at the Mersey Community Hospital and the North West Regional Hospital.
- At the Royal Hobart Hospital there is a full-time Senior Social Worker Aboriginal Health.
- There is a 0.8 FTE Aboriginal Health Policy Officer with Public Health Services.
- Hospitals North also noted a new Aboriginal Health Worker role at truwana (Cape Barren Island), which commenced in January 2022. The role is a fulltime position, shared by three people and aims to support services on truwana to provide culturally appropriate care.

Aboriginal staff

In October 2022, the Human Resource system Empower, was updated and the field 'Aboriginality' added to the personal details section. Associated guidance on how employees can volunteer their information and FAQ to support employees was provided by Human Resources in November 2022. As a result, data for Performance Measure 3 (5) can now be sourced from Human Resources: 177 health sector staff (or 1.10%) identified as Aboriginal as at December 2022.

Tasmanian Update

The Department continues to sponsor and manage the Ida West Scholarships Program. There are three permanently funded scholarships available annually, with seven additional scholarships available through Health Workforce 2040, these are funded until 2025. See the spotlight story for the 2022 Scholarships.

Tasmanian Government Aboriginal Employment Strategy 2018 – current strategy ends 2022 and a new strategy is under development, being led by the State Sector Management Office. Human Resources provided guidance and feedback to the development of this new strategy, due to be released in early 2023.

National Update

The National Aboriginal and Torres Strait Islander Health Workforce Strategic Framework and Implementation Plan 2021-2031 was released in March 2022. Tasmania contributed to and endorsed the Plan before its release. The Department of Health is working toward the actions highlighted in this Plan through improving cultural safety, access to education and training pathways and tailored workforce planning.

The Commonwealth committed to establishing a detailed Monitoring and Evaluation Framework in partnership with Aboriginal and Torres Strait Islander Health Peak Bodies and Governments. A mid-term review will be conducted in 2026 and a final review in 2031.

Focus Area 3: Spotlight Stories

Pilot health traineeship program

HEALTH
WORKFORCE 2040

New traineeship program delivering better outcomes

Developing a traineeship program to upskill and expose more Tasmania Aboriginal people to a career in health was a key priority action under the *Health Workforce 2040* strategy.

The Aboriginal Health Worker / Practitioner Traineeship Program provides funding to Aboriginal Community Controlled Organisations to deliver traineeships to new recruits or to upskill existing employees.

Three organisations across the State have now received funding for 30 traineeships over the life of the Program. The successful organisations were South East Tasmania Aboriginal Corporation, Circular Head Aboriginal Corporation and the Tasmanian Aboriginal Centre.

The program aims to:

- improve the way we work as a government organisation
- contribute to strengthening the sector
- expose more Tasmanian Aboriginal people to a career in health
- create more awareness of the value of Aboriginal Health Workers and Practitioners
- contribute to better health outcomes.

As a new program it will be important to be responsive to any emerging challenges, flexible in its delivery and build on opportunities. We are looking forward to working with Organisations to implement a great program with a strong and respectful process.

The Ida West Aboriginal Health Scholarships

Respected Aboriginal Elder, Aunty Ida West passed away in September 2003 after a long illness. Aunty Ida had been a long time campaigner and advocate for her people and worked very closely with politicians and Government officials. Aunty Ida was widely recognised for the significant contribution she made to social justice and reconciliation both in Tasmania and nationally.

Aunty Ida spent many years negotiating at all levels of government and was a tireless worker within the Aboriginal community. As well as the many other awards she received for her work, Aunty Ida was named NAIDOC National Female Elder of the Year in 2002 and was appointed a Member of the Order of Australia. At the 2003, NAIDOC National Awards Ceremony in Hobart Aunty Ida was also recognised with a Special Achievement Award.

To pay tribute to the life and work of Aunty Ida, the Department of Health established an annual Scholarship in her name. The Ida West Aboriginal Health Scholarship provides financial assistance to Aboriginal students completing a formal qualification at university or vocational education in a health and or human services related field.

In 2022, there were 9 applicants, with 9 scholarships awarded, 5 of these were based in the south with the remaining 4 in the North West.

The recipients were: Tayla Brown, Belinda Casey, Paige Fenton, Nicole Fisher, Emma Shanahan, Sarah Kubank – all Bachelor of Nursing, Jaimi-Lee Armstrong – Bachelor of Medicine/Bachelor of Surgery, Candy-J Edwards – Diploma of Nursing and Alexandria Blanden – Bachelor of Paramedicine.

Scholarship recipients (from L to R): Belinda Casey, Paige Fenton, Emma Shanahan, Francine Douce (Chief Nurse and Midwife), Nicole Fisher and Tayla Brown.



Emma Shanahan – Ida West scholarship recipient

Emma's Journey so far

From an Aboriginal Health worker to an Emergency Department nurse to a Board Director on The Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSiNaM), Emma Shanahan has done it all. And she's not finished learning yet.

Emma is an Ida West Scholarship recipient, receiving the award in 2020 and 2021. The Tasmanian Department of Health Ida West Scholarships support Aboriginal and Torres Strait Islander people studying or training to become health professionals.

Emma is a huge advocate for encouraging others to take on the pathway to nursing – and started her journey as a carer (in an aged care home), and then onto an enrolled nurse with the Aboriginal Health Service at the Tasmanian Aboriginal Centre in Hobart.



Emma Shanahan with Mark West, West family representative.

“My time as an Enrolled Nurse was so valuable and a great pathway to becoming a Registered Nurse, which has opened up so many great opportunities.”



Emma featured with cultural badge made by Ruth, Senior Ed Nurse.

Last time we caught up with Emma she was undertaking one of her nursing placements at the Midlands Multipurpose Centre Oatlands and she loved the variety of experience that she gained there, however; it was her nursing placement in the Emergency Department that was a real stand out.

Emma graduated in 2022 and was recruited to a graduate position in the Emergency Department.

In her day-to-day work at the Emergency Department, she proudly identifies as Aboriginal. This is an important part of her role. “At work, I wear a cultural badge (made by a colleague) and ribbon, it’s just a small thing to identify but people do notice and will come forward and say hi to me, and say that they are Aboriginal.

“Patients will also disclose more to those who identify, through confidence, trust and connections.”

Full steam ahead

Emma was invited to be a panel member at the Future Leaders conference in 2022, to discuss what health was going to look like in 2040. Not only did the opportunity allow Emma to make lots of connections, but also demonstrated to others that no matter what stage you are at, in your profession, that you are valued.

Emma joined the Board of Directors for CATSINaM – the peak advocacy body in Australia representing Aboriginal and Torres Strait Islander nurses and midwives. Representing Tasmania, Emma attends monthly meetings, and some tasks have included reviewing EBA registration standards and looking at workforce environment.

What the future holds

Emma's journey as a health professional is ongoing and she is passionate about advocating for, and creating change in, Aboriginal health.

“I feel I am in a great place to advocate for and create change, there are also leadership opportunities but also more importantly the opportunity to encourage others.”

To carry on Aunty Ida's legacy is an honour, and I will continue to support Community and be a role model. I love to guide and mentor people - particularly in the Aboriginal Health Service.”

Emma pictured with fellow ED colleagues: Nurses present L-R Rachel, Alex, Emma, Rachel & David.



Hospitals South – new role in Aboriginal Health

In December 2022, Social Work Services at Hospitals South launched a new position of Senior Social Worker Aboriginal Health.

The role is to develop, provide and evaluate culturally safe Social Work services for Aboriginal people who use Hospitals South inpatient and outpatient services. Social Work Services took this initiative in recognition of the need to provide complex support and clinical leadership for Aboriginal health and the importance of an Aboriginal person having leadership in developing this role at Social Work Services.

Having this position has allowed the team at Social Work Services to not only provide specialist services for Aboriginal people and their families, relating to health, spiritual and cultural needs and wellbeing; but has also enhanced opportunities for social workers and the broader hospital team to have a deeper understanding of the history of colonisation and the impact of that history on the health and wellbeing of Aboriginal people and communities today.

This role offers professional development and peer support opportunities to aid with recruitment and retention of Aboriginal people looking for a career in health. It is our vision that there are broader career pathways for Aboriginal Allied Health professionals and Allied Health Assistants in our services.

Introducing Neika ...



My name is Neika, and I am a proud Palawa woman from Hobart. I am part of the Royal Hobart Hospital Social Work team, working in Aboriginal Health.

For the past ten years, I have been living and working in Darwin – Northern Territory. In my previous role, I was extremely fortunate to work in many remote communities across the Territory.

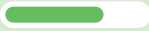




In 2021 I returned home to Hobart with my partner and our now 2-year-old. I am enjoying being back home and spending time with my family, heading out camping around the State and getting involved in my community again.








My role here at Royal Hobart Hospital as an Aboriginal Health Social Worker is to work in partnership with Aboriginal and Torres Strait Islander patients, carers, family, staff and external agencies to provide support and guidance with an Aboriginal specific and culturally safe lens. I also work with the Tasmanian Aboriginal community and stakeholders to develop culturally safe services at the Hospital. I have enjoyed developing and nurturing this new role and am excited to see what it will look like in the future.

– Neika

Focus Area 3

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
1 Proportion of staff that have completed the DoH <i>Aboriginal Cultural Respect in Health Services</i> eLearning module.	PHS	 On track	<p>In 2022 3437 staff completed training, which brings the total number trained since the module was updated in 2020 to 11,622 (77% of all staff).</p> <p>Twenty-five different business units across the Department of Health in 2022 have undertaken the training, with the largest proportion coming from the Nursing and Administration Support job streams.</p>
2 Nature of the feedback provided about the eLearning module.	PHS	 On track	<p>Overwhelming positive feedback and indicating changes will be made in practice. Many now feel confident to ask the Aboriginal identifier question and feel they have a better understanding of how to show respect and support Aboriginal people.</p>
3 Number and proportion of DoH staff completing Aboriginal face-to-face cultural respect training.	Training providers	 Some progress	<p>Numbers / data not available. A number of Business units organised face-to-face training for their staff.</p> <p>There are some examples provided in the Annual Report, where staff have attended or are encouraged to attend face-to-face training.</p>
4 Number of GPs and other primary healthcare workers that have completed cultural awareness training coordinated by Primary Health Tasmania (PHT).	Primary Health Tasmania	 Some progress	<p>PHT planned 4 face-to-face training sessions for GP and AH professionals. 2 sessions were cancelled due to COVID. 39 staff registered with 15 attending training. High rate of cancellations prior to sessions was due to COVID.</p>
5 Percentage of state health sector staff that identify as Aboriginal.	State Service Survey	 Unable to compare	<p>Data source changed with the HR Empower system updated in October 2022.</p> <p>Based on this change an assessment cannot be made on progress.</p> <p>From HR: 177 health sector staff (or 1.10%) identified as Aboriginal as at December 2022.</p>

Performance measure	Data source	Progress	Summary
6 Proportion of nursing and midwifery positions in the state health sector that are held by Aboriginal people.	CQRA	 Not progressed	68 health sector staff (or 1.04%) in nursing and midwifery positions.
7 Number of identified Aboriginal positions in the state health sector (FTE).	HR	 Some progress	Six positions as at December 2022
8 Number of applicants and successful applicants for the Ida West Health Scholarship in the financial year.	CQRA	 On track	2022: There were 10 Ida West Scholarships available. Nine applications were received, with nine scholarships awarded.
9 Number of Tasmanian applicants and successful applicants for Congress of Aboriginal and Torres Strait Islander Nurses and Midwives (CATSINaM) Scholarships.	CQRA	 Unable to compare	No information available.
10 Employed health professionals by Indigenous status, state/territory and profession.	HPF Report (Table 3.12.4).	 No change from previous year	2020 data available – HPF report for 2022 yet to be accessed.
11 Employed medical practitioners by Indigenous status and state/territory.	HPF Report (Table 3.12.6).	 No change from previous year	2020 data available – HPF report for 2022 yet to be accessed.
12 Employed nurses and midwives, by Indigenous status and state/territory.	HPF Report (Table 3.12.9).	 No change from previous year	2020 data available – HPF report for 2022 yet to be accessed.

Focus Area 4

Consumer Participation and Engagement

This focus area aligns with:

- Tasmanian Aboriginal people's priorities: Increased capacity of AHLOs and better complaints management.
- NSQHS Standards – Action 2.1.3: The organisation works in partnership with Aboriginal communities to meet their healthcare needs.
- CRF Domain 4: Consumer Participation and Engagement.
- National Agreement on Closing the Gap 2020 – Priority Reform Three – Transforming Government Organisations:
 - Improve engagement with Aboriginal and Torres Strait Islander people.
 - Engage with Aboriginal and Torres Strait Islander people to listen and respond to concerns about mainstream organisations.

Why this focus area is important:

Providing comprehensive care to Aboriginal people means tailoring the care to the needs and goals of individuals and considering the impact of care on that person's life and wellbeing. Optimal consumer-centred care includes acknowledging the philosophies of holistic health and wellbeing, and the role of Aboriginal knowledge, values, beliefs, cultural needs and health history in decision-making about treatment and ongoing care. Patient centred care also considers the impact of family structures and responsibilities.

Our progress during 2022 ...

Consumer feedback is important for the Department to ensure that health services are meeting the needs of Tasmanian Aboriginal people. Collaboration with local ACCOs is also imperative to ensuring services are culturally safe.

Seeking Aboriginal representation at various levels within the Department is a high priority whilst acknowledging resourcing and capacity challenges for ACCOs. More consideration needs to be given as to how this would work best for the Community. The spotlight story on page 48 shows some of our progress.

In other areas

Hospitals North West reported that when they meet with local ACCOs an invitation is extended for representation on their Consumer and Community Engagement Council and that they also undertake a range of promotional strategies to invite new members.

Hospitals North West Aboriginal Health Liaison Officers meet with Aboriginal Medical Services, Elders Groups and staff to listen to concerns about using the hospital service to help address localised needs.

As highlighted in the previous Annual Report, complaints management was indicated as a priority for improvement. The Department of Health takes complaints management seriously and is committed to an integrated and consistent approach. There have been some developments in this area during 2022, with the establishment of the Statewide Complaints Management Oversight Unit (SCMOU) within the Office of the Secretary. The role of SCMOU is to manage high level (Tier 1) matters and to ensure that those who may require additional assistance to submit a complaint are supported, which include culturally respectful processes. The development of a Statewide Complaints Management Framework was also progressed during 2022. This Framework primarily assists staff who receive and manage complaints across the Department of Health. The Framework acknowledges the importance of the role of the AHLOs/Aboriginal Social Workers in providing assistance and support to Aboriginal people throughout the complaints management process.

With the Department committed to reviewing consumer feedback there have also been improvements made in relation to asking about the provision of culturally appropriate services.

Hospitals across the State use patient experience surveys, which include the following questions:

- How well staff respected your/your child's cultural, racial and religious needs
- Identified as Aboriginal or Torres Strait Islander
- Referred to Aboriginal Health Liaison Officer

Statewide Mental Health Services – developed and implemented Mental Health inpatient family/friend surveys which specifically asked if patients felt their cultural needs were met during their admission.

Patient experience surveys are one way that services can compare data from year to year, but do not tell the whole story.

The importance of the role that the Aboriginal Health Liaison Officers (AHLOs)/Aboriginal Health Social Worker undertake in supporting consumer participation through having strong connections with their community and local ACCOs, and understanding the everyday business of hospitals, cannot be understated.

Highlighting and promoting the role of the AHLOs within the hospital setting has been a strong focus to improve staff knowledge and awareness about the role.

Hospitals North West - this has included newsletter articles about the role of the AHLO, information also included on waiting room noticeboards, TV slideshows, Patient tablemats.

Hospitals South have recently changed the AHLO role to a Senior Social Worker Aboriginal Health. This new role has been promoted extensively including internally and also with external stakeholder engagement including with the TAC's Aboriginal Health Service staff.

I Tier 1 matters are clearly identifiable as: (a) an event resulting in significant consumer or staff harm or death, (b) an event involving an alleged assault, or (c) complaints referred from third party organisations (e.g. Integrity Commission, OHCC, Ombudsman, Equal Opportunity Tasmania, Apha requests).

Focus Area 4: Spotlight Story

rana rrala payngana rrala / strong body strong mind – Aboriginal Action Group with Hospitals North

This group was formed in December 2019 and includes representation from Aboriginal Elders in Northern Tasmania.

The group was formed in recognition of the need to support health services across the North to become more culturally appropriate and continues to meet regularly.

In late 2022, the Launceston General Hospital (LGH) celebrated the opening of new buildings tunapri mapali and lutha.

The Premier and Health Minister Jeremy Rockliff had the honour of opening both facilities, alongside representatives of rana rrala payngana rrala and Tasmanian Aboriginal Centre who were present to anchor the significance of the names of both facilities.

Secretary, Kathrine Morgan-Wicks with the capital works team behind the lutha building project.





Premier Jeremy Rockliff, with Jen Duncan former Chief Executive, Paul Dare (consumer member advisory panel), Julia Bullock, Nursing Director (Education) in tunapri mapali at the opening.



Dr Amanda Dennis, Clinical Director Women's and Children's Service, Judy Parish, Nursing Director, Premier Jeremy Rockliff and Jacqui Cameron, Nurse Unit Manager Women's+ Service, lutha building.

Both facilities have palawa kani names

tunapri mapali means "lots of knowledge" which is a fitting name for the building at 39 Frankland Street. tunapri mapali houses administrative and medical offices and includes the Anne O'Byrne Education Centre, which hosts the LGH's Nursing Education Unit and is a new learning and collaboration hub for Hospitals North.

lutha is 'gum tree' and is the name of the Women's and Children's Services building including the children's ward, paediatric outpatients and women's+. The beautiful lutha tree has great significance to Aboriginal people throughout Tasmania:



The lutha tree

The smell of the lutha is a wonderful part of a spiritual cultural cleansing.

The lutha is used during dancing, singing, ceremonies, smoking rituals, and shelter.

The ancestors gave birth under these beautiful old trees for thousands of years.

The lutha retains a connection to culture and country.

The culture of cleansing with the lutha continues today.

Image and information on the lutha tree provided by Delia Summers, Aboriginal Health Liaison Officer, Hospitals North




The palawai kani names were chosen in consultation with rana rrala payngana rrala and the Tasmanian Aboriginal Centre language program.

"THS North is so fortunate to have the support of rana rrala payngana rrala members. The outcomes are benefiting our health service and our communities and demonstrate what can be achieved when you build a partnership based on respect, dignity and sharing."

– Fiona Young, former Nursing Director Primary Health North

Focus Area 4

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
<p>1 Number of consumer engagement committees with Aboriginal representatives.</p>	Direct enquiry through APSC.	 <p>Some progress</p>	<p>Some examples provided in updates from Business Units, as outlined in the Annual Report.</p> <p>Examples:</p> <ul style="list-style-type: none"> Hospitals North Consumer representative group continued to meet during 2022. Health Planning continue to strengthen Tasmanian Aboriginal representation on the Tasmanian Health Senate and Tasmanian Consumer Health Planning Committee (TCHPC).
<p>2 How often doctors listened carefully, showed respect for what was said and spent enough time with patients. (Aboriginal and Torres Strait Islander persons aged 15 and over, by state/territory).</p>	Aboriginal and Torres Strait Islander HPF Report (Tier 3) (Table 3.08.22).	 <p>Some progress</p>	<p>Doctors listened carefully 86.7%.</p> <p>Doctors showed respect for what was said 91.4%.</p> <p>Doctors spent enough time with the patient 83.5%.</p> <p>(see <i>Improving Aboriginal Cultural Respect Across Tasmania's health System Action Plan Annual Report 2020-21</i>, page 89.)</p>
<p>3 Hospitalisations where patients left against medical advice/were discharged at own risk, by Indigenous status and state/territory (excluding dialysis and mental and behavioural disorders).</p>	Aboriginal and Torres Strait Islander HPF Report (Tier 3) Table 3.09.3).	 <p>Not progressed</p>	<p>Aboriginal patients in Tasmania's hospitals discharge against medical advice 2.8 times (aged, standardised rate ratio) more than non-Aboriginal.</p> <p>The data available is from July 2015 to June 2017.</p>

Focus Area 5

Partnerships with Aboriginal Community Controlled Organisations

This focus area aligns with:

- Tasmanian Aboriginal people's priority: Improved partnerships between mainstream health services and Aboriginal Community Controlled Organisations, including better understanding of the role of Aboriginal Health Workers.
- NSQHS Standards – Action 2.1.3: The organisation works in partnership with Aboriginal communities to meet their healthcare needs.
- CRF Domain 5: Stakeholder Partnerships and Collaboration.
- National Agreement on Closing the Gap 2020 – Priority Reform One: Formal partnerships and shared decision-making.

Why this is important:

Respectful and effective partnerships and collaboration between Aboriginal Community Controlled Organisations and mainstream health organisations are vital to supporting accessible, responsive and culturally safe services and improving the health of Aboriginal people.

Our progress during 2022 ...

The Tasmanian Government is committed to strengthening partnerships with Aboriginal people and building the Aboriginal community controlled sector under the National Agreement on Closing the Gap.

The key consultative mechanisms with ACCOs continue to be with the Tasmanian Aboriginal Centre (TAC) as the NACCHO affiliate and Coalition of the Peaks partner and the Tasmanian Aboriginal Health Reference Group (the TAHRG).

2022 saw some key developments at a National and State level driving Aboriginal health policy in Tasmania, which are strongly aligned with the Action Plan. These include:

- The Aboriginal and Torres Strait Islander Health Roundtable (October 2022) in Adelaide, facilitated by the Lowitja Institute on behalf of Health Ministers and the Aboriginal and Torres Strait Islander Health Collaboration. The National Roundtable was attended by key representatives from Tasmanian Government, Department of Health and Tasmanian Aboriginal Community Controlled Organisations.
- Closing the Gap Tasmania's Implementation Plan (2021-2023) which sets out the four priority reform areas to be progressed over the life of the initial two year plan. They are:
 - Formal partnerships and shared decision making
 - Building the community controlled sector
 - Transforming government organisations
 - Shared access to data and information at a regional level

- The Department of Health launched *The Healthy Tasmania Five-Year Strategic Plan 2022-2026* (the Healthy Tasmania Plan) on 4 March 2022 that commits to aligning actions with the Closing the Gap Priority Reforms to help achieve health target outcomes.



The Action Plan calls for business units to explore opportunities to provide outreach services with Aboriginal Health Services, such as what has happened at Oral Health Services Tasmania (see the Spotlight stories).

The Department of Health has commenced processes for strengthening the asking and recording of Aboriginal identity and exploring how this data can be integrated and shared to support more culturally capable and responsive systems within our hospitals and health services.

In 2021/2022, Statewide Mental Health Services and Hospitals South developed sub plans to embed findings of the 2018 Community Consultation to improve the experience of Aboriginal people using health services. The sub plans are a recognition that improving discharge processes has a number of interrelated elements that will require education, workforce development, consumer engagement, partnerships with Aboriginal Community Controlled Organisations and improved data.

Focus Area 5

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
1 Number of projects undertaken in partnership with Aboriginal Community Controlled Organisations.	Direct enquiry through APSC.	 Some progress	Examples provided by Business Units in the Annual Report. Consultation and engagement continues through established mechanisms through TAHRG and TAC.
2 Aboriginal Health Workers' experience of working in partnership with mainstream health services.	Survey (qualitative).	 Not progressed	Survey not progressed. Note: Further feedback on this measure will be sought through the next Community Engagement process (2023/24).

Focus Area 5: Spotlight Stories

Taking Cancer Prevention across the Strait

The Screening Recruitment and Cancer Prevention (SRCP) team promotes the three national cancer screening programs across Tasmania - BreastScreen Australia, the National Bowel Cancer Screening Program (NBCSP) and the National Cervical Screening Program (NCSP).

The team has a long history working with Aboriginal Community Controlled Organisations across the State and has been visiting the Flinders Island Aboriginal Association (FIAA) to provide interactive education sessions with various groups since 2007.

As part of our sessions at FIAA in 2022, the SRCP team presented a table talk session with the Women's Group that included:

- A demonstration on how to complete the NBCSP Home Test Kit.
- Information on when to visit the BreastScreen Tasmania Mobile Screening Unit that visited the Island in February 2023 and what would happen at their appointment.
- An update on the changes to the NCSP including the new self-collection option introduced in 2022.
- Three sessions were held during 2022 with 30 participants – one of the participants shared that she had visited the BreastScreen bus and it saved her life. She is a big advocate of the BreastScreen program.

SRCP are committed to collaborating with local ACCO's and communities to develop appropriate and informative sessions that provide lifesaving information around cancer screening and prevention. As part of their commitment to collaboration, they work closely with the Primary Health and Aged Care team at FIAA to support them with the most up-to-date screening information and pathways to promote screening in the community.



The BreastScreen bus

Oral Health Services Tasmania (OHST) community partnership with Cape Barren Island



In 2022, OHST's Oral Health Promotion Coordinator partnered with the Practice Nurse on Cape Barren Island, and the Cape Barren Island local schoolteacher and Community Support Worker to investigate ways to increase awareness of oral health and knowledge of positive oral health behaviours and how they linked to general health outcomes..

Together, they identified that access to toothbrushes and toothpaste was an ongoing issue for Cape Barren Island residents. As a result, OHST arranged for each resident to be provided with a year's supply of toothbrushes and toothpaste to support regular brushing and good oral health.

In addition, the Cape Barren Island schoolteacher was planning an Oral Health Program that students would participate in to learn and encourage good oral hygiene behaviours among their peers and family members.

Supporting Tasmanian Aboriginal Communities

Connected Beginnings lutruwita/Tasmania aims to increase the health, educational, developmental, and social outcomes for Aboriginal children pre-birth to five years, to ensure every child gets the best possible start in life.

The program is informed by the community and supports all early year's services to work together to ensure a culturally safe and appropriate experience for Aboriginal children and their families.

Oral Health Services Tasmania (OHST) has worked with the *kutalyana* Collective since 2020 and is actively working to break down barriers for families who are reluctant or hesitant to attend dental services.

A 'warm referral' pathway has been established with *kutalyana* Health since March 2022. This pathway uses the support of safe relationships that families have with *kutalyana* Health and their community to provide them with the confidence they need to access services, information and be active participants in their own health care.

Since December 2022, OHST has been working with *kutalyana* Collective to expand the Connected Beginnings program in partnership with *pataway* (North Western lutruwita) and *kanamaluka* (Northern lutruwita).

To date more than 30 families of 0–5-year-olds and any older siblings have been supported to attend dental appointments and receive dental care.

Preventive messages for the family are also provided and include the provision of toothbrushes and toothpaste.

Barriers are being broken down constantly by 'warm referrals' and service provider participation in community events such as kipli & kani, networking opportunities with other service providers and the Collective and the annual Children's Days event.

Breaking down these barriers is also contributing to families gaining the confidence to attend future services independently, while also supporting OHST staff to understand and provide a more positive and culturally appropriate experience for Aboriginal children and families within the local community.



Photos of the annual Children's Week Event – a celebration of service providers and TAC staff working together to support the kutalyana Collective.

Focus Area 6

Data

This focus area aligns with:

- Tasmanian Aboriginal people's priority: Improved staff training and processes in asking and recording Aboriginal identity.
- NSQHS Standards:
 - Action 1.4: The health service organisation implements and monitors strategies to meet the organisation's safety and quality priorities for Aboriginal people.
 - Action 1.8: The organisation has processes to routinely ask patients if they identify as Aboriginal, and to record this information in administrative and clinical information systems.
- CRF Domain 6: Data, planning and research.
- National Agreement on Closing the Gap 2020 – Priority Reform Four – Shared access to data and information at a regional level: establish partnerships between Aboriginal and Torres Strait Islander people and government agencies to improve collection, access, management and use of data, including identifying improvements to existing data collection and management.

Why this is important:

Recording Aboriginal identity when collecting information for admission or registration and as clinically indicated, is important because capturing this data helps to measure progress in improving health outcomes and supports service planning. It is required under national accreditation standards. This information also allows us to connect Aboriginal and Torres Strait Islander patients to services that best meet their needs, including Aboriginal Health Liaison Officers and Aboriginal Social Work Services at the major hospitals, who can help with referrals to Aboriginal Health Services on discharge.

Asking whether a person identifies as Aboriginal or Torres Strait Islander helps us provide culturally safe and respectful care. We understand that health for Aboriginal people may include mind, body and spirit and include social and emotional wellbeing as part of holistic care.

The collection of everyone's information, including whether they identify as Aboriginal or Torres Strait Islander, helps with planning of health services that best meets population need.

Our progress during 2022 ...

Aboriginal and Torres Strait Islander people are under-identified in many health-related data collections. Self-reporting Aboriginal identity is the only way to accurately record data and identify a person's status. It is mandatory for all health services to ask patients and clients if they are Aboriginal or Torres Strait Islander.



As part of improving Aboriginal Cultural respect and improve data collection the Patient Administration System (PAS) was reviewed, and resulted in a significant change in relation to whether a patient identifies as Aboriginal or Torres Strait Islander, and has now been changed to a question about Aboriginality, which is more respectful in our context.

The DoH Data Strategy is in development and will provide a framework for the standardisation of data collection leading to improved data capture compliance.

The Digital Health Transformation Program was announced in May 2022, and lays out a set of digital initiatives to be delivered over a 10-year period, with Horizon 3 supporting personalised approaches to care. Through the enabling works of the Department of Health Data Strategy, the objective is to improve collection, capture and use the reporting of Aboriginal data, which will be delivered under this initiative.

Focus Area 6

Performance Measures Report Card

Performance measure	Data source	Progress	Summary
1 Proportion of people registered in the Patient Administration System (PAS) whose Aboriginal and/or Torres Strait Islander status is not stated or unknown.	Patient Administration System (PAS).	 Some progress	HIMS has recommended changing the wording of this KPI to 'Proportion of people seen within the last 12 months whose Aboriginal and/or Torres Strait Islander status is not stated or unknown.'
2 Proportion of births for which Indigenous status of the mother and father is recorded.	Obstetrix database.	 On track	Mothers' indigenous status recorded in 2022 was 97.5% which is only slightly less than in 2021 at 97.7%. In 2022 89.4% of fathers' indigenous status was recorded which is 2.2% less than in 2021.

Focus Area 6: Spotlight Stories

‘Are you Aboriginal or Torres Strait Islander?’ campaign kicks off in the North

Hospitals North officially launched their ‘Are you Aboriginal or Torres Strait Islander’ campaign which is focused on making Aboriginal and Torres Strait Islander patients and visitors feel more welcome when they enter their facilities, and know why we ask this question – to help close the gap.

Central to the campaign are a series of posters, which were designed by the rana rrala payngana rrala group - meaning ‘strong body strong mind’ in palawa kani. Each poster features members of the rana rrala payngana rrala group, and their families, to ensure the posters connect with different age groups. The design, content and colours on the posters were chosen to reflect the Aboriginal elders connection to the land and sea.

Since their formation in 2019, the group has been assisting Hospitals North with actions to make their health sites more culturally appropriate and welcoming for Aboriginal people.

“THS-N is very fortunate to be supported by Aboriginal Elders - Lola Greeno, Nola Hooper and Clyde Mansell - who have very generously volunteered their time, knowledge and experiences.”

“Appreciation is also extended to Delia Summers, Aboriginal Health Liaison Officer, and Gretchen Long, Senior Advisor with Quality and Patient Safety Service, for their ongoing support.”

It is hoped that these unique posters will assist Hospitals North staff to feel more comfortable asking the question and that it will also explain to community members why the question is asked.

This recognises the importance of working in partnership with all our Aboriginal community members.

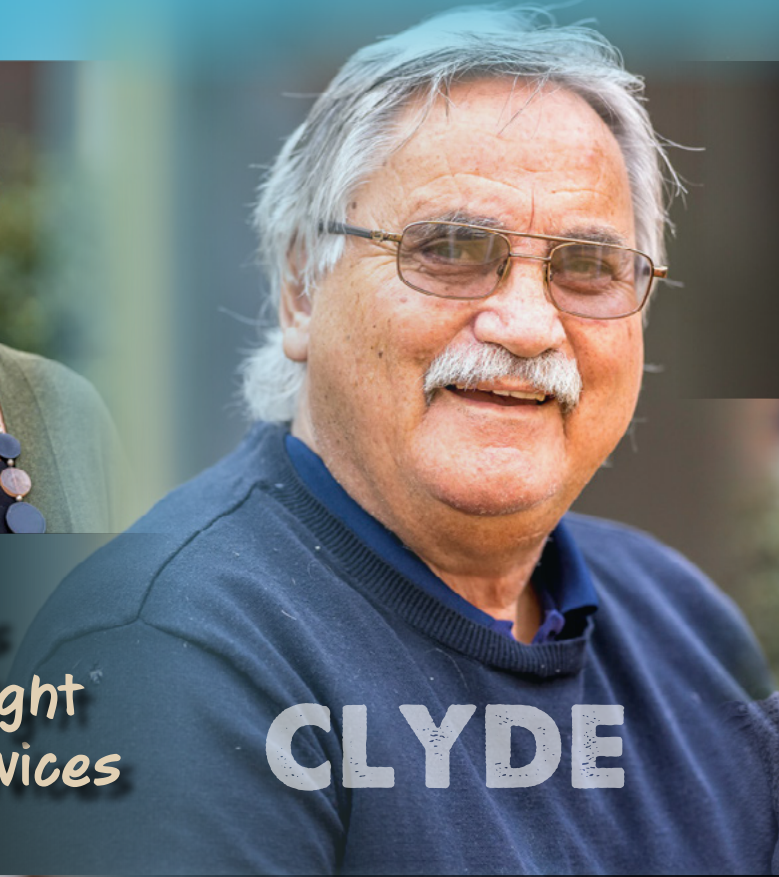


ARE YOU ABORIGINAL OR TORRES STRAIT ISLANDER?

We need to ask everyone this question:



NOLA



CLYDE

*To gain
accurate
information*

*To help us
plan the right
health services*



DELIA

*To improve the health of Aboriginal and
Torres Strait Islander People*



GANNON



Asking the Question Resources

As reported in the 2020/2021 Annual Report, the Asking the Question resources were developed by Public Health Services in late 2021. The resources include posters, staff lanyard cards, stickers and monitor sheets, patient fact sheets and staff fact sheets; and can be found at: <https://www.health.tas.gov.au/publications/tasmanian-asking-question-resources>

Hard copies of these resources were printed and distributed to mainstream health services in 2022, with business units then responsible for displaying the posters at reception points. The following updates were provided:

- OHST have these posters displayed in reception areas and circulated the “Asking the Question” resources to all clinics in 2022.
- Hospitals South have these posters at each patient’s bedside, on patient TV channels at the RHH, in waiting rooms, in reception areas at acute, sub-acute and community centres and on public TV displays in K Block.
- SMHS encourage these posters to be place in all client areas.



Appendix I

Performance Measures Data Analysis

There are existing reporting requirements relating to Aboriginal cultural respect for the Tasmanian health system:

- All Australian states and territories report on cultural respect through biennial reporting against the National Aboriginal and Torres Strait Islander Health Performance Framework (HPF) 2020, under the indicator 'cultural competency'.
- Tasmania's NACCHO affiliate (TAC) reports to NACCHO on work undertaken to support Aboriginal people to access mainstream health services.
- DoH reports to the TAC, TAHRG and the Tasmanian Government Reset Interdepartmental Committee on activities to support Aboriginal people to access mainstream health services. Reporting includes assessment of activity against the performance measures and indicators in the plan.

In the 2020-21 Annual Report additional details were provided for performance measures where the data source is an existing data source or has been collected by the project management team for the implementation of the Action Plan.

In 2022 the data collection period has not changed and there is no new data. For example, in 2020 the Aboriginal and Torres Strait Islander Health Performance Framework Report was released and the next report has yet to be released.

In some cases, there is a more recent data source and that has been used in place of the original data source listed in the Action Plan.

This information complements the data contained in each of the Focus Area Performance Measures Report Card contained in the main text.

Performance Measures with additional details are:

Focus Area and Measure	Performance Measure	Data Source
F3-1	Proportion of staff that have completed the DoH <i>Aboriginal Cultural Respect in Health Services</i> eLearning module.	PHS
F3-2	Nature of the feedback provided about the eLearning module	PHS
F6-1	Proportion of people registered in the Patient Administration System (PAS) whose Aboriginal and/or Torres Strait Islander status is not stated or unknown.	PAS
F6-2	Proportion of births for which Indigenous status of the mother and father is recorded.	Obstetrix database

Focus Area 3

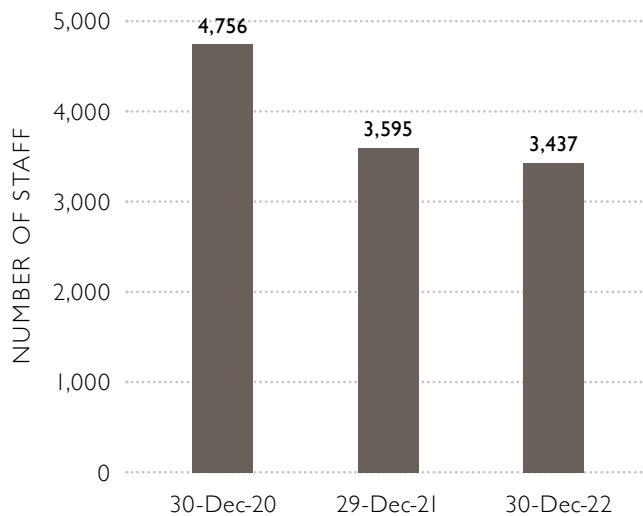
Performance Measure I

Proportion of staff that have accessed/completed the DoH *Aboriginal Cultural Respect in Health Services* eLearning module.

Source: Department of Health, Public Health Services

Date	Headcount	Staff completing training	Proportion (%) staff completing training
30-Dec-20	13,928	4,756	34%
29-Dec-21	15,088	3,595	24%
30-Dec-22	18,089	3,437	19%
Total End of 2022		11,622	77%

Figure I: Staff completing eLearning module 2020 to 2022



Focus Area 3

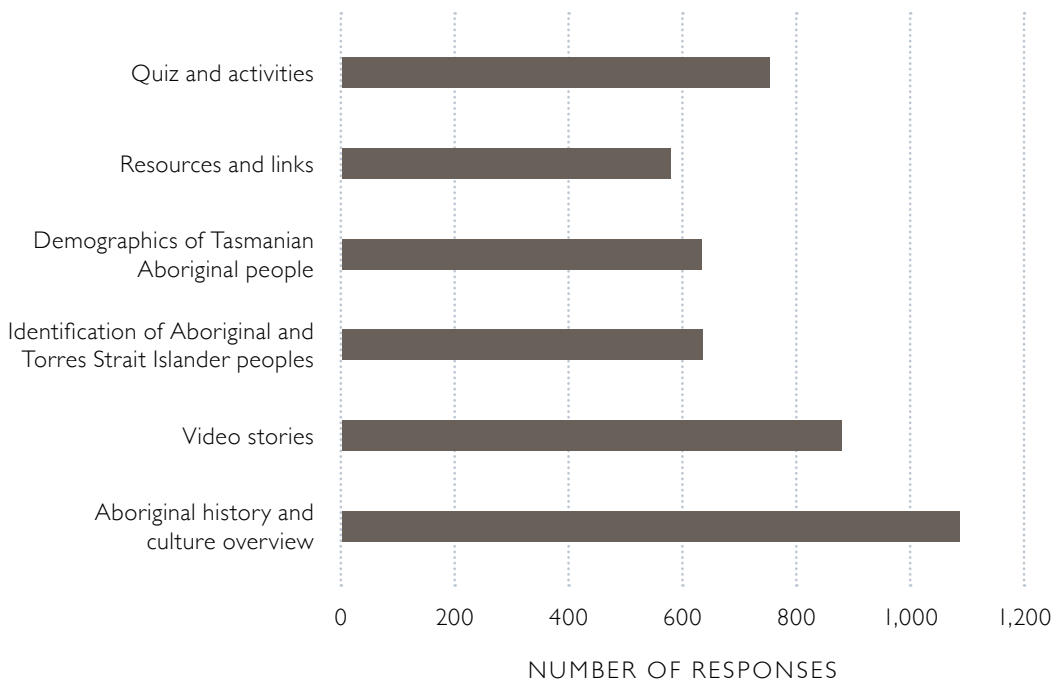
Performance Measure 2

Nature of the feedback provided about the eLearning module.

- 1565 provided feedback about the eLearning module.
- 79 who provided feedback were Aboriginal and Torres Strait Islander.
- The top three that were rated as the most useful parts of the module were:
 - Aboriginal history and cultural overview
 - Quiz and activities
 - Presentation of stories via videos

Source: Department of Health, Public Health Services

Figure 2: Feedback about eLearning module



Focus Area 6

Performance Measure I

Proportion of people registered in the Patient Administration System (PAS) whose Aboriginal and/or Torres Strait Islander status is not stated or unknown.

The original data query for this performance measure looked at every patient registered in PAS (including those migrated from the legacy patient administration system Homer). This would have included people who are deceased, no longer living in Tasmania, and those who may have been registered but never presented for a service or represented. The reports included data that we will never have the opportunity to correct.

The recommended change to the KPI to reflect patients seen (not registered).

The more recent data is for patients seen in the last 12 months, so staff actually have the opportunity to ask 'Are you Aboriginal or Torres Strait Islander'. Looking at the data below you can see an improvement in % for not stated/inadequately described, with the most significant improvement in the outpatient setting.

Source: iPM (THS patient administration system)

I June – May 2022

Not stated/ Inadequately described	Count of URN	%
Outpatients	21,129	8.95%
Inpatients	2,813	3.12%
Emergency Department	1,690	1.60%
Grand Total	25,632	

I July – 30 June 2023

Not stated/ Inadequately described	Count of URN	%
Outpatients	8,900	5.86%
Inpatients	2,764	2.98%
Emergency Department	1,491	1.44%
Grand Total	13,164	

Focus Area 6

Performance Measure 2

Proportion of births for which indigenous status of the mother and father is recorded.

2020

Mother Ethnic Origin	Number	%
Indigenous status is recorded	4341	98.0%
Indigenous status not recorded	90	2.0%
Total	4431	

2021

Mother Ethnic Origin	Number	%
Indigenous status is recorded	4704	97.9%
Indigenous status not recorded	99	2.1%
Total	4803	

2022

Mother Ethnic Origin	Number	%
Indigenous status is recorded	4538	97.5%
Indigenous status not recorded	115	2.5%
Total	4653	

Source: iPM/Obstetrix database - the indigenous status of baby's mother is sourced from iPM.

2020

Father Ethnic Origin*	Number	%
Indigenous status is recorded	4053	91.5%
Indigenous status not recorded	378	8.5%
Total	4431	

2021

Father Ethnic Origin*	Number	%
Indigenous status is recorded	4399	91.6%
Indigenous status not recorded	404	8.4%
Total	4803	

2022

Father Ethnic Origin*	Number	%
Indigenous status is recorded	4161	89.4%
Indigenous status not recorded	492	10.6%
Total	4653	

* The Indigenous status of baby's father is not sourced from iPM. The question on Obstetrix for mother to answer is 'Is father of baby Aboriginal or Torres St Islander?'

Note:

The indigenous status of the Father is supplied by the Mother and may not reflect how the Father wants to be identified.



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