



**South East Regional Health Service Inc.**

**South East Aboriginal and Torres Strait Islander  
Community Consultation**

*Ceremony and Talk, The Hunting and Gathering, Song and Dance*

*“Addressing gaps and barriers to effective service delivery in hospitals  
and community health services in the South East.”*

### **Introduction**

To gain a clear picture of what needs to happen in order for health units to better meet the needs of Aboriginal people, Aboriginal people obviously need to be involved in the process.

The community consultation took place with Aboriginal people representing all areas of the South East. A simple method was used to evaluate how the community felt health services needed to change in order to become more culturally friendly to Aboriginal people. The “Y” diagram was used in the process and this was adopted from An Aboriginal Change Champions Workshop held in Adelaide in May 2004.

The “Y” diagram allows people consulted to illustrate in a simple form how they feel health services would ideally be in the future. It covers the three topics of:

1. What would a future health service look like?
2. What would it feel like?
3. What would it sound like?

Following are summaries of what Aboriginal people felt in all regions of the South East.

## Kingston Community – 15<sup>th</sup> June 2004

Participants: 5

What would a future health service **look** like?

- Cultural practices incorporated into service delivery, for example cleansing ceremonies
- Cultural awareness training for staff and GP services
- Taking services to the people – a caravan or bus to provide diabetes screening and monitoring, dental and health prevention programs. For information about nutrition, how to eat healthy on a budget and to involve information about bush tucker.
- For everyone to receive bulk billing, even with no health care card
- Better access and more knowledge and promotion about services
- Young people to be involved in healthy lifestyle decisions
- Free immunisations
- STI and sexual health awareness to specifically focus on young people
- Cultural camps involving traditional foods
- More Aboriginal workers
- To get a complete check-up at the doctors with enough time
- Better health promotion events including preventative health education for youth

What would a future health service **sound** like?

- Friendly staff – not intimidating or threatening
- For local doctors to have excellent people skills, long term contracts and cultural awareness training
- No stereotyping
- Listening to problems

What would a future health service **feel** like?

- Culturally comfortable – to be listened to and not rushed
- Family friendly
- To feel secure and trusting towards the health service
- Want to be able to go back again
- Feels like the service belongs to you

**Elders Meeting – Tuesday 3<sup>rd</sup> August 2004 at Lacepede Bay Motel  
Kingston**

**Participants: 22**

What would a future health service **look** like?

- More cultural appropriate information
- More Nunga focus (Nunga-rish)
- Nunga people represented on the Board
- More Nunga staff
- Youth focussed activities
- Continuous performance appraisal for cultural awareness of staff
- More community participation in determining of health needs
- Meetings with people on mother earth not in flash motels
- Nutritional awareness programs

What would a future health service **sound** like?

- More openness to express feelings
- Sharing of information
- Community informed of issues i.e. through the Aboriginal Health Workers or appropriate person/s
- Narrative sessions – songs/storytelling

What would a future health service **feel** like?

- Staff having knowledge of kinship systems
- Be leaders in providing cultural awareness
- Comfortable
- Culturally appropriate
- More spirituality
- Better body language by staff
- Cultural cleansing ceremonies performed
- The service should be welcoming not be a barrier

## **Burrandies CDEP Meeting – Tuesday 10<sup>th</sup> and Thursday 12<sup>th</sup> August**

**Participants: 20**

What would a future health service **look** like?

- Culturally welcoming facilities
- Welcoming
- Taking into account family needs (Possible crèche for infants)
- More culturally appropriate counselling services for mental health
- More cultural awareness for staff
- Outreach programs for our youth in schools
- Aboriginal staff
- Cultural colours and displays of artefacts
- Culturally appropriate health promotion material
- Mother/baby programs

What would a future health service **sound** like?

- Soothing relaxing music, didge music
- Staff using plain language

What would a future health service **feel** like?

- Relaxing not threatening
- Native feel/ earthy colours
- Caring
- Feel like you want to come back next visit
- Satisfied with the service
- Hearing more about available services to Nunga people
- Better follow –up program on appointments
- Efficient
- Non-stressful

**Burrandies Board of Management Consultation – Friday 13<sup>th</sup> August**  
**Participants: 5**

What would a future health service **look** like?

- More Aboriginal workers
- More Aboriginal doctors/nurses/health workers
- Appropriate dental services
- Better promotion and awareness of services ie pamphlets
- More effective follow up
- Mainstream and Pangula Manamurna linking up (partnership)
- Efficient waiting times for surgical treatments

What would a future health service **sound** like?

- Effective communication from health workers to the community

What would a future health service **feel** like?

- Feel like you want to come back next visit
- Satisfied with the service
- Hearing more about available services to Nunga people

## **Indigenous Mens Group Meeting - Tuesday 17<sup>th</sup> August 2004**

### **Participants: 6**

What would a future health service **look** like?

- Aboriginal Liaison Officers employed
- Smiling faces
- Emergency Mens services
- Efficient, less waiting times, more Aboriginal workers
- Staff being more open

What would a future health service **sound** like?

- Better communication between the health service and the community via employed Aboriginal workers
- Hearing good stories of other Nunga visits to the health service

What would a future health service **feel** like?

- Comfortable
- Better identification of Aboriginality
- Warm, open, friendly
- Safe
- Not having to leave visits till the last minute because of lack of confidence and waiting times
- Equality of services – no matter where you are from
- Correct decisions on health

## **Millicent Meeting @ Millicent Community Health Service 1/9/04**

**Participants: 6**

What would a future health service **look** like?

- Immunisations provided by Aboriginal Health Team
- Aboriginal Liaison Officer employed by the hospital
- Home visits
- Comfortable
- Cultural awareness training is provided for staff
- Flexible visiting hours for family especially during and after pregnancy and in times of grief
- Aboriginal painting on reception
- More Nunga workers
- More prevention and awareness programs
- More Womens health meetings
- Culturally appropriate ante natal classes and post natal care.
- Medication easily available
- Transport for services
- More rooms and beds
- Less waiting times
- Play area for kids
- Professional Nunga workers
- Professional development opportunities for Nunga staff and potential employees

What would a future health service **sound** like?

- Better communication about services
- Good for children's future
- Like you want to go back

What would a future health service **feel** like?

- Like it's your hospital too
- Comfortable
- Better services
- Not left out because of geographic location
- Safe
- Workers providing care
- Equal service
- Opportunities for Nunga workers
- Encouraged by other workers

**Mt Gambier High School Indigenous Youth Consultation 26/8/04**  
**Participants: 10**

What would a future health service **look** like?

- More counsellors
- Rehab services/ i.e. gym
- Nutrition programs for families
- Mentoring programs for youth
- Better technology/equipment
- Free height/weight scale
- More windows/ natural light
- Physios for sports injuries
- Posters relevant to Aboriginal people
- Less waiting times
- More promotion, awareness, advertising about services
- More welcoming
- Self esteem and body image programs for boys and girls
- More Aboriginal staff
- More health awareness programs
- More use of role models (AFL players) similar to Anthony Mundine visit
- More outreach services
- More sexual health programs
- Parenting programs
- Less waiting times for dental
- Better transport
- More parking
- Play areas for kids
- Youth focussed area – designed by youth
- Internet access re: health issues or possible touch screen facility

What would a future health service **sound** like?

- Better music
- More welcoming on reception
- More privacy – need more sound

What would a future health service **feel** like?

- Comforting
- Less nervous/ calming
- Better circulation
- Better smell
- Comfortable seating

**For more information on these consultations contact:**

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