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## Director's Communiqué

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### Director's welcome



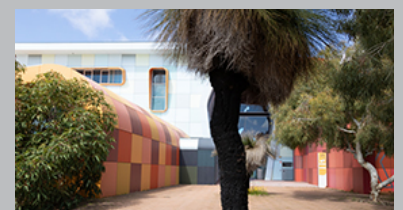
Welcome to my final Communiqué of 2022. In 2022 we celebrated our 25th Anniversary. We had expected to celebrate the event with a parliamentary reception. Unfortunately, the death of Queen Elizabeth led to the suspension of the Australian parliament and as a result our reception was postponed. My apologies and sincere thanks to all those who had hoped to join us for this milestone event. My congratulations to AIDA and CATSINaM who also celebrated their 25th anniversaries. Happy birthday to these two amazing organisations. It is a pleasure to share this milestone with you.

As I reflect on our work over the last year, I experience a surge of gratitude and pride. I am grateful to our users throughout Australia who have continued to use our resource in high numbers across the country. Our users

have also provided valuable feedback in a number of User Experience Surveys. The results of our main resource User Experience are summarised in this Communiqué. Overwhelmingly, users of our resources are satisfied with our performance. Respondents also provided important feedback on what we are doing well and pointed to some areas where we can make changes to further enhance the users' experience.

I am grateful for the ongoing support of the HealthInfoNet Advisory Board. This group of senior, emerging and esteemed leaders in the Aboriginal and Torres Strait Islander health sector provide important feedback, mentorship and guidance regarding the strategic direction of the HealthInfoNet. They are all very busy people and that they are willing to contribute their time on

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*The Australian Indigenous HealthInfoNet acknowledges the Traditional Custodians of the lands and waters of Australia and the Torres Strait. We respect all Aboriginal and Torres Strait Islander people—their customs and their beliefs. We also pay our respects to Elders past, present and emerging with particular acknowledgement to the Whadjuk people of the Noongar nation, the traditional owners of the lands where our offices are located.*

an essentially pro bono basis is testament to their commitment to the work of the HealthInfoNet. On a personal note, I have benefitted enormously in my role as Director with their support. I am a much more capable Director than I would otherwise be.

To our Honorary Consultants, Reference and Steering Group members across our many platforms who also contribute their expertise on a voluntary basis... thank you. The user survey results show that we are a credible, trustworthy and culturally safe resource, which is enhanced by the quality and sector

leadership of these wonderful people.

We currently have 41 formal partners. Once again, these partners are an example of our engagement with key and peak Aboriginal and Torres Strait islander health sector organisations. This year I have had the pleasure of meeting with many partnering organisations to ensure that our work is a living, breathing demonstration of our shared aspirations and commitments to support people and organisations in the sector.

Of course, it would be remiss of me (and inadvisable) not to thank our funding

partners. I am extremely grateful for their ongoing support. The Australian Department of Health and Aged Care, and our other 2022 funding partners; the Healing Foundation, Palliative Care Australia, eMHPrac and Ninti One. My thanks also to Edith Cowan University in Perth Western Australia where we are based, for hosting the HealthInfoNet since its inception and for the much needed financial and infrastructure support.



Professor Neil Drew

## Our 25 year anniversary



In September, we turned 25.

We produced for our 25 year anniversary a very special publication of the art featured on our websites. We acknowledge and offer both our deep respect and our gratitude to the artists whose work is crucial to the sense of identity and purpose at the HealthInfoNet. Visit any section on our web resources and you will immediately see the examples of the wonderfully diverse artwork that heads and illustrates each page. The artwork symbolises both the story of the artist's journey but also signifies, for me, that we are in a special place where Indigenous and non-Indigenous ways of knowing, being and doing intersect to provide high quality, evidence-based

information to support the Aboriginal and Torres Strait Islander health sector workforce in their everyday practice.

The artists remind us of the importance of strengths-based approaches and of the healing power of culture. We are also reminded by the extraordinary diversity of the art that Aboriginal and Torres Strait Islander cultures are diverse and unique and we must guard against homogenising the oldest living cultures in the world into a 'one size fits all'.

## AOD reference meeting



L-R Dennis Gray, Annalee Stearne, Neil Drew, Jo Hoareau and Marianne Durbin

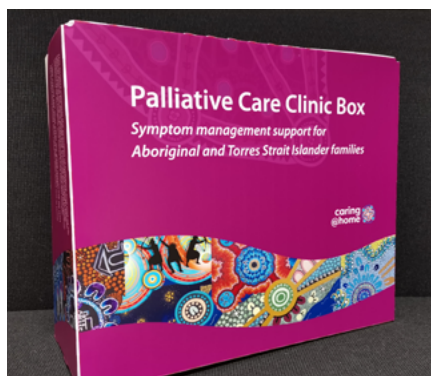
In September, we held our annual Alcohol and Other Drugs Knowledge Centre Reference Group meeting. As we did last year, for the WA participants we met in person and the others joined us online. Once again, notwithstanding the limitations of hybrid meetings, we had a productive, thought provoking and enjoyable meeting. This meeting was a little bittersweet

as it was the last for one of the great stalwarts of the AOD Knowledge Centre since its inception. Professor Dennis Gray is stepping away to embark on other adventures. Those of you who know Dennis will not be surprised to hear that his version of retirement is busier than most of us would undertake in two full time roles. My sincere thanks to Dennis. We

wish him all the very best. Jill Smith from CAAPS Aboriginal Corporation has also stepped down from the Reference Group and I thank her for her valuable contribution. We also welcomed two new members, Professor Jacqueline Bowden, Director (representing NCETA) and Dr Sara Farnbach, Post-Doc Research Fellow (representing NDARC).

## Caring@home launch

We are very pleased to have been a consortium partner with *caring@home* team. The team led by Dr Karen Cooper and Professor Liz Reymond have developed and recently released a culturally sensitive collection of tailored resources to support the provision of palliative care at home for Aboriginal and Torres Strait Islander people. The resources are the product of a wide ranging consultation and design process. The *caring@home* for Aboriginal and Torres Strait Islander Families project aims to help connect family, culture, community, Country and the spiritual wellbeing of Aboriginal and Torres Strait Islander people when care at home is preferred.



*Caring@home* resource box

- Following 18 months of national consultations, a Palliative Care Clinic Box was developed to contain a suite of tailored resources to support the

provision of at-home palliative care symptom management for Aboriginal and Torres Strait Islander people. The Clinic Box includes:

- a suite of hard copy resources that will be applicable for use Australia-wide by clinical services, health professionals and families
- a USB with short training videos
- practice demonstration kits to teach carers how to give subcutaneous (applied under the skin) medicines.

**Click here** for more information on the *caring@home* for Aboriginal and Torres Strait Islander Families project and to view the resources.

## HealthInfoNet national user survey

In August this year we undertook User Experience Surveys for our main resource and for the AOD Knowledge Centre. Once again, we were extremely grateful for the feedback that we rely on to ensure that we continue to develop through continuous quality improvement.

Unfortunately, for this round of user surveys

we were the victims of an emerging scourge for online data collection; spam bots and spurious responses. We identified that a significant proportion of responses for both surveys were unusable. This had a particularly damaging effect on the AOD Knowledge Centre survey where the number of usable responses fell below the threshold for us to draw reliable and

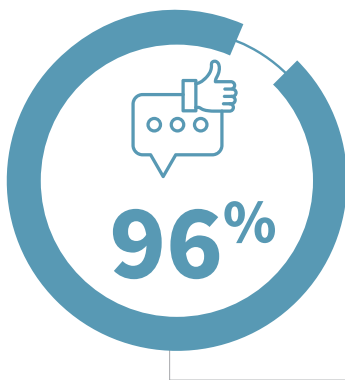
valid conclusions. We are in conversation with colleagues throughout Australia looking for strategies to stymie these intensely annoying mischief makers.

On a brighter note though, for the main HealthInfoNet web resource, here are some of the results.

[Link to video infographic >>](#)

### KEY RESULTS

Aboriginal and Torres Strait Islander and non-Indigenous respondents gave similar answers to these questions



of respondents reported that they were likely to recommend the HealthInfoNet website to others

Considered that the HealthInfoNet website helped them to:



### CULTURAL SAFETY



of Aboriginal and/or Torres Strait Islander respondents strongly agreed that the HealthInfoNet is a culturally safe website

### TESTIMONIALS

“ I use the (HealthInfoNet) website and associated resources at least three times per week. It is an exceptional resource for the course content that I deliver on Indigenous Health and Wellbeing. It is (a) great, culturally safe website to which I feel comfortable directing my students. *Aboriginal educator, Victoria* ”

“ When looking for resources, I go to (the) HealthInfoNet. I can see where the resource has come from and whether it is responsive for Aboriginal and/or Torres Strait Islander people. I know that the website is up to date and relevant - it makes using resources that much easier. *Aboriginal program manager, WA* ”

“ I use (the HealthInfoNet) in my work as a senior youth mental health clinician to find specialised resources for the amazing Aboriginal young people I support. *Non-Indigenous clinician, Victoria* ”

“ I have used (the HealthInfoNet) to provide extra support for advocacy and policy work, including submissions on strategies/frameworks and plans to Government. It can help support anecdotal evidence. *Non-Indigenous public health worker, WA* ”

“ Working in Health, I have found (the) HealthInfoNet useful in terms of putting together effective strategies to assist me in supporting and engaging with my clientele. It has also become a great resource for my Uni studies. *Aboriginal Health Worker, NSW* ”

# Palliative Care and End-of-Life Care portal user survey

In addition to the HealthInfoNet User Experience Survey we also undertook a user experience survey of the Palliative Care and End-of-Life Care Portal. Once again we had very positive feedback about this wonderful resource with a high proportion of users identifying as Aboriginal and/or Torres Strait Islander along with high rates in the Northern Territory which was encouraging. At the many conferences we have exhibited at in the past six months, there has been keen interest in the portal.

- 92.9% of respondents would recommend the Palliative Care and End-of-Life Care Portal to others
- 84.8% of respondents said that the

Portal helps them find more information about Aboriginal and Torres Strait Islander palliative care resources than other sources

- 88.0% of respondents said that the Portal helps them develop more skills in their work, study and/or research in the area of Aboriginal and Torres Strait Islander palliative care.

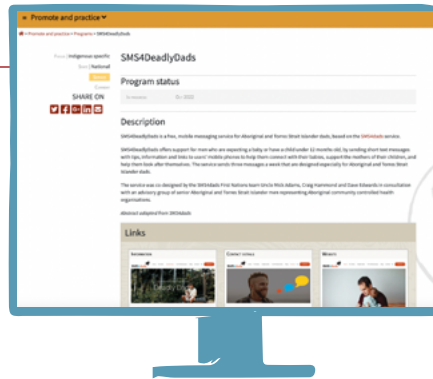
User feedback included comments such as, "As a Palliative Care Nurse during work hours and an End of Life Doula after hours, this portal is a valuable reference for me", "It's been very helpful to me as a student nurse to access your site to learn as much as possible now for when I end up working in palliative



care with Indigenous patients" and "Very happy with how it currently works - it's a fast website and the links all work - thank you".

# SMS4DeadlyDads launch

We are a partner in **SMS4DeadlyDads**. They have now officially launched this service which is to support soon-to-be and new First Nations dads. SMS4DeadlyDads is a new adaption of the mainstream SMS4dads service and has been developed for, by and with First Nations dads.



# Engagement



HealthInfoNet Advisory Board member Janine Mohamed with Neil at the NACCHO Conference



caring@home new boxes held by Natalie (caring@home) and Neil at the NACCHO Conference

In early September I had the pleasure of attending the third SEWB Gathering convened by Professor Pat Dudgeon. These events have become an important fixture on the SEWB calendar, bringing together a wide range of experts. As always, the discussions were lively and productive. The outcomes deliver tangible benefits to our understanding and action to support those working to make a difference in this national crucial area of support for Aboriginal and Torres Strait Islander people and communities.

## Conferences, presentations and meetings

We had a very busy few months from August to November exhibiting and presenting at conferences around the country. Many of these gatherings were put on hold as a result of COVID, so it has been lovely to get back out and meet people face to face once more. In October, I was at the NACCHO members conference in Canberra and it was wonderful to reconnect with so many supporters from around the country. In recent months we have attended the following conferences and gatherings. At all these gathering we either had an exhibitors stand or presented, or both.

- NRHA Brisbane– exhibited and presented
- CATSINaM Canberra– exhibited
- National Nursing Forum Darwin–exhibited
- APNA Perth – exhibited
- NATSEIH Darwin – exhibited and presented
- PHAA Congress Adelaide – exhibited
- AIDA Gold Coast -exhibited
- Indigenous Wellbeing Adelaide – exhibited
- Cranaplus Adelaide – exhibited and poster presentation
- Rural Medicine Canberra – exhibited
- NACCHO Canberra – exhibited
- IAHA – exhibited
- NAATSIHWP – exhibited
- Rural Health West Aboriginal Health Perth – exhibited.



Courtesy King presenting at NATSIEH conference in Darwin



AHCWA cancer portal presentation attendees with HealthInfoNet staff Hannah Tarrant and Michelle Barrett (back row, far right)



Cranaplus delegate Deanne Cox from KAMS



Aaron Deane at the RMA conference



ACN conference delegate Debbie Smith

## Conferences



AMSANT SEWB meeting with Dr Carmen Cubillo



Emma Thomas and Luke Patten at the ACN conference in Darwin



Carmel Crook PHAA conference delegate



Vilma FitzGerald chats with Taneka Lingbottom and Jodie Rose-Cotter at the CATSINaM conference

## Conferences



Michelle Elwell with Karl Briscoe at NAATSIHWIP conference



TIS team members Glenn and Yvonne visited our stand PHAA Conference in Adelaide



Darren Deves shows the website to APNA Conference delegate in Fremantle WA



Kate Correia collecting her prize from our newsletter competition at the Rural Health West Conference.



Winner of our gift pack Sherry Savage at the IAHA conference

## Environmental health project

In recent months we have been liaising with our funding partners and the Expert Reference Panel for Aboriginal and Torres Strait Islander Environmental Health (ERPATSIEH) to undertake a 'refresh' of the enHealth portal. The portal has been a valuable and well utilised resource. However, as the field has grown in

prominence and the importance of the environmental health is becoming more and more recognised, we felt that it was time to review how we gathered and presented the section on our main resource. We are undertaking a review of the inclusion/exclusion criteria and the current set of subtopics. It was clear that enHealth is a

very broad area and this runs the risk of being overly inclusive of resources. We strive to have as many resources as we need but as few as possible, to ensure that the most up to date and relevant materials are easily accessible. We are also consulting with other peak bodies such as Nurrumbuk Aboriginal Corporation.

## Social media news



Our social media presence garners a steady growth in followers and interaction, notably with significant growth in followers and activity on our LinkedIn account (12% increase over the last 3 months). Each of our social media accounts continues to promote the latest news, resources, events and information relevant to our audiences while working together with partner organisations and key stakeholders, as an extension of our continuous efforts to disseminate our

knowledge exchange products to our users in this digital age.

- We had a 6-week promotion push with WellMob for their "WellMob Tips for Workers" video series that gained a lot of traction (July)
- We had a Diabetes Week campaign spotlighting some great resources, events, workshops etc. related to diabetes which drew some traction to our Diabetes portal (July)

- We helped caring@home launch their new palliative care resources/Palliative Care Clinic Box (August)
- We promoted the Jean Hailes Women's Health Week + morning tea (September)
- We had a Mental Health Week campaign spotlighting great resources and drew attention to our SEWB portal (October)
- We helped SMS4Dads launch their SMS4DeadlyDads Broome launch/workshops (October).

## Women's health week



Some of our team enjoying the Jean Hailes Womens Health Week morning tea

We supported partner organisation Jean Hailes Women's health week promoting the week the month prior on our site and

our social media channels. We also held a morning tea in our offices during this week and enjoyed the gift bags provided.

## Staff news



New Research Officer Kane Rigby

A farewell to Uncle Mick was finally held in August as we managed to work in with his busy travel schedule. It was a wonderful opportunity to thank and formally acknowledge him for his contribution as Senior Aboriginal Research Fellow. He remains as an important member of our Advisory Board and one of my personal mentors, for which I am extremely grateful. We also farewelled research team members Vilma FitzGerald and Tamara Swann and welcomed Kane Rigby as our new Research Officer.