

Danila Dilba

We Are All In This Together

14th CQI Collaboration

10 Years of NT CQI

Strategy



Danila Dilba[®]
Health Service

Acknowledgement



Effectively engaging hard to reach clients in a culturally
safe framework



"Arts in the Grass" – Mindil Beach



Our History

- DDHS journey started in 1991, 20 years after Cyclone Tracey
- DDHS Board is now committed to providing quality services to the community, close to home, one stop shop.
- Our CEO is committed to running a quality business
- People will vote with their feet.



Know our clients



- Potential clients 22 ,000 ABS 2016
- Unique clients 14,266
- Regular clients 8,757
- Visitors to Darwin without Darwin address 11.3%
- New clients in 2018/19 1,754



Reasons why some Indigenous people do not engage with a Health Service



- 1) New arrivals to Darwin region do not know that there is a Indigenous specific PHC service
- 2) Client's perception is service is not culturally safe
- 3) Client's do not want to use service, as there are no Indigenous staff providing services
- 4) Client's do not want to use service due to language barriers
- 5) Client's perception is service will not understand their needs
- 6) Client's perception is that their information may not be safe
- 7) Client's perception is they may be judged or discriminated against
- 8) Some client's think that the clinical staff just want to stick needles into them
- 9) Clients perception is that service does not understand historical effects and is not trauma informed
- 10) Clients perception is that the service does not have continuity in care
- 11) Some clients do not trust western medicine model
- 12) Clients perception is that !!!!



Culturally Safe Service



- How does Danila Dilba Health Service staff provide a culturally safe service?
 - ☐ DDHS Cultural Safety and Competency Guide
 - ☐ Cultural Awareness Training
 - ☐ Mentoring buddy
 - ☐ Indigenous leadership
 - ☐ Men's and Women's services
 - ☐ Community engagement



DDHS Cultural Safety and Competency



Community Engagement
Education
School Based Health
Checks
Youth Social Support
Outreach Services



Community Engagement



Homelessness Week Event



Education



Exercise Group – learning to make healthy choices.



Education



Deadly Choices – Proving an education session on the dangers of smoking.



School Based Health Checks



Health Worker providing a 715 health check.



Youth Social Support



Broncos & Deadly Choices visit Don Dale Youth Detention Centre.



Outreach Services



DDHS AOD team and Darwin Safer City walking the foreshore engaging with the homeless population.



Outreach Services



Mobile Clinic team



Outreach Services



Back to School Health Checks - PIV



Outreach Services



Orange Sky – Providing shower and laundry services to the homeless.





The End

