

## Above and Beyond: Fashioning an Accessible Health Service for Aboriginal Youth in Remote Western Australia

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### What Is the Purpose of this Study?

- To improve access to health care for Aboriginal youth at a remote Western Australian Aboriginal Community Controlled Health Service.
- To canvas views of health staff at the Aboriginal Community Controlled Health Service regarding Aboriginal youth accessing health care at the service.

### What Is the Problem?

- The 16- to 24-year-old Aboriginal people in remote Australia experience poor health outcomes and have low use of health care.

### What Are the Findings?

- Health staff identified a number of challenges in seeking to engage with young people, on individual and organizational levels.
- Simultaneously, staff articulated strategies to address the challenges which fell under the themes of flexibility in service provision and “above and beyond” level of care.

### Who Should Care Most?

- Primary health care managers who establish primary health facilities for people who are underusing health care services, particularly young people.
- Young people who need to access health services.
- Health care workers and managers seeking to provide services for Indigenous peoples.

### Recommendations for Action

- A robust service for young Aboriginal people in remote Australia needs adequate resourcing, as it needs to provide a comprehensive and flexible care.
- Staff need to address interactions with young people through an individualized, contextualized and nuanced approach.
- Primary health care services should be innovate in their approach and include partnerships, health promotion and education, and consultation in their service planning and implementation.