

NhulunduNews

Spring 2020



DOCTOR IN THE HOUSE: A WELCOME ADDITION

New staff are always welcome at Nhulundu Health Service. None more so than Dr Sheenu Mishra, who took up the post of general practitioner in early August. The permanent appointment will provide clients with a familiar GP which in turn will ensure continuity of care to the community.


**WELCOME
DR-SHEENU
MISHRA**



NHULUNDU
HEALTH SERVICE



ANNIVERSARY
2000 - 2020



Keeping our community, clients & staff safe

The outbreak of COVID-19 has led to a number of changes at N hulundu Health Service. Clinical Practice Manager, Jenny Kerr, said the continuing measures would help ensure the community, clients and staff were kept safe. "We appreciate everyone's honesty in answering our COVID safe questions," she said. "We don't want complacency to unnecessarily put anyone at risk."

In compliance with Queensland Health guidelines, changes at the health clinic include reducing the number of chairs in the waiting area and placing floor markers to indicate where clients should stand to ensure correct social distancing. Bollards in front of the reception desk prevent people from leaning on and over the desk.

Clients continue to be screened by staff at the door with a register of their temperatures and contact details maintained. "A sign at the door prevents people from entering prior to screening and markers indicate where they are to stand to wait outside," she said.

The number of clients inside is limited to six with the back area used for isolating clients with cold/flu like or respiratory symptoms, or who have been travelling.

Appointment reminder texts have also been changed and messages should be read in full. "If clients have an in-clinic appointment, the message confirms date and time and requests they phone the clinic an hour before the appointment to ensure we do our COVID compliance screening."

Telephone and videoconferencing consults are on-going to reduce the number of people entering the clinic. "This is being really well received as many clients don't want to come to the clinic at this time," said Jenny.

Jenny's final caution to everyone – community, clients and staff – is to be COVID aware. "I strongly advise anyone exhibiting symptoms of cold, flu, temperature, etc – no matter how mild – go to the hospital to be COVID tested and then go home and self-isolate. Please follow the Queensland Health guidelines."

N hulundu Health Service welcomes new appointee

Tackling a new role can be a daunting proposition, but not for N hulundu Health Service's recently appointed Manager of Innovation and Service Development, Jo Paringatai.

With a solid background in health management, Jo brings a wealth of knowledge and experience to the newly created position. Amongst her credentials she has worked for Queensland Health Mental Health Services, then General Manager Brisbane South Medicare Local, State Manager Queensland and Northern Territory Headspace, and General Manager at the Sunshine Coast Mind and Neuroscience - Thompson Institute.

With an all-encompassing role to develop an integrated service model and enhance service development, Jo said her initial focus was on developing a wellness model that would deliver the best possible health outcomes for clients. "At this stage I'm still familiarising myself with N hulundu Health Service staff and meeting with the various program coordinators," she said. "In addition I'll be reaching out to other organisations such as the Primary Health Networks, Department of Health, Central Queensland Hospital and Health Service, and others." Jo's role will be to consider new business opportunities that will enhance N hulundu Health Service's existing and new programs. "I think this is something that can definitely be expanded and built on," she said. An example being potential involvement with Gladstone MindCare - a collaboration of health and human service organisations bringing together research, government and non-government organisations and the community to empower the community to achieve measureable improvements in mental health wellbeing.

N hulundu Health Service CEO, Matthew Cooke, welcomed the new appointment saying that Jo's extensive knowledge and experience in health management would greatly enhance delivery of the primary health care service. "I am delighted to welcome Jo and I believe she will be a real asset to N hulundu Health Service," he said. "I am confident she will help shape our future service delivery and ultimately this is something that will deliver even better health outcomes for our clients and communities."



Go for Gold with Health Hero giveaways! Under the Health Hero Incentive Reward, a free deadly sweat towel and handy carry bag awaits eligible N hulundu Health Service clients. Aimed at encouraging people to adopt a fit and healthy lifestyle which includes maintaining regular health checks, the towel features 'Always was, Always will be' on the front and a list of Aboriginal Nations on the back. To meet eligibility clients must have ticked off the list of health check requirements at the Goondoon Street clinic. These include current flu shot, current 715 health check, care plan (if applicable), and completed Form CTG/ PIP. Phone 4979 0992 to book an appointment.



N HULUNDU HEALTH SERVICE

HEALTH HERO
INCENTIVE REWARDS



PERMANENT GP A WELCOME ADDITION TO OUR CLINIC

Nhulundu Health Service is pleased to announce the appointment of a permanent general practitioner (GP) at the Goondoon Street medical centre. Dr Sheenu Mishra, who joined the team in early August, brings a wealth of knowledge and experience.

Born and trained in India, Dr Sheenu relocated to Australia in 2008. Over the past 12 years she has travelled and worked extensively in various locations throughout Australia, including posts in New South Wales, Victoria, ACT, Northern Territory, and now Queensland. Working as a GP in Indigenous medical services has equipped her with valuable experience in Indigenous health and culture. "I spent over four years working in Darwin and a further 12 months as a general practitioner in Dalby, Central Darling Downs," she said. "I have a particular interest in Indigenous health and I place special emphasis on cultural beliefs and the needs of my patients. I aim to provide courteous, respectful and culturally appropriate services."

Dr Sheenu said she aimed to be an efficient and vigilant practitioner with a patient centric approach. "I pay attention to details to ensure patient safety," she said. "As a clinician I aim to maintain good diagnostic and procedural skills as well as professional knowledge and standards through continuing medical education and personal professional development."

Prior to accepting the position, Dr Sheenu and her family visited Gladstone and she said she was pleasantly surprised with the city. "Gladstone is a beautiful spot," she said. "The weather is lovely and the people are extremely friendly."

Very impressed with the facilities at Nhulundu Health Service, Dr Sheenu said the clinic was new and had been well designed. "The staff have been very welcoming and supportive. Working together as an efficient team, we aim to provide the best possible care through on-going training to ensure better health outcomes for our patients."

Gladstone Region Aboriginal & Islander Community Controlled Service (GRAICCHS) chairperson, Lee-ann Dudley, was delighted the organisation had been able to recruit such an excellent candidate to fill the role of GP. "Finding a suitable, qualified doctor who would be a good 'fit' with our organisation has been a long and difficult process," she said. "We believe Dr Sheenu will bring continuity of care to our community and clients will feel comfortable with having a familiar GP. We are so pleased to welcome her and her family to Gladstone."

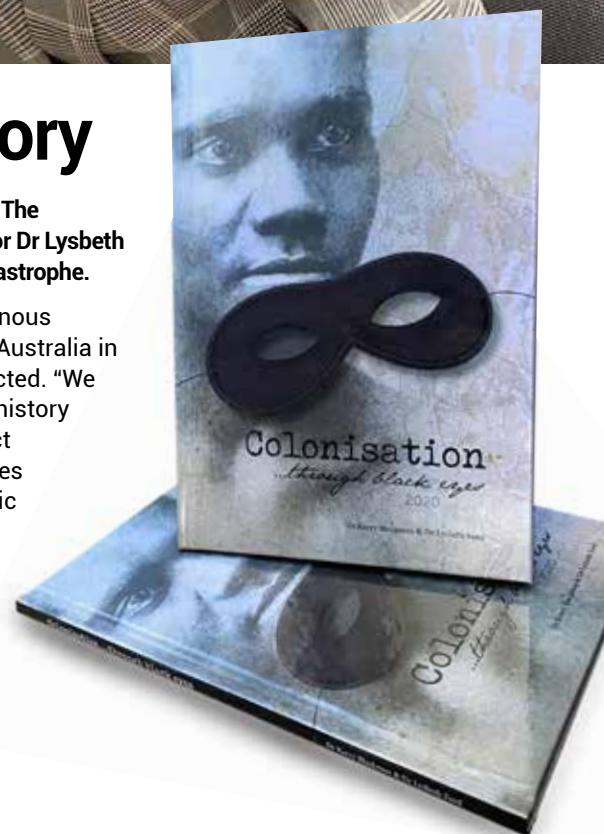


A different perspective of history

A newly released book titled 'Colonisation through Black Eyes' is literally an eye-opener. The publication, co-authored by Traditional Owner Dr Kerry Blackman and linguistic professor Dr Lysbeth Ford, tells how, for First Nations people in the Gladstone Region, colonisation meant catastrophe.

The idea of producing a book that tells the story of colonisation from a local Indigenous perspective came about after an initial funding offer from the National Museum of Australia in support of celebrating the 250 year anniversary of Captain Cook's voyage was rejected. "We were not prepared to do that. We wanted a publication that tells the true story and history of our region," said Dr Blackman. With a timeframe of barely six months, the project required extensive research. "It was a huge project; fortunately my wife, Jacqui, loves doing research," said Dr Blackman. "And the assistance of Dr Ford with her linguistic expertise enabled us to meet our print deadline." The book was officially launched at the Gladstone Entertainment Centre in August with a second launch held in Bundaberg recently.

Available in both hard and soft cover, the books are currently being distributed to various stakeholders and associates along with Traditional Owners. Dr Blackman said 'Colonisation through Black Eyes' will also be showcased at the 1770 Cultural Connections Festival in October.



HELPING STAFF COPE WITH COVID CONCERNS

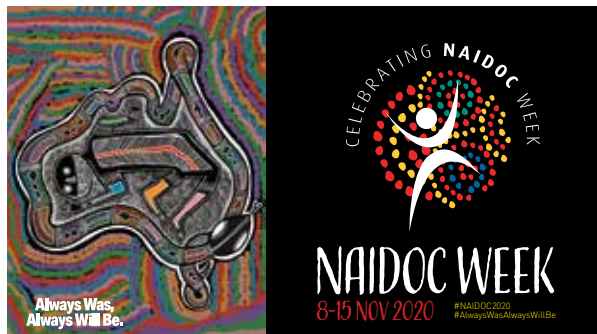
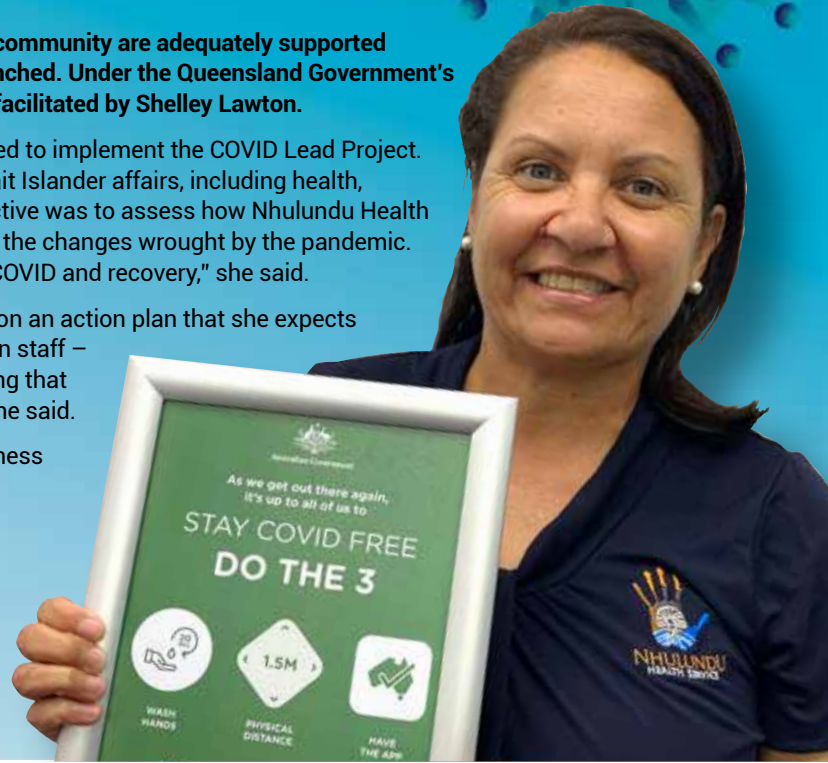
In a bid to ensure Nhulundu Health Service staff and the wider community are adequately supported throughout COVID, a COVID Lead Project has recently been launched. Under the Queensland Government's COVID-19 Immediate Support Measures, the new role is being facilitated by Shelley Lawton.

Previously based on the Sunshine Coast, Shelley is well equipped to implement the COVID Lead Project. Bringing over 20 years' experience in Aboriginal and Torres Strait Islander affairs, including health, childcare, education and child protection, Shelley said her objective was to assess how Nhulundu Health Service staff, as well as the wider community, were coping with the changes wrought by the pandemic. "My role is to support and lead the organisation's response to COVID and recovery," she said.

Embracing this newly created role, Shelley is currently working on an action plan that she expects will deliver positive results. "At this stage my primary focus is on staff – engaging one-on-one with them, building relationships, checking that they are asking for and receiving professional aid if required," she said.

To this end, staff employed in the Aged Care Program and Business Services recently participated in an in-service 'Staff Reset and Recharge Day' at Agnes Water/1770, with the other sectors to soon follow.

Shelley said ideally a community day would also be held, preferably to coincide with Mental Health Week in October. "Its early days yet, but it would be great to hold an event at the marina parklands - take the clinic down there and just really bring people together," she said.



Plans for the upcoming NAIDOC Week celebrations are currently underway, however the local committee are mindful that COVID-19 may result in changes to the program. NAIDOC Week was postponed earlier this year in response to the pandemic.

Helping house the community's vulnerable

Nhulundu Health Service is now even better equipped to help vulnerable members of the community with the recently acquired Assistance with Care and Housing for the Aged Program.

The Australian Government's Department of Health initiative provides assistance to financially disadvantaged older people who are experiencing difficulties accessing secure and affordable housing, care services and other related agencies. Well equipped to roll out this service is Nhulundu Health Service's Special Projects Officer, Jeanette Egan, who brings a solid background in many areas of social support including housing. "My role is essentially acting as a referral for people who require assistance," she said. "It's largely a case of asking people: 'what do you need to remain independent and safe?'. It might mean helping them access housing services and related financial and/or legal services or provide contacts to make removal arrangements, settling in or negotiating to improve accommodation." Other assistance might include arranging referral services to assist with daily living and health needs, or support with referral to government departments.

The program covers the entire Fitzroy Region, which means service delivery to clients will generally be carried out remotely. "Some of them may have no access to technology – no internet, etc, or just not even know where to start. I'll be that person who can offer them the right referrals within their own community, so we can help keep the vulnerable people independently and safely housed."

To determine eligibility or access the Assistance with Care and Housing for the Aged Program clients may either self-refer, be referred through an agency, or via the My Aged Care portal at www.myagedcare.gov.au/



CLINIC SNAPSHOT	511 Influenza Vaccinations
	60 Care Plans in the last 3 months
173 Childhood Immunisations (2 months)	Clients registered for CLOSE THE GAP 586 106 New Registrations in the last 3 months
	192 Health Checks Completed over the last 3 months

New role to help families in need of assistance

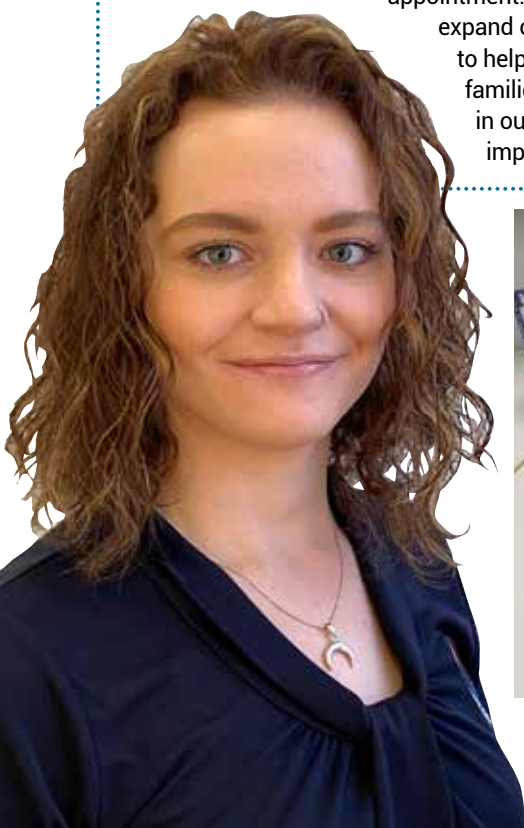
A funding announcement by the Department of Child Safety Youth and Women earlier this year has led to the appointment of a Specialist Domestic and Family Violence Worker (social worker) at Nhulundu Health Service.

Social worker Casey O'Reilly, who completed her senior high school years in Gladstone prior to relocating to Townsville, comes with a solid background in domestic and family violence. "I completed my Bachelor of Social Work at JCU and stayed on for several more years working in crisis support," she said. "This included counselling women and children, crisis work and supporting clients through Supportlink referrals from the police."

With her parents still living in the Gladstone area, Casey said her original plans were to relocate to Melbourne, however the roll-out of the additional funding – aimed at responding to the needs of clients affected by domestic and family violence – presented an opportunity to work at Nhulundu Health Service. "There's a definite need for this type of service in the community," she said. "We have a lot of infrastructure in the area and there's a lot going on - but in amongst that there are issues surrounding housing, drugs, domestic violence, etc."

Taking up the new position last month, Casey said she has begun building a client base in addition to networking with other service providers to ensure she can on-refer if required. "My clients are coming from a variety of sources including referrals from staff in our Family Wellbeing Program as well as nurses and clinicians at Nhulundu Health Clinic," Casey said. "They're in an excellent position to identify potential clients so it's a matter of getting the word out that I'm available to meet with them where and when it suits." This can mean home visits or clients attending the office, however Casey said the important thing was to begin building a relationship with the client and, if necessary, their children. Casey said it was possibly too early to comment on the effect COVID restrictions have had, but said there would definitely be an impact. "I think it's probably been hard for people having their children at home a lot more and this may possibly have led to greater exposure to domestic violence," she said.

Nhulundu Health Service CEO, Matthew Cooke, welcomed the new appointment. "Casey's role will enable us to expand our Family Wellbeing Program to help support vulnerable people and families," he said. "In particular those in our community who may have been impacted by COVID."



Nhulundu Health Service staff were paid a visit by Di Farmer, Minister for Child Safety, Youth and Women and Minister for the Prevention of Domestic and Family Violence last month.

Accompanied by local Member for Gladstone, the Hon Glenn Butcher, the pair expressed gratitude at the work being done to deliver a range of services to clients. "The passion that this team has for their people and their community is evident from the minute you walk in the door," said Mr Butcher.

More specifically, the two Ministers confirmed Nhulundu Health Service was the recipient of a \$100,000 grant for a specialist Domestic and Family Violence Worker under the first tranche of COVID-19 DFV package.

Nhulundu Health Service CEO, Matthew Cooke, said he was delighted to host the visitors. "We can now confirm the appointment of this additional support worker," he said. "This new role will enable us to expand our Family Wellbeing Program to help support vulnerable people and families - in particular those in our community who may have been impacted by recent COVID isolation measures."

With the funding to roll-out over a six month period, Mr Cooke said Nhulundu Health Service may potentially look towards further funding announcements in the future.



NHULUNDU
HEALTH SERVICE

In conjunction with Queensland Child Protection Week (6-12 September), the Department of Communities recently provided \$1000 worth of books to be distributed to children attending an appointment at Nhulundu Health Service. Aimed at primary school aged children, the books convey important child protection messages in a sensitive and age appropriate manner.

QUEENSLAND
CHILD
PROTECTION
WEEK

HONDA FOUNDATION DRIVING SUPPORT FOR TUCKA-TIME

The hugely popular Tucka-Time Program and associated outreach services are set to benefit from a new SUV provided under The Honda Foundation's 'Hero Loan Vehicle Program'.

Tucka-Time manager, Melena McKeown, said she was thrilled that funding for the vehicle had been approved. "Between myself and other staff employed at 'The Centre' (for Regional and Rural Indigenous Health), we cover an enormous area," she said. "We travel anywhere from the greater Gladstone Region including Woorabinda and Biloela, and as far afield as Brisbane, Toowoomba and Charleville. Our estimation is that the car will average 4000kms per month."

Under the Hero Loan Vehicle Program all vehicle registration and insurance costs during the 12 month loan period will be covered by The Honda Foundation while local sponsor, Reef City Honda, will cover the costs of scheduled servicing and inspection.



The Honda Foundation



Tucka-Time program welcomes new local facilitator to Tucka-Time team

Combining a passion for cooking with a desire to work with children and the wider community, Nhulundu Health Service receptionist Kym Donald is excited with her new role as Tucka-Time Program Facilitator.

The new position, effective from early October, will see Kym facilitate the program at participating schools throughout the Gladstone and Biloela regions. "I'm excited to move into the role and look forward to interacting with children and members of the wider community to roll out a fun and interactive Tucka-Time program," she said. "Our end goal is to encourage and promote a healthy lifestyle among Aboriginal and Torres Strait Islander children and their families."

A "born and bred local", Kym said she had a huge network of contacts who would support her with opportunities to expand the Tucka-Time program. "This is a program that can be modified to suit all age groups and I hope to eventually roll out the program to groups within the wider community," she said. One of the major challenges facing Kym in her new role will be modifying the existing Tucka-Time program to ensure it complies with COVID-19 restrictions. "With the schools having to limit external visitors it means face-to-face delivery is not an option at this stage," she said. "We have to be a bit creative and look at other methods of delivering the program."

Tucka-Time manager, Melena McKeown, said plans were underway for Kym – and associated personnel such as a cook/chef and dietician – to deliver the cooking components online. "This may involve Kym going into the school to set-up the class and then facilitating the session remotely before going back to the school to pack up," she said. "We envisage the students being able to engage with the facilitator via both a big screen and also with iPads at each work station."

Ms McKeown said South State School would be the first to trial the new delivery format when Term 4 commences. "This will be our pilot program and something that Kym may need to make adjustments to as time goes by," she said. "It will be a challenge, but COVID has meant we all need to look at ways of doing things differently."



Left: Kym Donald prepares for her new role as Tucka-Time Facilitator with Coordinator/Manager Melena McKeown

Fruit & vegetables for Tucka-Time families

Tucka-Time does much more than deliver cooking classes to kids. An injection of almost \$40,000 under the Foundation for Rural and Regional Renewal's 'Tackling Tough Times Together' (TTTT) grant program will increase access to fresh fruit and vegetables and ultimately improve nutrition for Indigenous primary school students participating in Tucka-Time.

Tucka-Time manager, Melena McKeown, said the cooking program would be further enhanced with the addition of the fruit and vegetable boxes. "We're delighted that Stockland CARE Foundation is providing donor support to the TTTT program," she said. "Their generous funding will allow each Tucka-Time participant to receive two fruit and veggie boxes valued at \$25 each."

Ms McKeown said not only would the boxes introduce participants and their families to a variety of fruit and veggies they may not have

been previously exposed to, but it would also help boost local small businesses within the communities. "This is a win-win situation for everyone," she said.

The first recipients will be students at Charleville State School where Tucka-Time is due to be rolled out next term.



The Tackling Tough Times Together program provides grants for grassroots, community-led initiatives that directly benefit local communities. The Stockland CARE Foundation is a charitable trust set up to deliver infrastructure, programs and initiatives that improve the health, wellbeing and education of communities.



Thank you FOR THE SUPPORT

Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd (t/a Nhulundu Health Service) wishes to acknowledge the generous grants and funding support provided by the following organisations:

James Cook University (JCU)

- Education Resources and Facility Development Funding
- Chronic disease management training and BP software training for clinic staff

Gladstone Regional Council (GRC)

- Ignite Grant - NAIDOC Week activities

Stockland Grant

- Family Wellbeing Program – fishing, camping and outdoor equipment for Men's Group.

Acknowledgement and thanks also goes to organisations supporting the Centre for Rural and Regional Indigenous Health (The Centre).

RACQ Drought Foundation Fund

- Tucka-Time packs for 500 participants

Gladstone Regional Council (GRC) – Rise Up Grant

- Recording sessions for Tucka-Time cooking classes

This on-going financial support allows our organisations to continually improve service delivery and provide better health outcomes for our community.



Naomi Jackson Nikita Cowley Jenny Kerr Lucy Miller Shelley Lawton Jodi Anderson

Dedication to Diploma study reaps rewards

Nhulundu Health Service staff across all service programs have reaped their reward after seven months of hard work and diligent study.

The ladies - Naomi Jackson, Nikita Cowley, Jenny Kerr, Lucy Miller, Shelly Lawton and Jodi Anderson – were recently awarded their Diploma of Leadership and Management.

Nhulundu Health Service CEO, Matthew Cooke, said the course would ensure continuous upskilling of staff by instilling strong management and planning skills across all areas of the service. "With this newly attained knowledge, staff will be able to effectively plan, organise, direct and coordinate the professional and administrative aspects of our health and wellbeing programs and services," he said.

Retirement beckons for long serving employee

There was laughter and tears alike at the farewell dinner held recently for Kerri Marlin. A senior support worker in the Aged Care Program, Kerri has an 18 year history with Nhulundu Health Service. One of the longest-serving employees, Kerri has seen the centre expand and relocate from its original start-up in Tank Street to its current address in Goondoon Street.

Surrounded by her family and assorted staff members, Kerri was honoured not only for her dedication to her clients but also for the positive effect she has on everyone around her. All who spoke testified to Kerri's warm smile and her calm demeanour; all acknowledged how much she will be missed.

Deciding that now was the time to retire, Kerri said she planned to just relax and enjoy life doing a bit of gardening, going camping, and – if she gets a bit bored – do some volunteer work.



SPECIALIST

Visiting Services

SEPTEMBER - NOVEMBER 2020

Psychologist - Joe Sproats

11, 25 September, 9, 23 October, 6, 20 November 2020.

Podiatrist – Anna Houghton

To be advised

Psychiatrist – Dr Leo Ryan

21 October, 18 November 2020.

ICOP – Cardiac Team

9 November, 2020 (TBC).

Diabetes Educator - Ms Lisa Grice

3rd Monday of the month.

21 September, 19 October, 16 November. 2020.

Endocrine Telehealth Clinic - Dr Menon

4th Tuesday each month. Telehealth consultation. 22 September, 27 October, 24 November 2020.

Optometrist – Mr Michael Young

To be confirmed. 9, 10 November 2020.

Paediatrician – Dr Tran

9 September 2020.

Located at Mindware

136 Goondoon Street, Gladstone.



NHULUNDU
HEALTH SERVICE

27-29 Goondoon St, Gladstone

07 4979 0992

nhulundu.com.au

Trading Hours

Monday	8:30am - 5:00pm
Tuesday	8:30am - 5:00pm
Wednesday	8:30am - 5:00pm
Thursday	8:30am - 5:00pm
Friday	8:30am - 5:00pm
Saturday	Closed
Sunday	Closed



Compliments, feedback and complaints are welcome. Please visit our website and complete our online form <https://www.nhulundu.com.au/contact/>

