

# Nhulundu news

••••• More for our Community

MAY 2021



NHULUNDU  
HEALTH SERVICE



## BEST SHOT

for community protection

The much-anticipated vaccine for COVID-19 has finally arrived and the vaccine commenced for eligible clients at Nhulundu Health Service on the 29th March 2021.

The approved vaccines are being rolled out in phases to ensure the most vulnerable in our community receive them first. This includes all adults - 50 years and older, people over 18 with chronic disease or disabilities where the risk of disease outweighs the risk of adverse event from the vaccine, as there is a higher risk of them getting and developing serious illness from COVID-19. Nhulundu has the Astra Zeneca vaccine, and this is now available to all people over the age of 50. For those under 50 years of age, the Pfizer vaccine will be available later in the year.

The Australian Government has been working closely with the National Aboriginal Community Controlled Health Organisation (NACCHO) to ensure COVID-19 vaccines are easily accessible to all. The vaccine is free and you can choose if you want to get vaccinated. However, by getting it, you will help protect yourself, Elders, your loved ones and your community from COVID-19.

If you have any queries or concerns please do not hesitate to contact our friendly staff on 4979 0992. (See page 3 for full story)

*Above: Nhulundu Health Service CEO Matthew Cooke and Chairperson Lee-Ann Dudley roll up their sleeve to receive the COVID 19 Vaccination from Clinical Practice Manager Jenny Kerr and Registered Nurse Donna Dwyer (not pictured)*



# Strong leadership makes for a strong team



## DementiaECHO Program aims to improve dementia care in local community

Queensland Aboriginal and Islander Health Council (QAIHC) delegates were at Nhulundu Health Service recently to confirm participation in the 'DementiaECHO Project'. Based on telementoring, the program aims to improve local workforce capacity and access to complex dementia cases for rural and regional communities with limited access to specialist services. Relevant staff can now participate in monthly live video sessions linking QAIHC services and a multi-disciplinary team of dementia specialists. Having access to such specialist services will ultimately benefit not only individual clients but also their families and their communities.

Dementia  

The Nhulundu Health Service Senior Management Team (SMT) are currently undertaking a Resilient Leadership Program. Aimed at building capacity of the leadership team, the program benefits will ultimately have a flow on effect to the entire staff. CEO Matthew Cooke said Nhulundu Health Service was a learning organisation committed to professional development. "It is important for us to support our staff in order to provide the best service delivery possible," he said.

With the ongoing and long-term effects of the COVID-19 pandemic, Mr Cooke said it was more important than ever for the SMT to learn how better to care for themselves emotionally, mentally and physically. "Our senior leaders must be able to sustain their focus and their efforts over time, regardless of the stresses and challenges they must manage," he said.

Presented by Leigh Bennett, founder of Healthy Practice's Consulting, the program is designed to build organisational and personal resilience through integrated learning, coaching and mentoring. Delivery includes three full-day workshops, online videos, training course materials and assignments, plus one-on-one coaching and mentoring. Mr Cooke said the program was self-paced, however he anticipated the team will complete the program by June.

Manager of Innovation and Service Development, Jo Paringatai, said the course content was very comprehensive and involved analysing her individual leadership style to identify areas of development. "This exercise enables us to build the strength and resilience of the entire team," she said. "That can then be linked to our perceptions of community resilience and working with other staff and clients."

Looking ahead, Mr Cooke said it was important to cultivate preparedness and resilience to future adverse events. "Our aim has always been to provide the best possible comprehensive healthcare to the community," he said. "This Resilient Leadership Program will ensure we continue to deliver that into the future."

*The Nhulundu Health Service Senior Management Team is comprised of CEO Matthew Cooke, Clinical Practice Manager Jenny Kerr, Manager of Innovation and Service Development Jo Paringatai, Business Services Coordinator Naomi Jackson, Manager Aged Care and Disability Services Tanya Taylor, ITC Outreach Care Coordinator Nurse Nikita Cowley, Family Wellbeing Coordinator Jodi Anderson and Melena McKeown from Centre for Rural and Regional Indigenous Health.*

# ARMS ARE BARED & STAFF ARE PREPARED...

## COVID-19 vaccine is the best shot to protect our community

Staff at Nhulundu Health Service are well equipped and well prepared and have begun vaccinating eligible clients with the long-awaited COVID-19 vaccine. As a part of the Australian Government's Phase 1B rollout, staff began administering the AstraZeneca vaccinations on Monday 29th March.

CEO Matthew Cooke said the federal and state government had been working closely with the National Aboriginal Community Controlled Health Organisation and the Aboriginal and Torres Strait Islander Advisory Group on COVID-19 to ensure the vaccines were readily accessible to everyone. "Aboriginal and Torres Strait Islander adults have been identified as a priority group for vaccination," he said. "They have a higher risk of getting - and developing - serious illness from COVID-19 and I strongly encourage all our eligible clients to book an appointment for this vaccination."

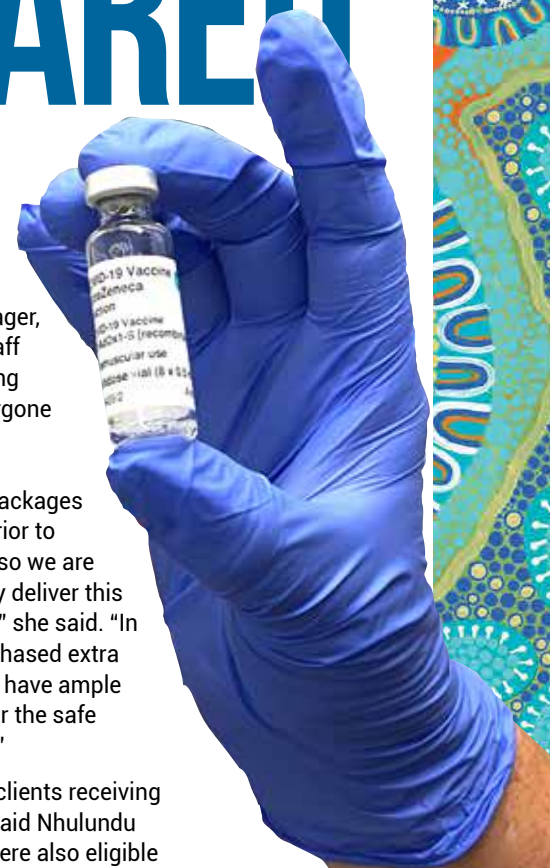
The vaccine is free and people can choose if they want to receive it, however Mr Cooke stated that the vaccination was the best chance clients had to protect themselves, their loved ones, Elders and the community from COVID-19. "If you are an Aboriginal or Torres Strait Islander over 55 years please contact our office to arrange an appointment," he said.

*(See fact box below for other eligible clients under Phase 1B)*

Clinical Practice Manager, Jenny Kerr, said all staff members administering the vaccine had undergone rigorous training from both federal and state governments. "Both packages required 100% pass prior to starting the program, so we are well prepared to safely deliver this vaccine to our clients," she said. "In addition we have purchased extra supplies to ensure we have ample equipment required for the safe rollout of the vaccine."

In addition to eligible clients receiving the vaccine, Ms Kerr said Nhulundu Health Service staff were also eligible under Phase 1B. "In particular I would like to encourage our Aged Care staff as well as Family Wellbeing and Clinic staff who have regular client contact to book an appointment with reception now," she said.

The COVID-19 vaccine is just one part of keeping the community safe and healthy. Ms Kerr said it was essential for everyone to continue practising COVID safe behaviours, including regular hand washing and keeping two big steps away from others. "If you are feeling unwell with any cold or flu like symptoms, stay at home and book an appointment with the fever clinic to have a COVID test on 4920 5800," she said.



**NHULUNDU**  
HEALTH SERVICE

**COVID-19**  
**VACCINATION**

Safe. Effective. Free.

# Townsville training workshop leads to enhanced cultural competence

As an organisation committed to professional development, a team from Nhulundu Health Service recently attended a 'Mental Health Assessment for Aboriginal People and Suicide Prevention in Aboriginal Communities' training workshop.

The three day workshop, held in Townsville from 1st to 3rd March, was facilitated by Dr Tracey Westerman from Indigenous Psychological Services (IPS). A recognised leader in Aboriginal mental health, cultural competence and suicide prevention, Dr Westerman established IPS to help address the paucity of specialist mental health services for Aboriginal people, despite the obvious need. She has developed unique tools enabling the identification of Aboriginal people at suicide and mental health risk and has developed unique programs to ensure a whole community response to these issues.

Nhulundu Health Service CEO, Matthew Cooke, said the training workshop had not only resulted in his own personal growth as an individual and a leader, but had grown his thinking as it relates to Nhulundu Health Service's organisational growth and development. "In particular this

means identifying specific considerations that can be given to ensure our service delivery, program design and overall model of care is culturally competent and meets the current and future health and wellbeing needs of our people and communities," he said.

Mr Cooke said he made a careful and deliberate decision in choosing a mixture of senior management personnel and staff members to attend the workshop. "As an organisation we invest heavily in our people – our human capital. The test for us is to put this information and knowledge into practice, where applicable and appropriate, back into our workplace and communities."

The workshop training has shown evidence of improving cultural competencies of participants, with attendees required to complete an Aboriginal Mental Health Cultural Competency Profile to provide a baseline. Mr Cooke said on completion of the IPS online survey a plan would be generated for each attendee. "That will undoubtedly be another great tool for the participant's individual growth and development," he said.

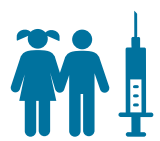
## News Brief



Nhulundu Health Service was recently named as one of four local beneficiaries for the 2021 Santos GLNG Mayor's Charity Ball. Held every two years to help raise funds for community organisations, this year's beneficiaries also includes Gladstone Mindcare, Roseberry Qld (Gladstone), and Zonta Club of Gladstone. To be held on Saturday 29th May at the Gladstone Entertainment Convention Centre, the gala event will include a three-course meal, silent auctions, live auctions and live entertainment.

**CLINIC**  
**SNAPSHOT**

APRIL 2021



**56**  
Childhood  
Immunisations  
(2 months)

**42** Care  
Plans  
Completed in the last 3 months

**30** Care  
Plans  
Reviews  
Completed in the last 3 months

**32** COVID  
Vaccinations  
In the last 2 weeks

Clients registered for  
**CLOSE THE GAP** **177**  
Completed in the last 3 months

**192**  
Health Checks  
Completed over the last 3 months

# Thank You FOR THE SUPPORT

Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd (t/a Nhulundu Health Service) and the Centre for Rural and Regional Indigenous Health (The Centre) wish to acknowledge the generous grants and funding support we receive. This on-going financial support allows our organisations to continually improve service delivery and provide better health outcomes for our community.

- Gladstone Regional Council (GRC) Qld Youth Week 2021
- Tucka-Time Program cooking classes

## Correction:

The Grants for Good Health funding was incorrectly attributed to RACQ Foundation in our last newsletter. The grant of \$19,200 was provided by the RDAQ Foundation.

# Grant benefits local Young Men's Group

A funding grant of almost \$20,000 from the RDAQ Foundation is a welcome boost for a Young Men's Group in Gladstone.

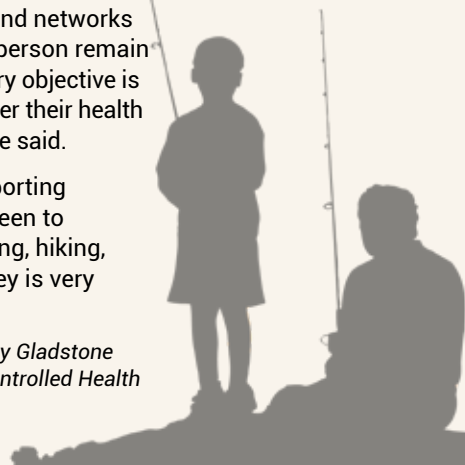
Already run by the Family Wellbeing Program\*, coordinator Jodi Anderson said the monies would allow them to formally establish the group. "The group is a youth-led initiative, held in conjunction with the students' families, schools and health professionals," she said. "Our aim is keep the students engaged with school."

Jodi said working alongside the young people helped them to connect in a holistic way that included health and wellbeing, education and supporting positive role models. The group's informal platform helps lead to open discussions with the youth based around education, mental health, sexual health, drug and alcohol abuse, anger management and other life skills.

With a group size of up to 20 youths, Jodi said it would enable the team to provide appropriate support, mentoring and networks to other professionals to help the young person remain engaged in the school system. "Our primary objective is to support and encourage them to look after their health and wellbeing and to remain in school," she said.

The grant will be used to buy assorted sporting equipment for the group. "The boys are keen to try all sorts of outdoor activities like fishing, hiking, kayaking and skateboarding, so the money is very welcome," she said.

*\* The Family Wellbeing Program is managed by Gladstone Region Aboriginal and Islander Community Controlled Health Service t/a Nhulundu Health Service.*



## Services boosted with start of new social worker

Accredited social worker Yaleela Savage-Torrens is a welcome addition to the team at Nhulundu Health Service. With an academic record that includes a Bachelor of Arts (anthropology/sociology) and a Master of Social Welfare, Yaleela has a background in social work and counselling within the local Gladstone area. Her profile describes her style as a 'solution-focused, strengths-based practitioner/clinician informed by anti-oppressive and social justice frameworks'.

Yaleela's position will see her provide culturally appropriate community based and clinic based counselling working within both the Clinic and Family Wellbeing Program with families across the Gladstone region.

Working across both the Clinic and Family Wellbeing Program, Yaleela said she was looking forward to the opportunity to expand her skillset. "Not only will I be providing services within a clinical setting, but this position will enable me to work more closely with Aboriginal and Torres Strait Islander children and families," she said. "I will, however, be taking referrals for all Nhulundu Health Service clients which includes non-Indigenous people. Clients can simply call and self-refer or they may receive an assisted referral if they are currently engaged with another program within Nhulundu Health Service."

With future career goals in mind, Yaleela plans to obtain her Accredited Mental Health Social Worker credential within the next 18 months, and to re-enter private practice within the next five years.



## Improved and expanded service delivery for Aged Care Program

Initially taking the newly created position of NDIS & Aged Care Business Development Officer, Tanya Taylor joined Nhulundu Health Service in October last year. Various staff changes since then have seen her role amended to that of Manager Aged Care and Disability Services.

Enthusiastic about her new role, Tanya is looking forward to expanding both the service and the team within the Aged Care Program. "My aim is to assist all clients to ensure their needs are being met," she said. "For those with Home Care Packages it means we can look outside the box. For some that may mean having air con installed or creating a safer environment for them in their home. For others it may mean accessing transport to Rockhampton for medical services."

Tanya said a full overview of all Aged Care clients was currently being undertaken. "We need to review and do ongoing assessments for each individual client – something that can be done in conjunction with a family member, if appropriate," she said. "In some instances clients don't fully understand – or aren't fully using – those services that are available to them."

Tanya also aims to increase the Aged Care Program client base and employ additional support workers. "There is an on-going need for more staff to help meet the demand for service," she said. "An example is having clients on a wait list to join the Aged Care Social Support group. We've grown that from just three or four people up to 20 now. It's a matter of having the staff to support them."

## New staff reshuffle leads to improved service delivery

As a means of continually improving service delivery, Nhulundu Health Service has recently seen a staff reshuffle with previous Aged Care Coordinator Nikita Cowley transitioning to the position of Outreach Care Coordinator/ Nurse, working within the Nhulundu Health Service Clinic. She said this role mainly involved working within the Integrated Team Care (ITC) Program. "I will be the Outreach Care Coordinator, which includes the Biloela Clinic each Thursday," she said.

Still adjusting to her new position, Nikita said she was currently working between the Aged Care and Clinic programs as required while establishing new structures. "There is still a lot to learn – new clients, new funding agreements and new programs for recording and reporting," she said. "But I'm really enjoying my new role and the challenges that it's providing."

Providing an additional incentive, Nikita was recently awarded a scholarship from Arrow Energy under their Go Further Indigenous Scholarship program\*. Funded for Term 1 and 2 of this year, Nikita said the scholarship would be a huge financial help towards the cost of her university fees as she is currently completing her third year of Bachelor of Nursing.

*\* The scholarship program aims to support Aboriginal and Torres Strait Islander people and their tertiary educational outcomes.*



# Trainee assists with rollout of new PC's

What began as a casual holiday job working for Nhulundu Health Service did not take long to develop into a full-time position for Brandon Muller.

Beginning in January as a casual employee, Brandon's initial role was to assist Aged Care clients wanting to learn smart phone and/or computer skills, and in particular teaching them how to maintain safety and privacy when using the internet.

Brandon's excellent communication skills, combined with his willingness to learn and adapt, led to him quickly being offered a traineeship position as systems administrator. In addition to coordinating all networks, systems, and hardware and software needs, Brandon's role will also see him provide first level support to staff and improve efficiency by providing user education and support.



Manager Aged Care and Disability Services, Tanya Taylor, said the timing was ideal as it coincided with the upgrade of Nhulundu Health Service's computer system. Brandon said he had learnt a lot working alongside Alexey Shevkov, ICT System Engineer, who was in Gladstone to oversee the installation of the new units. "Before Alexey arrived I had to assemble about 45 computers, but he taught me the entire set-up process," he said.

In addition to the installation of the new computers Tanya said a new program for Aged Care had been installed to replace the outdated I-Care Program. "The Community Connect Program will be a vast improvement," she said. "This new program has a larger and improved client database which will ensure consistency of service and care for our Aged Care clients. It will be better for both staff and clients."

## EXPLAINED

# Integrated Team Care

Assisting patients with Chronic Disease to access specialist services

The Integrated Team Care (ITC) Program is aimed at improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions. Administered by the Primary Health Networks, the ITC Program contributes to closing the gap in life expectancy through providing better access to multidisciplinary care and improved access to culturally appropriate services in mainstream primary care services.

Eligible patients (see details below) have the support of a professional team providing a continuum of care by assisting the client through care coordination, access to supplementary services and health education. Working in conjunction with a GP Management Plan (GPMP) and Team Care Arrangement (TCA) and other healthcare professionals, the ITC Program will help clients achieve the goal of managing their chronic health condition/s.

The ITC Program is available to Aboriginal and Torres Strait Islander patients who live in the Central Queensland PHN region and have a diagnosed chronic disease/s. These include key diseases that cause excess mortality and morbidity such as

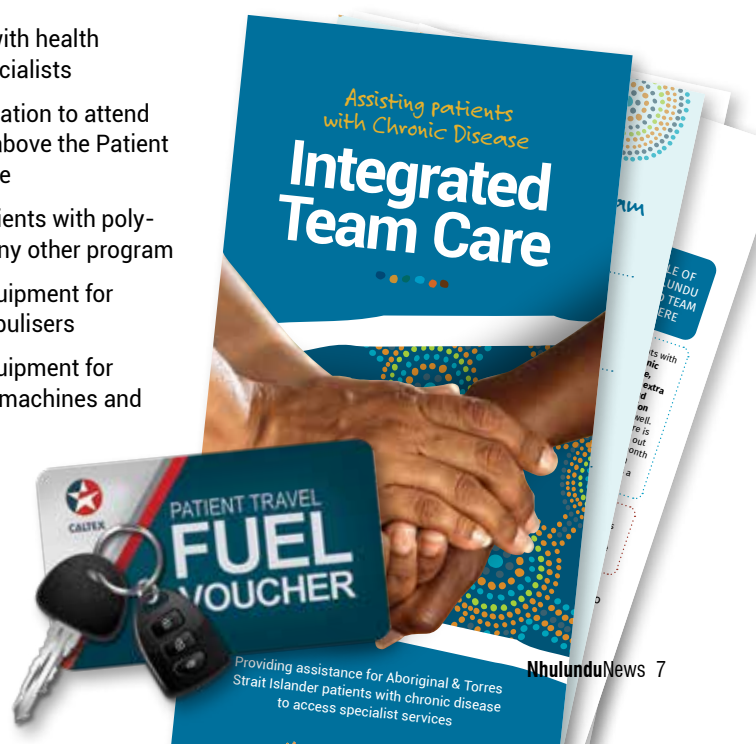
cardiovascular disease, diabetes, chronic respiratory disease, chronic kidney disease, cancer and mental health.

Our ITC Program will provide the following services, if documented as a need in the patient's GPMP/TCA and where they are not available under other programs and a complete referral has been made to the program:

- Gap fees associated with health appointments, eg. specialists
- Travel and accommodation to attend health appointments above the Patient Travel Subsidy Scheme
- Webster packs for patients with poly-pharmacy not under any other program
- Assisted breathing equipment for asthma – spacers, nebulisers
- Assisted breathing equipment for sleep apnoea – CPAP machines and accessories
- Blood sugar/glucose monitoring equipment
- Medical footwear prescribed/fitted by podiatrist

- Physiotherapist appointments
- Exercise physiologist appointments
- Mobility aids
- Spectacles (to a limited amount)

For more information about the ITC Program phone Nhulundu Health Service on 4979 0992.



Providing assistance for Aboriginal & Torres Strait Islander patients with chronic disease to access specialist services

# Our friendly new face at Reception

Medical receptionist Jade Kingston joined the Nhulundu Health Service team in February. With a background in private practice medical reception and retail, Jade has also been working towards a dual Bachelor's degree in psychological science and criminology justice.

She said she was proud to be part of a team with such a strong focus on supporting the health and wellbeing of Aboriginal and Torres Strait Islander people in the community. The busy role involves general reception duties: fielding phone enquiries, scheduling appointments and triaging patients; ensuring quality patient care; welcoming patients, visitors and allied health providers; and maintaining stringent workplace cleanliness.

Enjoying her role immensely, Jade said it was more than just the people she was working with. "There's a family feeling at Nhulundu Health Service - and I like building a rapport with our patients and clients."



# Special Projects Officer to support Nhulundu Health Service business development

Special Projects Officer, Lynne Bell, recently joined the Nhulundu Health Service team. Working three days a week, Lynne will support Innovation and Business Development Manager, Jo Paringatai. Her role includes reviewing and advising on business improvement and compliance processes that will further enhance service delivery. In addition, Lynne will be supporting the development of business plans for the expansion of existing and/or new services, including costing, systems, resources and implementation plans.

With a solid background in project and business improvement, Lynne is well-equipped for the role. Her areas of expertise include business/system analysis, research, innovative thinking, and improvements/business expansions to achieve positive outcomes and revenue objectives. Lynne said she is looking forward to helping build the business across the CQ region. "We have so much opportunity to provide excellence in healthcare, NDIS and aged care services," she said. "To expand service delivery we need the right systems and processes - and that's my speciality. I look forward to contributing towards the future growth of Nhulundu Health Service."

Jo Paringatai said Lynne's role would lead to improving the quality and efficiency of business processes and outcomes at Nhulundu Health Service. "Our goal is one of continuous improvement; ultimately this benefits our clients as we support them to improve their health and wellbeing."



**SPECIALIST**  
VISITING SERVICES

- **PSYCHOLOGIST**  
*Joe Sproats*  
Every Friday
- **PODIATRIST**  
*Katie Ambrum*  
13 & 27 April, 11 May
- **PSYCHIATRIST**  
*Dr Ryan*  
19 May & 16 June
- **ICOP CARDIAC TEAM**  
10 May 2021
- **DIABETES EDUCATOR**  
*Ms Lisa Grice*  
19 April, 17 May, 21 June
- **ENDOCRINE TELEHEALTH CLINIC**  
*Dr Menon*  
27 April, 25 May, 22 June
- **OPTOMETRIST**  
*Mr Michael Young*  
17th and 18th May
- **PAEDIATRICIAN**  
*Dr Tommy Tran*  
9 June - MindCare, Goondoon St.
- **PHYSIOTHERAPIST**  
*Sophie McLurcan*  
15 April 2021 - 3rd Thursday of the month in the morning
- **EXERCISE PHYSIOLOGIST**  
*Jessica Chalmers*  
15 April 2021 - 3rd Thursday of the month in the afternoon



**NHULUNDU**  
HEALTH SERVICE

27-29 Goondoon St, Gladstone  
**07 4979 0992**  
[nhulundu.com.au](https://www.nhulundu.com.au)

### Trading Hours

Monday to Thursday: 8:30am - 5:00pm  
Saturday to Sunday: Closed



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<https://www.nhulundu.com.au/contact/>

