



Santos
GLNG

Mayor's Charity Ball

BENEFICIARY 2021



AN ABSOLUTE *Ball* WAS HAD BY ALL

It was a night to remember for Nhulundu Health Service staff at the recent Santos GLNG Mayor's Charity Ball. Not only did it provide the perfect opportunity for staff to replace their corporate uniforms with glamorous evening wear, but the organisation was one of four local beneficiaries that included Gladstone Mindcare, Roseberry Qld (Gladstone), and Zonta Club of Gladstone.

CEO Matthew Cooke said he felt humbled that Nhulundu Health Service had been chosen amongst the many worthy organisations in the Gladstone Region. "Being chosen as the first Indigenous beneficiary was a step in the right direction by Council and it was very fitting given the ball was held during National Reconciliation Week with the theme 'More than a word'," he said.

With almost 20 staff attending the 450 person sell-out event, Executive Assistant Lani Fleming said everyone literally had a ball. "The food was absolutely delicious and the entertainment by Hamilton Band really got people up on the dance floor," she said.

To encourage people to 'dig deep' there were four live auctions including holiday packages at Wilson Island, Great Keppel Island and Agnes Water, plus 27 online auction items and other fundraising games throughout the evening.

Above: Back L-R Matthew Cooke, Jim Stacey, Michelle Stacey, Lynne Bell, Mary-Ann Coolwell, Hayley Granzien, Melena McKeown, Jodi Anderson, Andre Rice, Mick Eggmolsse, Jo Paringatai & Suzana Williams. Front L- R Naomi Jackson, Tanya Taylor, Sharon Ward, Marion Eggmolsse, Lani Fleming, Kerri Bates & Narelle Breadsell

Integrated Team Care:

Assisting patients with chronic disease

Staff changes rolled out earlier this year have led to the continual improvement of service delivery at Nhulundu Health Service. The reshuffle has seen Nikita Cowley transition from Aged Care to the position of Outreach Care Coordinator/Nurse within the Integrated Team Care (ITC), while Kym Brodie has taken on the role of Care Coordinator ITC and Chronic Disease.

Kym said the response from clients speaks for itself. "Since April we have seen the number of clients registered for ITC increase from 22 up to 80. And we expect that number to keep increasing as more and more chronic disease clients hear about our service," she said.

Aimed at improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions, the ITC Program helps to close the gap in life expectancy by providing

better access to multidisciplinary care. "We can provide a continuum of care to eligible patients* that will help them manage their chronic health condition/s," said Kym.

"Often clients aren't aware of what assistance is available for them. Depending on their needs, some may require help with travel and accommodation to attend specialist's appointments, for others it may be medical and/or mobility aids, or arranging other Allied Health appointments."

Kym said having Allied Health professionals available on-site (including the recently introduced physiotherapy/exercise physiologist service) was greatly appreciated by clients. "Many of them are more comfortable seeing other providers in-house at Nhulundu Health Service."

Accessing the program

- 1 GP Completes an Aboriginal and Torres Strait Islander Health Check MBS 715
- 2 GP completes GP management plan MBS 721 / 723 and Team Care arrangement
- 3 GP assesses the patient's needs for extra services and refers eligible patient to Nhulundu Integrated Team Care to arrange/purchase extra services.
- 4 Nhulundu Integrated Team Care review the referral. If accepted, one of our Outreach Care Co-ordinators will follow up with the patient and referring doctor.

For GP referral forms go to CQ Health Pathways or fax completed form to 4979 0967. For program enquiries contact the Integrated Team Care staff on 4979 0992.

For more information about the ITC Program phone 4979 0992.

* Eligibility criteria includes Aboriginal and Torres Strait Islander patients who live in the Central Queensland PHN region and have a diagnosed chronic disease/s.

NEW SERVICE

delivers better health & mobility to our clients

Nhulundu Health Service staff are continually looking for ways to support people to improve their health and wellbeing. Now, in partnership with Physio & Fitness, clients have the opportunity to develop better health and mobility with the professional assistance of exercise physiology and physiotherapy services.

Beginning in April this year, the service is available at Nhulundu Health Service one day per week. ITC Care Coordinator Kym Brodie said demand was steadily increasing as more clients heard about the service. "A lot of clients are referred 'in-house' with about 80% coming from Clinic and the remainder via our Aged Care Program," she said.

Kym said many clients had expressed relief that it was a free service*. "Plus many of our clients seem to be more comfortable seeing Allied Health providers here on-site at Nhulundu Health Service," she said.

Physio & Fitness Director, Esther Groen, said their physiotherapist was booked out two weeks in advance. "We are looking to increase our hours of service in Gladstone and possibly extending to Biloela in the future," she said. "As a business we are interested in helping the wider Gladstone community, so being able to partner with Nhulundu Health Service has been a great opportunity for us."

Esther said feedback from the clients suggested they liked having their appointments all in one place. "The fact that our Physio & Fitness professionals see the clients 'in-house' allows for fluency of treatment," she said. "Patients love participating in group hydrotherapy with a therapist they are familiar with, plus they are supported by Nhulundu Health Service transport to those sessions. We would also like to reintroduce some exercise groups targeting mobility and fall prevention."

* Eligibility criteria applies. Some services are bulk billed for Clinic patients and other services may be accessed by Aged Care clients via their Home Care packages.



Community Connector Program delivers a much-needed service

Kerri Bates has been swamped with enquiries since the National Disability Insurance Scheme (NDIS) Community Connector Program was launched last October.

Providing information and support to Aboriginal and Torres Strait Islander people needing help to access the NDIS, Kerri said the service was much in demand. "The complexity of the NDIS is baffling to many people; they don't know where to start. That's where I can help," she said. Such was the case for Tammy, a visually impaired client in great need of assistance. "I picked up a Community Connector pamphlet at the doctors and decided to give them a go," she said. "I'd been having trouble accessing records from my eye specialist and also my medical records, but Kerri was able to organise them and help me with my application." Now approved for NDIS, Tammy said she receives home help including cleaning and yard work and also enjoys social outings. "It's been wonderful dealing with Kerri; I couldn't have done it without her. And if she can't help me with something then she points me in the right direction."

In addition to helping new clients, Kerri also assists those who are NDIS approved but are not using the funding to their advantage. "A large part of my role is explaining their plan in a way they can understand," she said. "I can also provide information, offer referrals and link participants with other services that may help them achieve their goals."

To date the program has received almost 100 referrals, mostly from Gladstone with the remainder from Biloela. Kerri said many were referred from Nhulundu Health Service programs including Clinic and Family Wellbeing, with others coming via Community Health, Indigenous Liaison Officers or other service providers. "There are also lots of 'word of mouth' referrals and from other family members," said Kerri.

For more information about the Community Connector Program phone us on 4979 0992 or call into the office at 27-29 Goondoon Street.



Play Therapy

More than child's play

Play Therapy for children is now available for eligible* Nhulundu Health Service clients by Accredited Social Worker and Play Therapist Yaleela Savage-Torrens.

Play Therapy sessions are held one day per week at the recently opened Gladstone Mindcare in Goondoon Street. Yaleela said the service, which began in early June, had already reached client capacity. "There may be opportunity for future expansion if the demand is there; it's still very early days," she said.

Working with children aged 3-11 years, Yaleela said she was currently still building relationships with her clients. "It can take a long time to establish their trust - these young clients are often very traumatised," she said. "We begin by establishing a good rapport and allowing them to express themselves as - and when - they are ready."

With a background in Play Therapy counselling within the Gladstone Region, Yaleela has seen the benefits that it can bring. "Play Therapy is a very 'safe' developmentally friendly form of counselling but it can take between 3 to 6 months to see any results. In some cases Play Therapy sessions can be extended beyond 6 months, if required," she said.

Play Therapy can help children who are experiencing social, emotional or behavioural difficulties. For more information phone Nhulundu Health Service on 4979 0992.

* Clients must be registered with Nhulundu Health Service Clinic or Family Wellbeing Program



New software system to streamline HR and payroll procedures

Nhulundu Health Service recently purchased a cloud-based HR and payroll system from ELMO Software. The Australian developed and owned system is designed to not only help organisations 'effectively manage their people, process and pay', but is easily accessible by employees allowing them greater access to their personal information.

CEO Matthew Cooke said the system, which will be rolled out in stages from 1st July 2021, would be of great benefit to both the organisation and staff. "The initial stage will allow employees to view and edit their personal information, view employment and payroll information, access training courses and record work

related documents such as drivers licence, blue/yellow cards, first aid, etc.," he said. "Later stages will allow staff to view leave balances and apply for leave online, complete performance appraisals, view and accept company policies and apply for internal vacancies."

Mr Cooke said the ELMO system would also be of huge benefit to the company. "We can use this software to support our recruitment of new staff, streamline onboarding, issue employment contracts, obtain detailed staff reporting, and create better engagement," he said.



Designed to make a difference

New staff are always welcome at Nhulundu Health Service, particularly when they bring an existing skill set into a newly created position. Graphic design trainee Luke Smart, who joined the team in April, has a range of experience in the area of communication, photography and video production.

Luke's previous role as content creator at Gladstone News & Elevate Media saw him preparing editorial and photographic images for the fortnightly publication. He was also involved with directing, shooting and publishing video content for Elevate Media. "During that time I was fortunate enough to create television commercials for a variety of local clients," he said. "This is something I'm keen to develop even further whilst working at Nhulundu Health Service. I aim to produce high quality advertisements, photographs and video content that can be used in various media to reach more people and subsequently help improve health outcomes for our community."

Currently studying Certificate IV in Design, Luke's role also involves developing strategic marketing plans, producing video content, capturing photos, and creating graphic design for a range of Nhulundu Health Service programs.

A proud descendant of the Mamu Aboriginal People of the Cassowary Coast, Luke said he had a strong desire to connect with Country, the local Aboriginal culture and all its people. "I am incredibly grateful for the opportunity to have a positive impact on the health and lives of Aboriginal and Torres Strait Islander people in the Gladstone Region and beyond," he said.

Social Support Group sees ever-increasing numbers

The Social Support Group for Nhulundu Health Service Aged Care clients has been rapidly increasing since the start of the year. Now almost 30 clients are taking advantage of the opportunity to meet up with or make new friends, go on outings, participate in art and craft activities, and enjoy fabulous food in good company.

Manager Aged Care and Disability Services, Tanya Taylor, said clients were provided with a monthly calendar of events well in advance, allowing them the chance to participate in a range of outings and activities. "One of our Support Workers, Leanne Kennedy, is not only a qualified Diversional Therapist but she has experience as a lifestyle coordinator," she said. "Leanne prepares the events calendar each month. Clients are encouraged to suggest their own ideas, but obviously we need to consider our budgetary constraints."

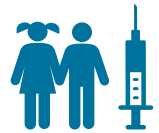
The calendar boasts two weekly activities: the popular HeArt craft with Lindy Fry-Mitchell at Kendrick Hall in the Heritage Retirement Village, plus an outing to places of interest within the Gladstone Region. "The clients absolutely love Lindy," said Tanya. "She is very kind and nurturing and they enjoy the activities she plans for them." Activities for the next six months range from soap making, oil spot painting, bark and sand painting, terrariums, water plant bottles and more.

Tanya said the Social Support Group was so much more than activities and outings. "Most of these clients live on their own – the group is their only form of social contact. It enriches their lives and gives them the chance to make new friends," she said.

The Social Support Group is for existing Nhulundu Health Service Aged Care clients. New members are welcome however a Social Support Group code and a Transport code issued via MyAgedCare is required. Phone the Aged Care Program on 1800 468 000 for more information.

CLINIC
SNAPSHOT

JULY/AUG 2021



38

Childhood Immunisations
(2 months)

36 Care Plans
Completed in the last 2 months

67 Care Plan Reviews
Completed in the last 2 months

18 COVID Vaccinations
In the last 2 weeks

Registrations for
CLOSE THE GAP 57
Completed in the last 2 months

187 Influenza Vaccinations

174 Health Checks
Completed over the last 3 months





SPECIALIST VISITING SERVICES

- **PSYCHOLOGIST**
Joe Sproats
Every 2nd Friday – 9, 23 July.
6, 20th August
- **PODIATRIST**
Katie Ambrum
6, 15, 29 July. 12, 23 August.
- **PSYCHIATRIST**
Dr Ryan
28 July. 8 September.
- **ICOP CARDIAC TEAM**
2 August. 25 October.
- **DIABETES EDUCATOR**
Ms Lisa Grice
19 July. 16 August.
- **ENDOCRINE TELEHEALTH CLINIC**
Dr Menon
27 July. 17 August.
- **OPTOMETRIST**
Mr Michael Young
26, 27 July. 20, 21 September.
- **PAEDIATRICIAN**
Dr Tommy Tran
8 September @ MindCare
Goondoon St, Gladstone
- **PHYSIOTHERAPIST**
Sophie McLurcan
Every Thursday
- **EXERCISE PHYSIOLOGIST**
Jessica Chalmers
Half-day in the morning each month

Program delivers care and housing assistance to the vulnerable aged

There has been an increased demand for the Assistance in Care and Housing for the Aged Program (ACHA) since Nhulundu Health Service secured the program last year. Manager Aged Care and Disability Services, Tanya Taylor, said intake numbers had doubled in the past six months. "Clearly there is a demand for this type of assistance," she said. "We have networked extensively with other agencies and service providers throughout the Fitzroy Region to build awareness that Nhulundu Health Service now administer the ACHA Program. As a result we are seeing more and more referrals."

An Australian Government Department of Health initiative, the program provides support to financially disadvantaged older people who are experiencing difficulties accessing secure and affordable housing, care services and other related agencies. Tanya said most clients' issues could be resolved within 6-12 weeks, however others were a lot more complex. "There may be multiple issues involved ranging from physical disability or mental illness to chronic hoarding and so on. These cases can involve us providing referrals for other support agencies."

The feedback from clients who have accessed ACHA is overwhelming gratitude and appreciation for the support they have received. Yeppoon resident, 68 year old pensioner Garry, was referred to ACHA after it was discovered he was paying excessive rent to live in an uninsulated shed. "They contacted me and looked at what I was entitled to and what was available," he said. "I couldn't have done it myself but they managed to organise decent accommodation in Yeppoon at a fair price. I couldn't give them enough praise for the service they've provided."

Tanya said many clients did not understand what entitlements they were eligible for. "There is a lot of support available, however often these clients need someone to help them work through the process. That's where we can help." Whilst federal funding for the program is on-going, Tanya said she was concerned the potential housing boom and subsequent rental increases in CQ would directly impact on these most vulnerable people.



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



Compliments, feedback and complaints are welcome.
Please scan this QR code complete our online form
<https://www.nhulundu.com.au/contact/>

