



THE SUN FINALLY SHINES ON A WONDERFUL DAY ON QUOIN

The weather may have been a little overcast but nothing could put a dampener on the spirit of the 300+ clients and staff who boarded the Curtis Endeavour and set sail for Quoin Island for Nhulundu's Health Service's Christmas on Quoin Day.

The staff had organised plenty of activities including BSL's and BP readings, Aged Care information packs, information on quitting the smokes, and a host of beach games. There were giveaways for everyone and the opportunity to win a special Deadly Choices shirt.

CQRAICCHO's Tucka-time team hosted a blind taste testing stall with plenty of prizes for everyone. The sun came out and the pool once again provided a welcome relief from the humid weather and was very popular with the youngsters.

Free water bottles were available on arrival and a tasty array of fresh stone fruits, apples, oranges and bananas were a healthy snack

for those who couldn't wait for lunch.

Casa Café Coffee van operated all day dispensing coffee, tea and hot chocolate in a continuous stream.

A beautiful lunch of steak/chicken and salad burgers accompanied by traditional prawns and ham was well received and there was plenty for everyone.

A big thank you to all the staff who worked not only on the day, but in the weeks leading up to the event to ensure that everyone had a wonderful time. A huge thank you to the Quoin Island staff who once again delivered a perfect event – nothing is ever too much trouble and Nhulundu Health Service values the relationship that has grown stronger over the years.

To qualify for Christmas on Quoin, clients needed to have an up to date MBS 715 health check. Look forward to seeing you all again next year.

2017-2018

Christmas

HEALTH SERVICE CLOSURE DATES

Monday 25 Dec 2017	Closed
Tuesday 26 Dec 2017	Closed
Wednesday 27 Dec 2017	Closed
Thursday 28 Dec 2017	Closed
Friday 29 Dec 2017	Closed
Monday 1 Jan 2018	Closed

Regular 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

Agreement will assist in providing improved services to families in our region

Nhulundu Health Service's Chief Executive Officer, Mr Matthew Cooke and Natalie Lewis, Chief Executive Officer, Queensland Aboriginal and Torres Strait Islander Child Protection Peak Ltd (QATSICPP), recently signed off on a Memorandum of Agreement.

The MOA establishes guidelines for collaboration and partnership between the two organisations who will work together to promote practice excellence in the delivery of Aboriginal and Torres Strait Islander Child and Family Wellbeing Services and to promote and advocate the rights of Aboriginal and Torres Strait Islander children, families and communities.

QATSICPP has developed a Quality Practice Framework and Standards with a complimentary suite of Practice Resources which will be used to provide training and ongoing professional development support to all DCCSDS funded Aboriginal and Torres Strait Islander Child and Family Wellbeing Services across the state. This will assist the Nhulundu Health Service Staff to practice and promote quality outcomes for families, children and young people within the Central Queensland catchment area of Gladstone and Banana.



STAFF

WELCOME TO OUR SCHOOL BASED TRAINEE

Courtney Sullivan, a year 11 student at Tannum Sands State High School has joined the Nhulundu Health Service clinic team as a school based trainee. Courtney is studying Certificate III in Aboriginal and or Torres Strait Islander Primary Health Care. She commenced her traineeship in October this year and hopes to complete it by December 2018.

Courtney's traineeship is funded by the Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP) and is facilitated through Health Training Industry, a Registered Training Organisation.

DATSIP developed the School-based Trainee program and has provided funding to enable Aboriginal and Torres Strait Islander organisations to employ school-based trainees in the health and community services industries.

The project aims to increase the number of qualified Aboriginal and Torres Strait Islander young people available to work in the



Health and Community Services industry, promote the Health and Community Services industry as an industry of choice for Aboriginal and Torres Strait Islander school leavers, and improve Vocational Education and Training (VET) outcomes for Certificate III level study for Aboriginal and Torres Strait Islander students in schools by placing students in culturally safe and supportive work environments.

Welcome to our organisation Courtney and we hope you enjoy your time with us and find a rewarding career in Aboriginal and Torres Strait Islander Health.





SPREADING THE WORD

in the wider community

Integrated Team Care (ITC) Health Practitioners, Lucy Miller and Karen Murphy have been undertaking visits to General Practice surgeries in Gladstone and the surrounding regions to provide information on the services available to Indigenous clients through (ITC).

The Aboriginal Health Practitioners delivered educational sessions at the clinics, provided informational posters and uploaded referral forms and associated paperwork to the clinic systems.

The ITC program provides support and assistance to chronic disease patients for items that may not have funding available from any other source.



TRAINING

Informative roundtable brings together partnerships for Family Wellbeing

A cross section of staff from Nhulundu Health Service, CQRAICCHO, and CQID attended a round table interactive training session in early December to share information, look at ways to improve efficiencies and effectiveness of service delivery and discuss ways of growing the capacities of each organisation in the family wellbeing environment.

The sessions were facilitated by Sylvana Haynes-ter Meulen and Kath Corcoran from Goolburri Aboriginal Health Advancement. They presented an overview of Goolburri's Integrated model, referral pathways, and the best way to utilise all the supports offered by various programs.

Other areas covered included partnerships, both internal and external, functions and responsibilities of Recognised Entity, Indigenous Placement and Family Wellbeing Service.

Sylvana and Kath shared their knowledge around Department of Child Safety, legislative processes that need to be adhered to, safety plans and cultural plans. All of these subjects invited plenty of discussion and feedback between attendees.

Nhulundu Health Service staff were interested in accessing additional information and training dealing with trauma and how to minimise trauma when dealing with children.

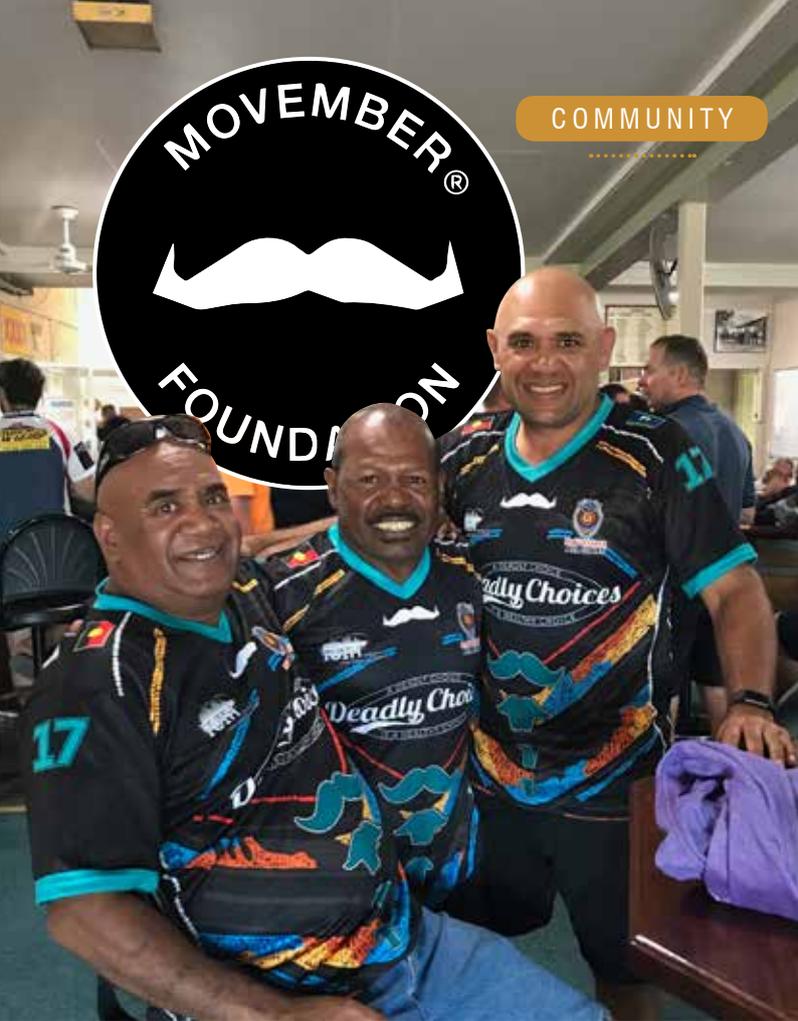
Family Wellbeing Services are designed to empower families in making decisions for their children in the future, and all who attended the round table agreed that the discussions had generated informative and interesting information, as well as laying the groundwork to enable a productive sharing of information between all groups involved in working towards better outcomes for families and their children.

Clients wishing to access the Family Wellbeing Services can be referred by an outside agency, their medical clinic or can self refer.





COMMUNITY



Inaugural November golf day honours memory of local man

The inaugural Scott Claridge Memorial Golf Day has been hailed a huge success. The not for profit event, held in November, was organised by Anthony and Kristy Claridge and supported by many local businesses and families who provided sponsorship and prizes for the day.

Scott loved his game of golf and his mateship and many friends were the inspiration behind the organisation of the event. The trophy winners on the day were Luke Blanchard, Aaron Blanchard and Jason Jefferis.

Everyone involved in organising this day has agreed it should continue on an annual basis and moving forward will be held each year on Scott's birthday. The event will be held at the Calliope Golf Course and fund raising for next year has already commenced. Scott Claridge was the partner of long term N hulundu Health Service employee Jo Kersey and his sudden passing was felt by all who knew him, staff and friends alike.

N hulundu Health Service was proud to sponsor a team in this event and to provide prizes to honour the memory of a well respected man and part of the N hulundu Health Service family.

Left: Mick Eggmosses, Amoy Mallie and Brad Eggmosses proudly represented N hulundu Health Service in the Scott Claridge Memorial Golf Day

COMMUNITY

Memorial Shield footy encourages sportsmanship and physical activity

The Des Eggmosses Rugby League Memorial Shield game was played in Bundaberg at the Western Suburbs Football Grounds on November 11.

The matches between Bundaberg Eels and Gladstone are played in a friendly celebration of Des's commitment and love of the game of rugby league in the area. Gladstone sent two teams to represent the city, a senior men's team and an under 16 team. N hulundu Health Service was proud to sponsor these teams and assisted with transport for the 35 players. It is hoped that the competition can be expanded to include a women's team in the future. The day was organised by the Indigenous Wellbeing Centre (IWC) and was a drug and alcohol free event.

Gladstone team organiser, Brad Eggmosses said "It was a great effort from all the players, and workers. The game was played in the right spirit and Des would have loved it. Most of the players were not really match fit but they still gave it their all."

Under 16 Player of the Match was Colin Johnson and Danny Tanner Jnr was named senior Player of the Match.

Organisers are hoping for a return match to be played in Gladstone in March next year and any interested players are encouraged to contact Brad Eggmosses.





Training to improve Wellbeing Service

The Family Wellbeing team recently undertook several days of training provided by Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP) which was designed to support the implementation of the Wellbeing Service.

The training, presented by Sid Williams and Krishna Hetternan, covered off on practice standards, frameworks and principles which included engaging the child, family and community, identifying the storyline, and changing this story line. The importance of a solid supervision framework was introduced and the supervision story was discussed as well as the principals involved in growing the supervision story, the child and family story, engaging with the workers and organisational story and the structuring of supervision.

The group also discussed methods of sharing and developing resources and templates, and practical placement principals of prevention, connection, placement, participation and partnership.

The training has assisted our team to understand the legislation and service roll out of the Family Wellbeing Service, to understand the policies surrounding it more thoroughly and to gain a better understanding of the program development and how it can be utilised to assist our local families.

Family Wellbeing Service welcomes

KIZZY SMITH

The newly established Family Wellbeing team in Gladstone and Banana Shire welcomes new team leader Kizzy Smith. Kizzy will commence her role in January next year.

Kizzy hails from the Atherton Tableland and relocated from Cairns to Gladstone 12 months ago.

She enrolled to study Social Work through Deakin University, and has found the course to be both challenging and enlightening. With the assistance of her mentor, Anna Jackman, Kizzy found her niche and discovered an inspiration and a passion to work in the Aboriginal Medical Service environment.

She has been running the Gladstone Branch of the Aboriginal and Torres Strait Islander Legal Service for the past 12 months. As Kizzy commented, she found herself in "a whole new world".

From assisting solicitors to liaising with clients, breaking down the legal jargon and assisting with links to health, domestic violence counselling, psychology, AOD programs and mental health programs, Kizzy has found her ATSILS experience has opened many new doors and experiences for her. She has learned to seek assistance for her clients and to advocate for them.

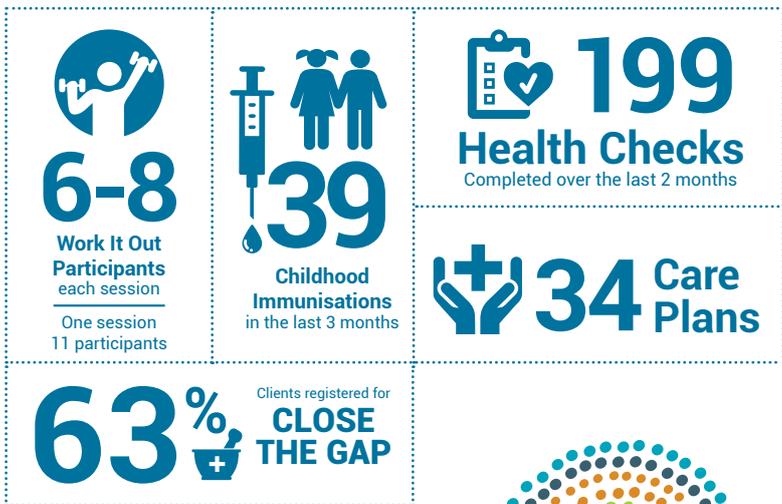
As the Senior Practitioner of the Family Wellbeing team, the experience Kizzy has taken from her ATSILS role will assist her to manage a team that will provide a service for Aboriginal and Torres Strait Islander families from Gladstone out to Biloela and communities surrounding to be able to access a culturally responsive support to improve their social, emotional, physical and spiritual wellbeing, and build their capacity to safely care for and protect their children.

The Family Wellbeing team will work with individuals and families, to plan and provide a tailored, holistic and coordinated response to their specific needs.

Kizzy would eventually like to continue her studies to compete a Post Graduate Law Degree.



CLINIC SNAPSHOT



LOOKING AFTER YOUR HEART

Nhulundu Health Service is fortunate to be visited several times each year by the Indigenous Cardiac Outreach Program (ICOP) team. ICOP is one of the nation's leaders in tertiary cardiac outreach services providing care for Aboriginal and Torres Strait Islander people living in rural and remote communities in Queensland.

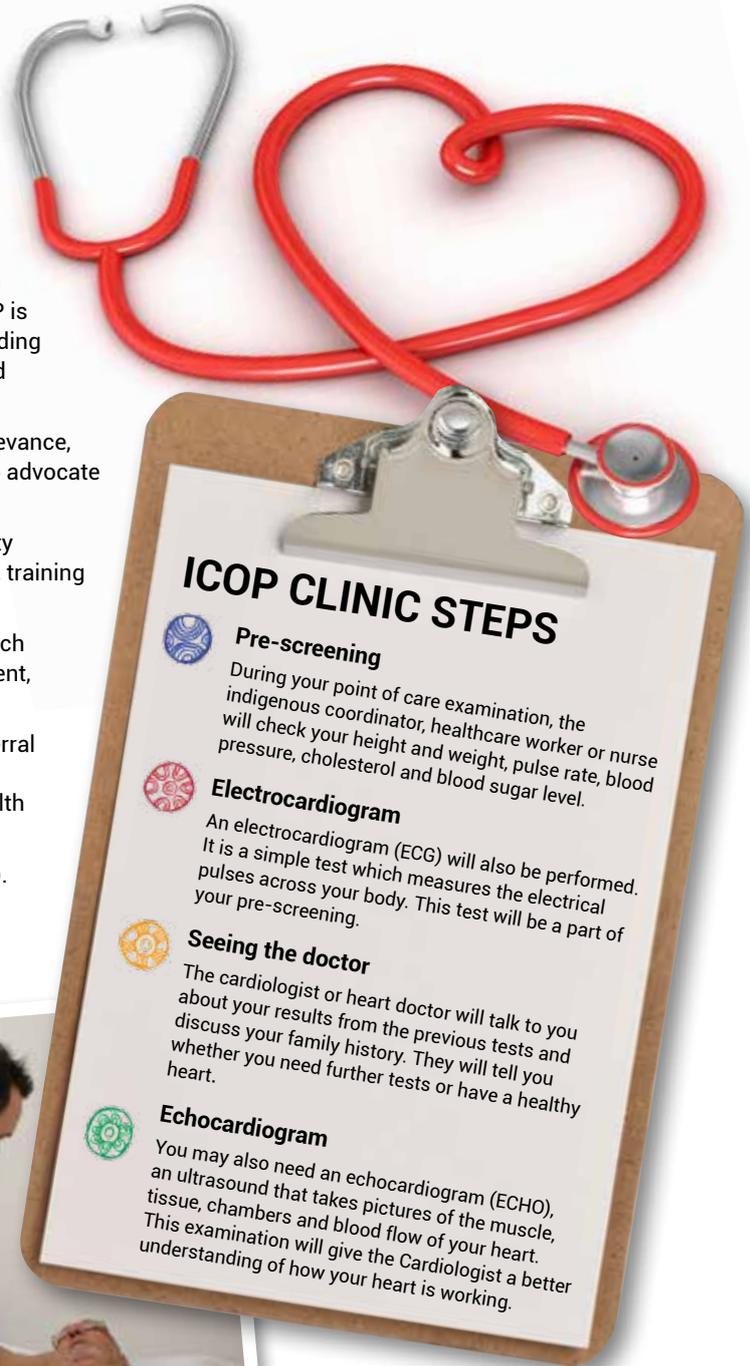
The team visits 34 communities, 4 times a year providing cultural relevance, strong community relationships and partnerships at the local level to advocate community health needs.

The aim is to raise awareness of cardiac diseases through community engagement, education, and partnerships with local health providers, training and research.

ICOP provide a culturally safe specialist cardiac outreach service which includes point-of-care chronic cardiac disease management, treatment, referrals to other health providers and education.

To access this service you can see your local doctor to request a referral to the ICOP Program or speak with your health worker to make an appointment. If you can't make it on the day please let your local health worker know and rebook for the next clinic.

Clients undertake four steps when they visit an ICOP clinic (see right).



New computers improve service

A major IT upgrade has been undertaken within Nhulundu Health Service. Plans for the upgrade have been underway for several months and the first weekend in December was the day chosen to replace all the computers within the organisation.

This huge undertaking was co-ordinated and managed by Queensland Aboriginal and Islander Health Service's Systems Officer, Alexey Shevko. Alexey spent two and a half long days removing all the computer units and screens and replacing them with new modern equipment. Many of the old units had not been replaced or upgraded for many years and the new equipment will make a valuable contribution to the improved running of the organisation, as well as ensuring that staff have all the means to maintain an effective and modern medical service.





NHULUNDU WELCOMES NEW STAFF:

TRENT Adams

*Project Officer
Family Wellbeing Service.*

Trent has joined the N hulundu Health Service team on a fixed term contract as Project Officer for the Family Wellbeing Service. Trent's focus will be directed at establishing the service in both Gladstone and Biloela. He will lead the setup of the offices and oversee the operationalisation of the Family Wellbeing programs, program systems, care planning processes, service delivery options plus the establishment and development of new program workforce. Trent brings a wide range of experience to this role. He joined Goolburri Aboriginal Health Advancement in 2014, and holds a Certificate III in Business Administration (clinical). Trent then went on to become a trainee Practice Manager.

He was responsible for the establishment of a business based ACCHO GP practice, implementation of the Deadly Choices program in local schools, facilitated a community park event, serviced homeless/emergency crisis housing, undertook leadership speeches at schools, managed the clinics dental service and coordinated school visits for CDBS. Whilst at Goolburri, Trent helped grow the practice from one GP and an RN to three GP's, a registrar, two RN's and multiple allied health services. In 2016, Trent took up a position at QAIHC as an Immunisation Project Officer and supported state wide ACCHO's to improve immunisation rates amongst Aboriginal and Torres Strait islander people through culturally appropriate engagement and resources.

LUCY Miller *Outreach Care Coordinator*

Lucy Miller has recently joined the N hulundu Health Service team as an Outreach Care Coordinator working within the Integrated Team Care (ITC) program servicing the community from GRAICCHS clinic and outreach services to Banana Shire & Biloela.

As the Indigenous Outreach Coordinator her primary focus is to facilitate provision of appropriate multidisciplinary care for all our Aboriginal and Torres Strait Islander people to target chronic diseases to help, monitor and assist our people to manage & self-manage their health in a way that meets their individual needs and will result in improvement, prevention and management of our people's chronic disease health outcomes and to help Close the Gap in Indigenous health and life expectancy between Indigenous and non-Indigenous Australians.

Lucy has been working within Aboriginal Medical Services for around 5-6 years as a Medical Receptionist & Aboriginal Health Practitioner where she provided clinical and health promotions and undertaking basic health assessments and screenings under AMS's Model of Care. This has also provided her with the understanding of the patient journey for a client accessing the clinic services, including the chronic diseases and lifestyle risk factors that impact on the health and wellbeing of Aboriginal and Torres Strait Islanders.

Lucy was born and grew up in Rockhampton. Her family is of Kanaka South Sea Islander (her grandmother is from Tanna Island and grandfather from Banks Island, Vanatu) and is an Iman descendant from her maternal grandfather. Lucy said the most rewarding thing about her job is being there for her own people and helping them to better health.



Gladstone Region Aboriginal and Islander
Community Controlled Health Service Ltd



MERRY
*Christmas
and Happy New Year*

*from the Board, Management and
Staff of N hulundu Health Service.*

PLEASE NOTE OUR CLOSURE DATES ON PAGE 1.



NHULUNDU
HEALTH SERVICE

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