



WELCOME
MAREE TISDELL

A NEW DIRECTION IN AGED CARE & FAMILY WELLBEING

Maree Tisdell has joined our team here at Nhulundu Health Service to take up a senior role as Manager Disability, Aged Care and Family Wellbeing Services. Maree commenced her employment here at the end of April.

In 2015 she commenced employment with the Department of Communities, Child Safety and Disability Services and worked across both Child Safety and Disability services. Prior to taking up this role, Maree spent a lot of time working with young people in an out of home care who needed support and assistance.

Maree's entire working life has been in the human services sector. She began her career in the old Department of Social Security (DSS) in Mount Isa in 1982 and transferred to Gladstone in 1993 as the assistant manager of the local DSS office. The Department's delivery of payments and services functions was taken over by Centrelink

in 1997. She took on the role of manager of Gladstone Centrelink in 1999.

In 2011, after 29 years of working in Federal Government, Maree made the decision to leave Centrelink and took on the role of manager for the Gladstone Region Communities for Children Facilitating Partner's program. This program focussed on improving early childhood development and wellbeing of children from birth to 12 years.

Maree comes to our service well credentialed with a degree in Community Welfare and a Graduate Certificate in Management. She will complete her Social Work degree at the end of this year.

With a range of possibilities to pursue her career following the introduction of NDIS, Maree accepted the position at Nhulundu Health Service as she was excited by the options that were open to clients through Nhulundu's holistic service.

Peter Stuart

Child and Family Wellbeing Support Worker

GRAICCHS is pleased to welcome Peter Stuart as their new Family Wellbeing team member. Peter is an Aboriginal man whose mother's family is from the Adelaide area and whose father's family is from the Alice Springs area. Peter was born in Port Augusta and moved to Gladstone with his mother and stepfather when he was 4 years old. He attended both South and West Primary schools in Gladstone and State High until Year 10.

Peter moved to Alice Springs when he was 15 years old to live with his father, and completed a boilermaker apprenticeship at Kakadu National Park. He worked in various places across the Territory as a boilermaker.

Peter met his partner, Angela and they have two sons aged 22 and 19, and a 15 year old daughter. Peter and Angela are delighted to now be the proud grandparents to an 8 month old granddaughter.

In October 2015, Peter commenced work as a drug and alcohol worker for Central Australian Aboriginal Congress and completed his Diploma of Alcohol and Drug counselling in 2017.

He moved back to Gladstone in August 2018.

Peter has been working with the Nhulundu Family Wellbeing Team since 10 September.



"It really does provide holistic care and so many clients who attend our clinic are also clients of Aged Care and Family Wellbeing. To be able to offer services all under the one roof is a wonderful way to conduct business."

Maree said although she had only been at the service for a short while, she had found all of the staff to be extremely friendly and helpful and were all wanting to provide great outcomes for the clients.

"The one thing I am hoping to achieve during my time here, is that clients, either Aged Care or NDIS, who have a choice of service providers will automatically nominate Nhulundu as their provider of choice."



Nikita completes Nursing Studies

Nhulundu Health Service congratulates long serving Indigenous Aged Care employee Nikita Cowley for her dedication to her studies. Over the next month she will graduate with a Diploma of Nursing (Enrolled Nurse) from Central Queensland University.

VISITING SPECIALISTS

Optometry services

a popular addition to the service

Optometrist Michael Young is now providing optometry services at Nhulundu Health Service. Mr Young visits the clinic for two days on a bi-monthly basis. The visits are funded through the "Commonwealth Department of Health's Visiting Optometry Services."

Michael Young Optometry is based in Brisbane, but has been delivering optometry outreach services across Queensland since 1998. He spends around 40 weeks each year delivering his services to rural and remote locations. Mr Young delivers services to Gayndah, Monto Biggenden, Mundubbera, Eidsvold, Hervey Bay, Mitchell, Charleville, Cunnamulla and now Gladstone. Mr Young will undertake a case history of the client, determine what issues are present and build a picture of what is going on. He also conducts an eye health check to examine the eye retina.

If a client requires glasses, Mr Young can access free spectacles for pensioners and other eligible clients through MASS, and will also complete the paper work for them. He carries a range of frames available for purchase, and those with private health cover can simplify payment with private health swipe.

For those not eligible for free spectacles and without private health cover, Mr Young offers a simple payment plan to enable purchase of glasses. Once the payment is completed, the client can collect their glasses. As a general rule, MASS spectacles take 6-8 weeks to arrive. If a client is over 85 years or under 15 years, this turnaround is reduced to 2-3 weeks.

Mr Young's current visiting schedule allows for clients to return and have their spectacles fitted by the optometrist.

Privately purchased glasses are prefitted and then posted to the client. Mr Young encourages his clients to return on his next visit and have the glasses adjusted if there are any issues.

Clients can self-refer to the clinic and book an appointment through reception by phoning 4979 0992. Currently, the optometry clinics are filling fast, so those wishing to attend are encouraged to book an appointment with reception.



NHULUNDU
HEALTH SERVICE



Above: Maree Daylight and Amber Comaderia-Smith complete their Certificate III in Business Administration (Medical)

Qualification helps employees strengthen skill base

GRAICCHS employees Maree Daylight and Amber Comaderia-Smith recently completed their Certificate III Business Administration (Medical). Over a period of several months, the two ladies attended two separate training sessions in Brisbane and completed assignments as well to obtain the qualification.

The course was attended by 15 participants from Aboriginal Medical Services across Queensland. The face to face training provided the attendees with the opportunity to strengthen their skill base, network with others in similar occupations and receive quality training to assist them effectively perform their job.

The course was delivered by instructor Gary Smith and was through a partnership with UNE and QAIHC. Both Maree and Amber said they found the training excellent and appreciated the support and assistance provided by GRAICCHS to allow them to achieve their certificates.

Visiting Services

OCTOBER 2018

Psychologist - Ed Mosby
October 5, 2018

AOD Counsellor - Gil Thomsen
October 4, 5, 11, 18

Podiatrist – Salo Udayan
October 16

Psychiatrist – Dr Ryan
October 24

ICOP – Cardiac Team
November 12

Diabetes Educator - Ms Lisa Grice
October 22

Endocrine Telehealth Clinic - Dr Menon
October 31

Optometrist – Mr Michael Young
October 29 & 20

Speech Therapist
Every Friday

Paediatrician – Dr Tran
To be advised

CQ Nutrition
October 22

Right: Man on a mission, Alwyn Doolan.

Canberra needs to listen to what our people are saying

Alwyn is undertaking this quest on his own – walking every step of the way with no support team and no set itinerary. He has been welcomed by every community he has visited on his journey and has received accommodation, food and assistance to help him on his way.

Alwyn has been visiting schools, youth centres, Aboriginal Medical Centres and has met with Elders and community members. He has been spreading a consistent message to those he engages with that we must raise awareness and inspire the younger generation of the importance of Reconciliation. Not only has Alwyn been spreading his own message, communities have been entrusting him to take a message to Canberra and that message is one that is repeated in all the communities he has visited. Canberra needs to hear what our people are saying he said, and that message is clear.

“Our people want a better future of sustainability, and we are not happy with the newly appointed Indigenous envoy.”

Our GRAICCHS team of Doctors, Nurses and Aboriginal Health Workers were happy to give Alwyn the once over on his health, ensure his feet were holding up and send him on his way.



When the time comes to Organise a funeral

When it becomes necessary to organise a funeral, the time is tinged with sadness and emotions run high. It makes sense to have some knowledge of what is available and how to organise a funeral prior to the event occurring. The following information is provided by Gladstone Valley Funerals as a guide to how they may assist you and your family and what options are available.

Paying for the funeral

The cost of a funeral is, of course, dictated by the style and content of the services provided.

There are three parts of the funeral account:

- The funeral director's charges or professional service fee;
- The fees paid on your behalf (e.g. cemetery/crematorium, newspapers, clergy/celebrant, floral tributes etc.)
- The cost of the coffin or casket.

When making funeral arrangements, there are always various immediate expenses, such as the crematorium or cemetery fees. For this reason, your funeral director may ask for a deposit to cover those initial costs. However, if the payment of a deposit creates difficulty, you should discuss the matter with our staff immediately.

In many cases, the total cost of the funeral will not have to be paid by family or friends. In most instances, the funeral directors statement of account can be given to the deceased person's bank, and provided there are funds in the deceased persons bank account, a bank cheque will be made out to the funeral director from the deceased person's bank account/s, if those accounts are held with major credit unions, building societies or banks.

What if you are unable to pay?

Although during a time of sadness it may seem awkward to discuss costs, open and honest discussion is necessary during the planning stages of the funeral. It is important to balance emotional decisions with practical common sense. Our staff are here to help you, and will be able to provide a number of lower-cost alternatives.

You may also be eligible for Government Assistance.

The type of bereavement assistance you may be able to receive will depend on your relationship with the person who has died.

If the person who died was your partner you may be eligible to receive one or more of the following payments or assistance:

- A continuation of your present payment for 14 weeks
- Bereavement Payment
- Bereavement Allowance
- Pension Bonus Bereavement Payment
- Widow Allowance

Some additional benefits may also be provided by the Department of Veterans' Affairs if your partner was receiving a payment from them.

You may also be eligible for assistance if you have been receiving a Carer Payment and the person in your care has died or if you have been receiving Family Tax Benefit instalments for a child who has died.

For more details about eligibility and the allowances contact your nearest Centrelink office.

Government Assisted Funerals

Please ask our staff regarding Government Assisted Funerals. These need to be applied for through the local Coroner's Office and are means tested. These are only available through the local Government contracted Funeral Director.

Pre-arranging your funeral

Pre-arranging a funeral is simply an extension of making a Will and there is really no need to feel uncomfortable about it. In the same way that a Will instructs your Executor to carry out your wishes, a funeral pre-arrangement plan sets out your wishes regarding your funeral.

Not only will a pre-arrangement plan relieve your family and friends from the burden of making difficult decisions in their time of grief, you will be secure in the knowledge that your wishes will be carried out exactly as you would want them to be.

Gladstone Valley Funerals staff will discuss with you, at your convenience and, without stress or sadness, the kind of funeral arrangements you think may be appropriate. Your requirements are recorded in detail and filed for future reference.

Having listed your funeral arrangements, you can then enjoy peace of mind, secure in the knowledge that you have left clear instructions to ease the burden of the decision-making on those loved ones left behind.

Pre-paying your funeral

There are also a great many benefits to be had from pre-paying for your funeral. It can relieve the financial worries and potential embarrassment often caused to families when faced with the funeral account.

Pre-paying ensures that

Your family or friends are relieved of the financial burden and stress of having to make arrangements in a state of grief or distress.

- Your pensions and pension benefits are safe because the money paid in to the plan cannot be considered part of your assets.
- You pay for your funeral at today's prices, including the GST component.





Zero Tolerance of Violence and Aggression in the Workplace

GRAICCHS is committed through its Service Delivery Policies and Procedures to ensure that there are clear and concise guidelines to demonstrate our Zero Tolerance of violence and aggression in the workplace.

All staff, clients and other key stakeholders of our service have a right to work in a safe and healthy workplace, free from violence and aggression.

Aggressive and violent behaviours towards any staff, client and key stakeholders is unacceptable and will not be tolerated.

Occupational violence and aggression is any incident in which an employee is abused, threatened or assaulted in circumstances arising out of or during the course of their work and includes:

- Verbal, physical or psychological abuse
- Threats or other intimidating behaviours
- Physical attack such as hitting pinching or scratching
- Aggravated assault
- Threats with a weapon or object an sexual harassment an sexual assault

The effective prevention and management of violence and aggression in the workplace will include the implementation of policies and procedures supporting a zero tolerance approach to occupational violence and aggression and each and every incident will be documented on an incident report form and thoroughly investigated.

All threatening behaviour will be reported to Police and the offender will be removed from the premises at the time of the incident and then after investigation will be promptly sent a letter of exclusion from the practice and have their name placed on the banned clients list.

Doctors at Nhulundu Health Service

**DO NOT
PRESCRIBE
DRUGS OF
DEPENDENCE**



**Please do not ask for these
as our refusal may offend.**

Nhulundu Health Service is committed to minimising the drug related harm in our Community.



Home & Aged Care Services responds to feedback from consumers

Nhulundu Health Service has listened to the feedback from our clients and undergone some changes to better service the needs of the community.

An intensive recruitment drive has resulted in Nhulundu Health Service securing the services of some diverse and multi-skilled Aged Care workers. The skills and knowledge these new support staff bring to the organisation will allow Nhulundu Health Service to dovetail supports and activities to provide exceptional outcomes for the clients accessing our services.

Byellee Lawn Mowing and Yard Maintenance has been contracted to undertake yard maintenance and the feedback has been very positive. Our organisation has been fortunate to secure the services of Registered Nurse Bruce Hoehne. Bruce has been acting in the capacity of RN for Aged Care, and has now accepted the role on a permanent basis. This will allow our aged care clients better access to assessments and services. The redirection of social support activity under the direction of Senior Support Worker Kerri Marlin, has proved very popular with numbers increasing each week.

If you are eligible for Consumer Directed Care through Aged Care or Commonwealth Home Support Programme (CHSP) contact our aged care team today by phoning 1800 468 000.



Aged Care clients enjoy a different outing each day. From gentle exercise at beautiful East Shores, card making, delicious morning tea or a shopping excursion, the Centre Based Day Respite group are out and about enjoying everything on offer in the community.

HOME &
AGED

CARE

CENTRE BASE
DAY RESPITE

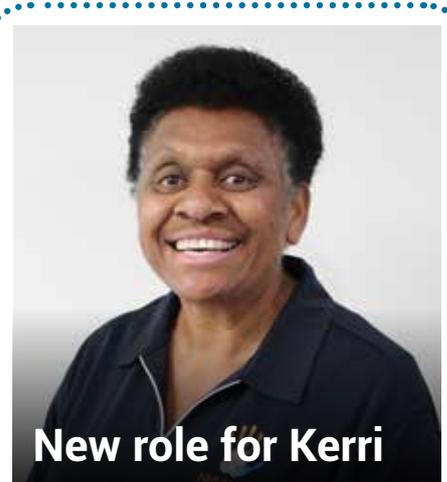
Tuesday / Wednesday / Friday



SIGN UP FOR SOME GREAT DAYS OUT

If you or a relative would like to join the social outings organised by the Aged Care Centre Based Day Respite team, than contact Nikita on 1800 468000 to determine eligibility. You may be surprised at what is available and who

is eligible to participate. Do you have some suggestions on where you would like to visit next or an activity you would like to try. Put forward your suggestion: we will undertake a risk assessment and determine the participants interest. Fun times ahead for all concerned.



New role for Kerri

Aged Care Support Worker, Kerri Marlin, has accepted a new role within Aged Care Unit. The Senior Support Worker has taken on the role of coordinating Nhulundu Health Service's Aged Care Centre Based Day Respite and Social Support.

Her role entails organising day trips for clients, social outings, activities, light exercise programs and pampering experiences.

The new and interesting format of events has seen numbers increasing steadily since Kerri took on the challenge. "It is wonderful to see our older clients out and about and enjoying their days," she said, "they are always coming up with suggestions of what they would like to do next."

Each activity is risk assessed to determine suitability for our participants.

If you would like to participate in some of these activities, contact Nikita on 1800468000 to determine eligibility.



MOVIES THE GUERNSEY LITERARY AND POTATO PEEL SOCIETY 1 TUESDAY	FUN DAY FRIENDS OF BINDAREE GARBAGE SALE BARGAIN HUNT 2 WEDNESDAY	Vera PLAYING ACOUSTIC GUITAR at Senior Citizens Centre 4 FRIDAY
GENTLE EXERCISE with Becal at Senior Citizens Centre 8 TUESDAY	Evenglow AT SENIOR CITIZENS CENTRE 9 WEDNESDAY	MORNING TEA at St Peters Craft Group 11 FRIDAY
PAN CAKE MORNING TEA 15 WEDNESDAY	Pamper BEAUTY DAY with Kassy 16 WEDNESDAY	ROAD TRIP MOUNT MORGAN 18 FRIDAY
GAMES MORNING FOR ADULTS 22 TUESDAY	Evenglow AT SENIOR CITIZENS CENTRE 23 WEDNESDAY	SCRAP BOOKING CARD MAKING for any occasion 25 FRIDAY



NAIDOC around our region

NAIDOC events around the region were well attended with GRAICCHS staff heavily involved in organising and assisting.

The NAIDOC Junior Ball was held at Meteors on July 14, and in keeping with this year's theme 'Because of her we can', the Prince and Princess nominees were asked to make a speech reflecting this. Prince and Princess winners were Xavier Jarrow and Kyeema Beezley. Special thanks to Jorja Wem for her hard work to ensure the ball was a success.

GRAICCHS Deadly Choices team held a Youth Sports Day at Wallaby's Football Field. More than 200 youth attended this popular annual event.

The Gladstone Ports Corporation Elder's Luncheon, in partnership with GRAICCHS, signalled a fitting end to a week of NAIDOC celebrations across the Gladstone region. More than 80 Elders, dignitaries and network partners attended.

Local artist Bob Gammage was once again on hand to capture the event in a colourful artwork depicting historically significant Barney Point and Community Elders.



Nicole brings home bronze

Community member and N hulundu Health Service client Nicole Corowa, recently returned from Adelaide where she represented Queensland as a member of the Special Olympics team.

Nicole returned to Gladstone with a bronze medal, which she won as a member of the basketball team. It was a great effort as she only began playing competitive basketball last year.

Nicole said she had a great time and enjoyed travelling with the team and meeting lots of new people. She was especially thankful to everyone who had supported her and assisted her to get to Adelaide.

Well done Nicole, N hulundu Health Service is proud of your effort to stay fit and healthy.



NHULUNDU
HEALTH SERVICE

Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd

27-29 Goondoon St,
Gladstone, QLD 4680
(07) 4979 0992

nhulundu.com.au

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

