

Merry Christmas



Community celebrates Christmas on Quoin Island

Excited faces waited for the ferry to spend a perfect sunny day on Quoin Island for the Community Christmas Day. Over 300+ clients and staff boarded the Curtis Endeavour to spend the day together and celebrate a year of health achievements. MBS 715 Health checks and Care Plans were up to date and together we celebrated these achievements in style.

Nhulundu Health Service Staff ensured everyone's health and wellbeing on the day by handing out bottled water and providing fresh fruit, watermelon, apples, oranges and bananas to those who liked to snack either side of lunch.

A nutritious, mouth-watering lunch of ham, chicken, steak, salad and bread rolls accompanied by local fresh prawns ensured that everyone's tummies were full and satisfied.

Quoin Island Retreat and Turtle Rehabilitation Centre had a massive surprise for everyone with the release of

a large, green sea turtle named Mung. Mung was in rehabilitation for the last three months and was healthy enough to be released back into the wild. This brought great excitement from the crowd and even though the sand was hot, and everyone was hopping from foot to foot, no one wanted to miss Mung's great moment and cheers went up as Mung swam out to sea!

Deadly Ninja Warrior Jack Wilson and Daniel Wyles-Wall, the Australian Ninja Warrior Season 3 Grand Finalist entertained the crowd through motivational speaking, playing and talking with the kids in the pool, signing giveaways, assisting with Tucka-time demonstrations and leading the GIT Up challenge!

Tucka-time had two food demonstrations and it was fantastic to see the kids assisting in making and eating these yummy recipes. Giveaways of Tucka-Time bags containing cooking utensils

to assist in the cooking of a healthy meal were also well received.

A big shout out of thanks goes to all the staff who worked not only on the day, but in the weeks leading up to the event to ensure everyone had a fabulous day. Thanks must also be given to the Quoin Island Retreat and Turtle Rehabilitation Centre staff for also contributing to a successful and unique day.



NHULUNDU
HEALTH SERVICE

More for our Community

SPECIALIST Visiting Services

JANUARY - MARCH 2020

Psychologist - Ed Mosby

16 January

Child Psychologist – Chloe Joyce

To be advised

AOD Counsellor - Gil Thomsen

30 - 31 January

Podiatrist – Anna Houghton

11 February, 10 March

Psychiatrist – Dr Ryan

19 February, 18 March

ICOP – Cardiac Team

10 February

Diabetes Educator - Ms Lisa Grice

To be advised

Dietician – Ms Kimberly May

To be advised

Endocrine Telehealth Clinic - Dr Menon

22nd January, 26 February, 25 March

Optometrist – Mr Michael Young

To be advised

Speech Therapist

Every Friday

Occupational Therapist

Every Second Friday

Paediatrician – Dr Tran

18 March

PROGRAMS

Red Dust Healing PROGRAM

Rebuilding the foundation of Aboriginal and Torres Strait Islander families

Red Dust Healing Program is a specific cultural healing program written from an Indigenous perspective and focused on rebuilding the foundation of Aboriginal and Torres Strait Islander families. It aims to engage Indigenous men, women and families to recognise and confront problems, hurt, and anger in their lives, stemming primarily from rejection and grief. The learning outcomes of the program include:

- Understanding the impact on men-control
- Colonisation and oppression
- Impacts on Aboriginal and Torres Strait Islander men
- The Ripple Effect
- Rebuilding the foundations of family

If you are interested in participating in this new program approved and funded by the PHN or would like further information, please contact the friendly staff of Nhulundu Health Services on 07 4979 0992 as the service will commence delivering the program in Early 2020.

Growing our own: Investing in professional development

Professional development is important to us here at Nhulundu Health Service. We actively encourage staff to be involved in professional development in order to up skill our workers giving a better skill set for life that is transferrable into other work scenarios. The skills learnt also benefit our clients greatly, as staff are more knowledgeable in being able to proactively assist clients in an informative and culturally succinct way.

The Management Team of Nhulundu Health Service have commenced a Diploma in Leadership and Management - Indigenous Health Centred BSB51918. Participants include Matthew Cooke, Jenny Kerr, Naomi Jackson, Nikita Cowley, Jodi Anderson, Lucy Miller and Shelley Lawton. These skills will further equip our staff to lead their teams more productively, through a manner of engagement, continuous improvement and emotional intelligence. Staff will fine tune their skills in operational planning, program delivery, budget and financial management and managing effective workplaces.

Maree Daylight is undertaking a Certificate IV in Accounting and Bookkeeping as part of her professional development and

Lani Fleming is undertaking a Diploma in Quality Auditing. These ladies will then be able to better guide staff in their respective roles in the Business Services Unit.

Shelley Cook, Charmaine Ginn and Hayely Granzien are currently undertaking a Certificate IV in Aboriginal and Torres Strait Islander Primary Health. This course will up skill our workers and provide knowledge and technical skills in chronic disease prevention and management in a clinical setting.

Hayley Granzien has commenced her studies in Certificate III in Administration and Medical Reception to further her knowledge and skill set within the Service.

Employees, Jodie Anderson, Peter Stuart, and Marsha Corowa are also completing a Certificate IV in Mental Health. These qualifications not only add depth to the Family Wellbeing Service, but also equip the team better to serve our Community.

Health Workforce Queensland are supporting Nhulundu Health Service with our workforce Strategy which is called "Growing our Own".

Charleville Aboriginal medical service celebrates 25 years

This year Charleville community celebrated its 25th year anniversary of Charleville and Western Areas Aboriginal and Torres Strait Islanders Community Health Limited (CWAATISICH) and what better way to do it but with a Gala Ball. Tucka-Time (The Centre) worked collaboratively with members of CWAATISICH, to prepare, cook and serve a healthy meal to 300 people at the 2019 NAIDOC Ball on July 26th 2019.

The event was held at the Charleville Racecourse during NAIDOC Week.

Daniel Wyles-Wall, the Australian Ninja Warrior Season 3 Grand finalist and Jack Wilson, Deadly Ninja Warrior helped the community celebrate the event in style. A healthy nutritional meal of homemade pea and ham soup with fresh bread rolls, spaghetti bolognese or beef stroganoff and followed by the 25 year celebration cake for dessert. Everyone thoroughly enjoyed the meals and had lovely time. Many thanks to everyone who helped, supported and/or participated in this event!



OUTREACH

CLIENTS COOL OFF AT NHULUNDU COMMUNITY CHRISTMAS POOL PARTY



Approximately 50 Biloela residents who are clients of Nhulundu Health Service enjoyed their second Christmas Community function held at the Biloela Pool on November 29th 2019. Those in attendance were up to date with their MBS 715 Health check and had care plans up to date.

Special guests were Australia's own Deadly Ninja Warrior, Jack Wilson and Daniel Wyles-Wall, the Australian Ninja Warrior Season 3 Grand finalist. The fellas spoke about healthy lifestyles choices, how to make minds and bodies strong and the importance of family and being connected with the earth and culture. The guys participated in the GIT Up Challenge that was led by 2 young talented primary school students, which put smiles on everyone's faces.

The Deadly Ninja Warriors had a fantastic obstacle course challenge for the "brave" to attempt and participants were able to collect a goodie bag, signed by the warriors and filled with essential cooking utensils to make nutritious meals at home.

Nhulundu Health Service will continue to provide outreach health services to the Biloela region each Thursday in 2020.

The mobile van is located in the primary school grounds and appointments can be booked by phoning 4800 3167.

Welcome Kym Donald to our team

We welcome Kym Donald to our Service on a casual basis over the next three months to backfill in the medical reception team as permanent staff undergo professional development in Primary Health Care to better serve you, our clients.

Kym had been working for Nhulundu Health Service since September 2019 on a casual basis doing data migration and filing so many of you may have already seen her friendly face around the service or spoken to Kym on the phone when booking an appointment. Kym said she is excited to be backfilling in the reception team and has already stated she has learnt a variety of new skills. Kym has a reception background but has stated that medical reception whilst similar to previous administration and reception roles she has had is slightly different, also providing her opportunity to up-skill. "I am really enjoying working with community clients and the team at Nhulundu Health Service. I get to greet people, assist them in making their medical appointments and communicate with the clinical team". Make sure to give Kym a warm welcome on your next visit!





More for our

Clients come together to enjoy community fun day on Quoin Island

Activities galore were available at the Community Christmas on Quoin Island. Perfect weather with a refreshing breeze made the day even better.

Musician, Dave Dow ensured that there was plenty of quality music which allowed people to sit back and relax, dance or sing along!

One of the favourite activities was the wombat wobble dance that had people up and dancing and those not dancing laughing and clapping along.

Jumping castles, pool activities, slip n slides and face painting had young and old alike joining in and celebrating with the kids.

Kids were making their own impromptu games in the pool and having a great time expending their energy and enjoying the atmosphere.

The Casa Cafe Coffee van operated all day dispensing coffee, tea and hot chocolate, with a whopping 6 kg of chocolate powder used and 3kg of coffee beans!

Congratulations to everyone who participated and everyone who helped make the day a memorable success.



TRAINING

All Hands Inservice Workshop

for staff and stakeholders



More than 45 Staff of the Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd t/a Nhulundu Health Service gathered for our annual *All Hands Staff Inservice* at the Gladstone Wallaby Rugby League Football Club.

The All Hands Staff Inservice provided an opportunity to take stock and reflect on 2019 including everything from celebrating our collective achievements and acknowledging our challenges - including those big and small. Each business unit manager led a session on their respective programs from Primary Health Care to Aged Care, Family Wellbeing and Business Services - this was targeted at embodying a strong knowledge of all our collective programs and services on offer throughout the organisation so that all staff can play a key role in increasing access to health and wellbeing programs for our clients and community through both formal and informal internal referral processes.

Clinical Practice Manager Ms Jenny Kerr (RN) along with Kym Brodie led a session on our new and improved placed based "Model of Care". This was both very informative and an exciting opportunity to allow all staff to clarify processes and to offer suggestions, quality improvements and professional opinions. A great highlight of the day was celebrating our attainment of the AGPAL 5th edition standards with no non-conformities and have worked through a number of challenges.

A very important part of the day was the team building activities and opportunities for staff to provide input into improving our services, programs, policies and practice.

Based on staff feedback, we are planning on holding a All Hands Staff Inservice twice a year.

ADMINISTRATION

Accreditation ensures quality health care for our community

Nhulundu Health Service has been successful in its certification with Australian General Practice Accreditation Limited (AGPAL) 5th Edition which is valid until November 2022. We have also been certified by the Institute for Healthy Communities Australia (IHCA) for Aboriginal and Torres Strait Islander families until May 2022 and Quality Management systems until August 2020.

The Nhulundu Health Service team are ensuring that our organisation delivers services that not only meet, but exceed current National and International standards, policies and procedures. We utilise a variety of educational tools, resources, templates and publications and undergo various training to assist in meeting practice accreditation. We strive for quality service provision ensuring that we provide a comprehensive, current and culturally appropriate service that meets all your health needs. Congratulations everyone involved!



**Accredited
General Practice**

ihca

supporting excellence

CERTIFICATION

AS/NZS ISO 9001:2015
QUALITY CERTIFIED
ORGANISATION

**CLINIC
SNAPSHOT**

59 Care Plans
in the last 3 months

Clients registered for
**CLOSE
THE GAP** **60%**
126 Registrations in the last 3 months

68
Childhood
Immunisations
(2 months)

276
Health Checks
Completed over the last 3 months

CAREERS

New positions filled and will commence in January 2020!

Nhulundu Health Service has spent November and December going through applications and interviewing potential new Registered Nurse/s, Special Projects Officers and Community Liaison Officers for the Service. These new staff will be a great addition to the Nhulundu Health Service Team as we continue to grow, expand and diversify our services. We look forward to introducing you to our new recruits in the next Nhulundu News edition.

Community partnerships delivers health and nutrition message

The Tucka-Time program has made further partnerships within the community and successfully delivered its important message around health and nutrition. Gladstone Port Corporation (GPC) engaged Tucka-Time to deliver this dynamic program to five of their Aboriginal and Torres Strait Islander Cross Industry Trainees. The program's 10 sessions were delivered in a full week with various qualified guest speakers, along with Tucka-Time and Outreach Manager Melena McKeown.

Janelle Noonan from Savour the Flavour is a qualified chef who taught cooking techniques and how to prepare and cook nutritious meals. Kimberly May from CQ Nutrition educated participants on cooking, nutrition on a budget and how nutrition directly impacts an individual's behaviour and school/workforce performance. Clinton Schultz, a Clinical Psychologist, spent an entire day with participants focusing on social inclusion, and positive emotional health benefits linked directly to improved nutrition. Fitness, positive self-image and general wellbeing were among the key messages from Daniel Wyles-Wall the Australian Ninja Warrior Season 3 Grand finalist.

Participants at the conclusion of the program reported increased skills and knowledge around healthy living choices, budgeting, cooking skills, improved awareness of the importance of mental health and physical wellbeing and how this links to nutrition as well as making important linkages with their local clinic and health professionals at Nhulundu Health Service

Training the facilitators to deliver Tucka-Time Program

The Centre has delivered more vital training to facilitators undergoing either their second or third round of training under the CheckUp Funding from the Federal Department of Health. Training was delivered in Thursday Island, Gordonvale, Palm Island, Townsville and Cullamulla. The program will engage six Queensland Schools to deliver a free nutrition and healthy lifestyles program – Tucka-Time.





MERRY
Christmas
and Happy New Year

from the Board, Management and
 Staff of Nhulundu Health Service



Christmas Closure

Please be advised our clinic will be closed
 from Wednesday 25th December 2019 and
 will re-open Thursday 2nd January 2020

In case of an emergency during this time,
 please call 000 immediately

NEW WEBSITE LIVE

Have you logged in to have a look and see how we utilised your feedback to construct a user friendly website?

The website will be maintained locally and clients will be able to access clinic information, newsletters, photographs, program details, feedback forms and links to social media channels. Thank you to everyone who provided ideas, feedback and assisted in the construction of the website.



Christmas Wishes

The Board and Staff of Gladstone Regional Aboriginal & Islander Health Service would like to take this opportunity to wish all our community members a very Merry Christmas and a bright and Happy New Year.

We wish you and yours a festive period that is filled with family, friends, fun, love and laughter. It will be extremely hot so we encourage you to keep cool and stay well hydrated on water and ensure those around you do too. Take this time with loved ones this Christmas to reflect on achievements made this year, no matter how small, and celebrate those accomplishments together.

Thank you to everyone who has supported us during 2019. We look forward to being the health centre of choice for you and your loved ones in 2020. Have a safe, healthy and enjoyable Christmas!



NHULUNDU
 HEALTH SERVICE

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

Regular Business Trading Hours

Mon	8:30am - 5:00pm
Tues	8:30am - 5:00pm
Wed	8:30am - 5:00pm
Thurs	8:30am - 5:00pm
Fri	8:30am - 5:00pm
Sat	Closed
Sun	Closed

nhulundu.com.au