



NCACCH | North Coast Aboriginal Corporation
for Community Health

11 March 2020

NCACCH Update on Coronavirus (COVID-19) Preparedness

You will be aware of the ongoing situation related to the coronavirus outbreak.

As the situation has now been declared as a pandemic, ensuring the health and wellbeing of our Community, Board and Staff is a key priority for NCACCH. Detailed below are some practical measures we are putting into place to minimise any potential exposure and disruption to our daily operations.

As the Aboriginal and Torres Strait Islander population is most at risk of serious infection, NCACCH has made the very difficult decision to cancel and/or postpone all upcoming community events. These activities include:

- Kawana and Gympie Indigenous playgroups
- Closing the Gap Morning tea event on 19th March
- Men's and Women's Groups
- Well Persons Health Check Day on 9th May
- Maroochydore BreastScreen Clinic on 26th March

In addition, NCACCH has reduced face to face service delivery. This includes:

- Gympie Outreach Office closed; however, telephone access to the Head Office is available
- Midwife home visits (Nanna Bills Mums and Bubs Program)
- Health Advocate visits (Chronic Disease Management Program)
- Indigenous Outreach Worker (Client Visits)

The above measures are based on the advice of the Australian Government, the World Health Organisation and Qld Health. Moving forward, NCACCH will be providing regular updates so that you are kept informed of any key changes.

It is important to note that although the above measures have been put into place, NCACCH is still providing essential services to our clients to meet their health care needs.

We appreciate this is an uncertain time, so if you have any questions or concerns, the following trusted source of information can be accessed: [dedicated page set up by the Australian Government's Department of Health](#).

While the above measures are truly disappointing for NCACCH as well as our community, volunteers and partners, we feel confident that this is the right decision for the health and safety of all involved.

Please continue to check the NCACCH Facebook and webpage, www.ncacch.org.au for ongoing updates.

For any questions, please contact NCACCH on 5346 9800

Yours Sincerely

Helen Felstead

On Behalf of the NCACCH Board

Please find below the list of programs/services updates that may be relevant to you and your family, as at 13th March 2020. Please note, the information below is subject to change at any time.

Head Office (Birtinya):

- NCACCH remains open in a limited capacity
- Clients are **strongly** encouraged to remain at home and phone for all queries
- If clients come to the office, they will undergo a strict screening process - if you are unwell or experiencing symptoms you may be turned away from the office

Gympie Office:

- The NCACCH Gympie Office will remain closed until further notice
- To contact NCACCH please phone 5346 9800 (Head Office). NCACCH will be able to answer your queries

Referrals:

- Clients are required to call and complete referrals and Health Access Card (HAC) applications over the phone with NCACCH staff
- Sunshine Coast Hospital and Health staff will continue as normal with referrals and HAC applications. Other community referrers will not be conducting NCACCH referrals and HAC applications until further notice

Allied Health Services and General Practice Services

- Please phone the allied health service or general practice for more information

Chronic Disease Management Program (CDMP)

- Hydrotherapy program at Buderim pool has been cancelled
- Home visits have been cancelled (unless identified as critical/urgent by NCACCH Management)
- Provision of equipment and services may be impacted and/or unable to be provided. There may also be delivery delays
- Transport services may be impacted/unable to be provided
- There may be delays/longer waiting periods to speak to the NCACCH CDMP team
- There may be delays/longer waiting periods for equipment, transport and services to be provided
- The Indigenous Outreach Worker (IOW) will not be visiting clients or attending appointments
- If there are any face to face services provided, clients and NCACCH staff will be required to use correct safety procedures as set out by NCACCH

Nanna Bill's Mum's and Bub's/Indigenous Child Health Worker (ICHW)

- Kawana and Gympie Indigenous Playgroups are cancelled until further notice
- Gympie Hearing Assessment Program – Early Ears is cancelled until further notice
- For queries relating to the School Ear Health Screening Program (conducted by Hear & Say), clients will need to contact individual schools for updated information
- For ENT specialist service enquiries, clients will need to phone specialist clinics for more information
- The NCACCH Mum's & Bub's midwife will be ceasing all home visits and face-face activities until further notice. Mum's & Bub's client support can be accessed by phone

Tackling Indigenous Smoking (TIS) Program:

- TIS outreach activities including pop up stalls, community events are cancelled until further notice

Men's and Women's Groups:

- NCACCH Men's Group and Women's Group have been cancelled until further notice