



North Coast Aboriginal Corporation  
for Community Health

# MESSAGE STICK

FOLLOW THIS TO KEEP UP TO DATE  
WITH THE GYMPIE ABORIGINAL  
MEDICAL SERVICE (AMS)







**NCACCH**

**North Coast Aboriginal Corporation  
for Community Health**

# MESSAGE STICK

It has been a very busy, but exciting time for NCACCH, since receiving the fantastic news of its success to establish an AMS in Gympie. The funding was received from the Dept of Health (DoH) in March 2021 and it was part of an opportunity for already established Aboriginal Community Controlled Health Organisation's (ACCHO) to expand its current service delivery. With the development of a clinic in Gympie, NCACCH will be able to provide the much-needed comprehensive primary health care services required to improve the inequalities and inappropriate service delivery currently being provided. In addition, the clinic will assist in alleviating the burden on our public health system, specifically in the emergency dept and mainstream General Practices who are at capacity.





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## HOW DID THIS COME ABOUT?

2018

Board commenced thinking about the financial viability of NCACCH whilst continuing to meet the needs of the community

2019

NCACCH Community Survey identified our mob felt an AMS was the most important service for them and their family

2020

NCACCH identified and applied for funding to expand its Brokerage Model to include an AMS

2021

NCACCH was successful in receiving funds to establish an AMS in Gympie





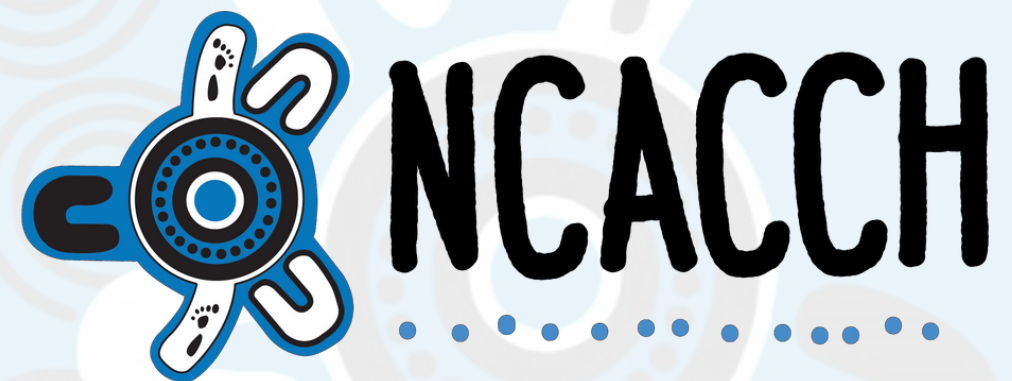
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The NCACCH Board have listened to the community! The 2019 NCACCH annual survey results indicated 55.53% of respondents stated the most important service to them and their family was having the ability to access an Aboriginal Medical Service. In addition, 95% advised they would prefer a service that would deliver culturally appropriate health care services.





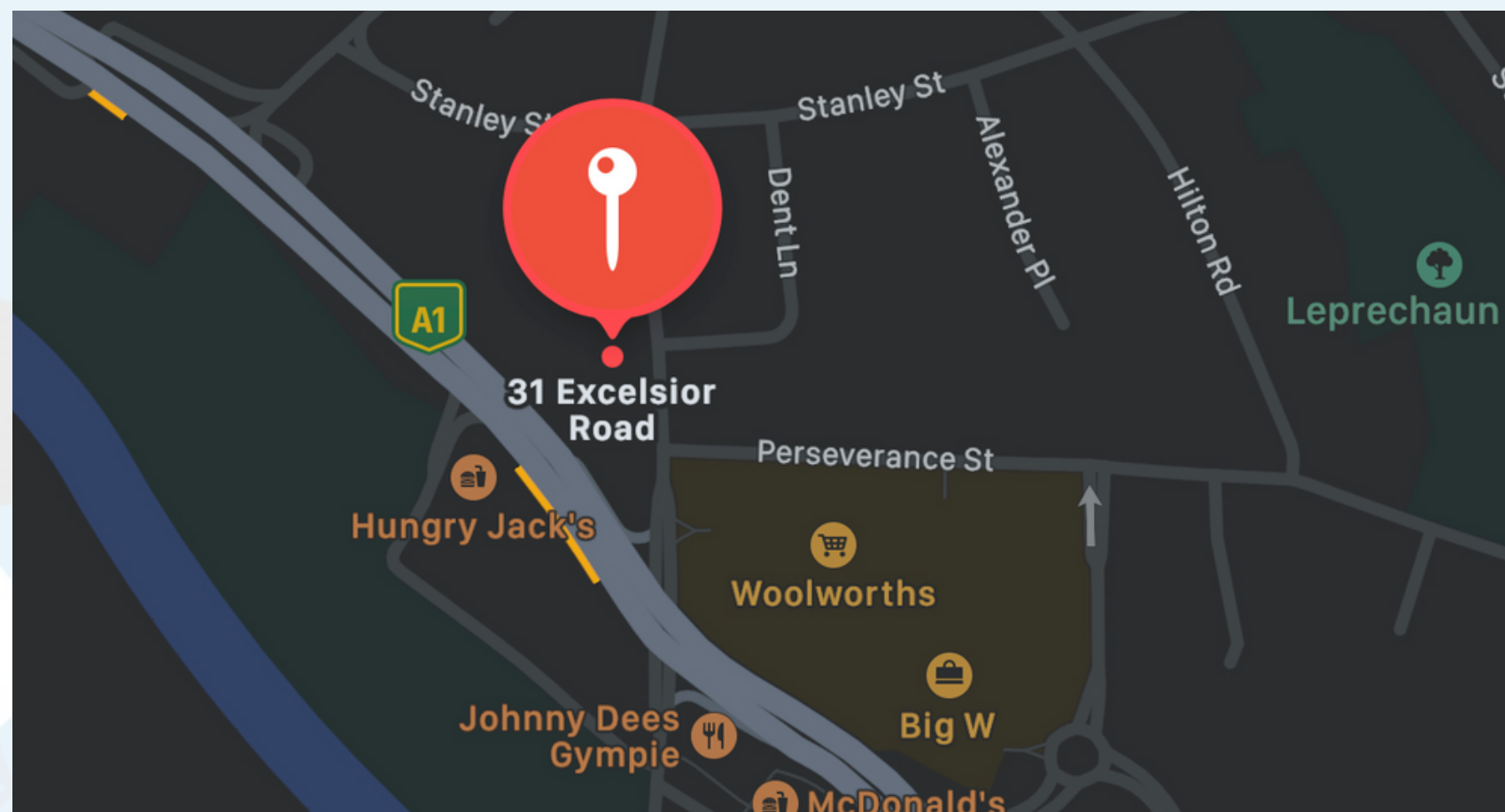
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APRIL 2021

# MESSAGE STICK

## THE STORY LINE SO FAR



### 31 Excelsior Road Gympie

The search was on to try and find a space that would be suitable for the AMS. It took a little longer than expected as it seems a lot of the larger options had already been taken.

\* NCACCH commenced internal and external planning for the project management of the AMS





North Coast Aboriginal Corporation  
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MAY 2021



# MESSAGE STICK

## THE STORY LINE SO FAR

- \* NCACCH started to share the exciting news with our community
- \* NCACCH provided updates to our partners; the Central Qld, Wide Bay and Sunshine Coast PHN and Sunshine Coast Hospital and Health Service
- \* NCACCH commenced working in partnership with the Institute for Urban Indigenous Health (IUIH) to establish the AMS





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JUNE 2021

# MESSAGE STICK

## THE STORY LINE SO FAR



- \* Successfully found a stand-alone building that was close to transport, town and was easily accessible for our Elders, disabled and emergency services
- \* Commenced planning the fit out of the new space





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JULY 2021

# MESSAGE STICK

## THE STORY LINE SO FAR



- \* Continued planning the fit out.
- \* Commenced developing the signage and marketing campaign.
- \* Board and CEO visits to Maryborough, Hervey Bay and Caboolture AMS
- \* Recruited a Project/Practice Manager to lead the project





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WELCOME

TESS SYMES

PROJECT/PRACTICE MANAGER





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## A LITTLE BIT ABOUT TESS

The successful candidate for the temporary six month Project/Practice Manager position is Theresa (Tess) Symes. Tess identifies as a Torres Strait and South Sea Islander woman who grew up on the Sunshine Coast. Tess is a clinical registered nurse and will be taking a secondment from her current role as Nurse Navigator at the Sunshine Coast Hospital and Health service (SCHHS).

Tess works closely with the NCACCH Chronic Disease Management Program with established connections with the Gympie community and networks within General Practices, Allied Health and other Government and non-Government agencies.

Tess was formally a Practice Manager across numerous Aboriginal Medical Service sites during her time with ATSICHS in Brisbane and is experienced in clinical governance, finance management, human resource and client management systems. Tess has led numerous change management structures in line with organisational requirements and is highly skilled in health service design and community/stakeholder engagement.

Tess commences on Monday 16th August and one of her priorities will be to conduct community consultations with our Elders and other key members, General Practices and other agencies.





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WHERE TO FROM HERE.....

August 2021

- \* Project/Practice Manager Commences
- \* Marketing Campaign Commences
- \* FitOut Commences

September 2021

- \* Community Consultations
- \* Agency Consultations
- \* Commence recruiting for staff

October 2021

- \* Consultations Continued
- \* Finalise recruitment for staff
- \* FitOut Finished
- \* Clinical and Office Equipment Fitted

November 2021

- \* Clinical/Admin Staff Training
- \* Complete clinic set-up of systems

December 2021

- \* Final completion of clinic set-up
- \* Community Open day
- \* Clinic opens for short consultations





**NCACCH**

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MESSAGE STICK

OFFICIAL OPENING DAY:

FEBRUARY 2022





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Gympie AMS  
Meeting with the  
Dept of Health



Gympie AMS  
Board Visit



Galangoor AMS - Hervey Bay  
Board & CEO Visit





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Galangoor AMS - Maryborough  
Board & CEO Visit



Galangoor AMS - Maryborough  
Board & CEO Visit



Moreton ATSICHS -  
Caboolture  
CEO & General Manager Visit