



**NCACCH** | North Coast Aboriginal Corporation  
for Community Health

06 January 2022

### **NCACCH Update #10 on Coronavirus (COVID-19)**

In line with the current challenges to the pandemic response, and in particular the current COVID-19 high risk situation, we have made some changes to the way that our Aboriginal Medical Service and Brokerage referral system operates. These changes are to ensure NCACCH continues to protect our vulnerable community whilst minimising disruption to much required health services.

As of Thursday 06 January 2022, NCACCH has made the following changes:

- NCACCH will be offering referrals to brokerage services via the phone
- NCACCH has ceased offering face to face referral services through its volunteer community Referrers (with the exception of Sunshine Coast Hospital and Health Service staff Referrers)

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

- Kawana and Gympie Indigenous playgroups
- Men's and Women's Groups
- Health Clinics and Exercise Programs

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

- **Gympie Aboriginal Medical Service:** clients will be triaged (checked) prior to entry
- **Head Office Brokerage:** clients will be triaged (checked) prior to entry
- Midwife home visits (Nanna Bills Mums and Bubs Program) visits provided for essential care only
- Health Advocate visits (Chronic Disease Management Program) visits provided for essential care only
- Indigenous Outreach Worker (Client Visits) will be suspended

The above measures are based on the advice of the Australian Government 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 understand these uncertain times can be challenging, 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 not what we wish 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](http://www.ncacch.org.au) for ongoing updates.

For any questions, please contact **NCACCH Head Office** on 5346 9800 or **Gympie Aboriginal Medical Service** on 5329 5872

Yours Sincerely

Helen Felstead

On Behalf of the NCACCH Board

*"Your Pathway to Better Health"*