

NCACCH NEWSLETTER

March 2023

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THE PULSE



Photo: NCACCH Board of Directors and Executive team recently attended their governance workshop facilitated by Pauline Gargen.

The Board of North Coast Aboriginal Corporation for Community Health (NCACCH) is responsible for ensuring that the organisation has appropriate corporate governance and management structures which allow the organisation to operate efficiently, effectively and transparently.

What is good governance?

Good governance creates a culture that encourages an organisation and its officers to aim to achieve the best for its members while minimising risks of non-compliance and misconduct. Both members of registered organisations and organisations themselves rely on their officers to provide stewardship and oversight of their organisations and to have the resolve to take steps to deal with any problems if and when they arise. Adopting good governance structures and practices that promote professionalism and accountability is the key to developing a culture of good governance in an organisation.

NCACCH Board of Directors and Executive team we hold 2 (6 monthly) governance workshops per year. In addition, all Directors attend two-day governance workshops held by Office of the Registrar of Indigenous Corporations (ORIC) training. This ensures they have the correct and current knowledge to appropriately service the NCACCH clients and community.

The Board agreed that this training was very beneficial and they look forward to continuing to provide good governance within NCACCH.

GYMPIE ABORIGINAL MEDICAL SERVICE (AMS)



Photo: Gympie AMS staff with NCACCH Care Coordinators

The new year has started with a hand and the AMS is charging forward in 2023 to bring the best possible care to our patients with two (2) new GPs, Dr Jack Sommerville and Dr Noreen. We also have some new faces around the clinic, such as Project Manager -Katrina Johnston, Medical Receptionist - Gabrielle (Gabby) Pamenter.

Upskilling and training have also been on the agenda for our staff members with our registered nurses (RN) Lisa and Emma completing their Implanon insertion and removal , and Kristal our trainee Health Worker has just completed another training block in Rockhampton for her Health Practitioner certificate.

The AMS is focusing on ensuring that our community are offered and completing their 715's and Chronic Disease Management, our friendly receptionist Aunty Mayo and Gabby will be offering you appointments to get those completed so that we are doing our part for better health outcomes for you and your families.

Current GP appointments are available from 9 am to 3.30 pm:
Dr Amanda Thomson is available Thursday and Friday
Dr Fadi Hosn is available Tuesday and Friday
Dr Jack Somerville is available Monday and Thursday
Dr Noreen Alqueza is available Tuesday to Friday



COMMUNITY HUB

Our work continues along to bring the revitalised Gympie Children's Hub back to life. Community consultation has continued over the past 4 months with Elders, families, local community services, health providers and network groups. We recently had a visit to community in Kilkivan, and had a good yarn up for the things they thought were important for the Hub. In the next couple of weeks, we'll be heading to Tin Can Bay so families in that area can also have their say. As we bring all of the gathered information together, the real message is that people want and need a "Place of Connection". The Hub will have a strong bond with our Aboriginal Medical Service and will link to many other people across the region. Our collection of feedback has shown the need and want for a blend of three main types of activity.

1. Culture based.

Elders, men's and women's groups, culture-based play groups, indigenous art and crafts, understanding and learning heritage and sharing culture in a welcome and safe space.

2. Health and clinical care.

Services will be across maternal and child health areas and link into existing services including NCACCH Aboriginal Medical Service, Sunshine Coast Hospital and health Service and other providers. Oral health, hearing screens, immunisation, pregnancy and new Mums and Dads support. Mental health support and counselling have been identified as vital.

3. Community supports.

Access to a wide range of community services have been requested and identified as needed and includes cultural healing, domestic violence support, cooking and food security, after school care, first aid courses.

So that the building is refreshed and ready to support a wide range of previous and new activities, minor demolition and building work has commenced. This is expected to be completed by mid April. The photos below show how things have progressed over the past month.

For outside spaces we'll work with community over the next 6 months to provide play areas, a yarning circle, bush tucker and bush medicine gardens and some quiet private places for yarning.

Look forward to seeing you at the Hub in May 😊



NEW STAFF

NCACCH continues to grow, with new staff at the Gympie Aboriginal Medical Services (AMS) and the Birtinya office.

Katrina Johnston- Project Manager AMS, Gympie.

I am a proud Wulli Wulli Woman from Theodore, with more than 15+ years working as a Aboriginal Health Worker ranging from Chronic Disease to Management roles. I am settling in nicely at Gympie AMS and, am looking forward to meeting the community and working hard to do my part for the health needs of the Gympie and surrounding communities.



Photo: Katrina Johnston

Gabrielle Pamenter- Medical Receptionist AMS, Gympie.

I have worked in mainstream medical centres all the way from Rainbow Beach to Cooroy. This is my first position at an AMS and I'm enjoying it so much! I love the patient interaction and helping them with whatever they may need and every interaction is a new experience. I am currently studying a Bachelor of Nursing Science with an interest in Indigenous health and child health. In what little spare time I do have, I spend it going on adventures with my two children.



no photo supplied

Dr Jack Sommerville- AMS, Gympie.

I am a new GP with NCACCH at the AMS in Gympie. Originally I am from Northern Ireland however have lived in Australia for 3 and a half years. My work has taken me to various locations across Queensland, and I am now settling down to make the Sunshine Coast home with my family.

I am passionate about addressing health inequalities and, joint decision making between the patient and their healthcare providers.

With my spare time, I enjoy running, bush walking, scuba diving and taking my son to the park.



Photo: Dr Jack Sommerville

Dr Noreen Alqueza- AMS, Gympie.

I have extensive experience in general practice, paediatrics & women's healthcare. Having worked in multiple locations throughout southeast Queensland & Wide Bay as well as overseas. I look forward to meeting new clients at the Gympie AMS.



no photo supplied

Work with us:

Follow the NCACCH Facebook page or view our website for any future vacancies.

<https://ncacch.org.au/about-us/work-for-us/>

NEW STAFF Continued

Diane Brookes- Care Coordinator

Hi, I am an enrolled Nurse with over 5 years' experience in aged care in remote communities. In that time I have supported many clients including, those with chronic diseases. I am a proud Indigenous woman who recently returned to the Sunshine Coast with my family.



Photo: Diane Brookes

Rebecca Smith- Jordan- Administration Officer

I grew up in small Town in Gayndah (2hrs inland from Bundy, middle of nowhere – literally). In 2016 my partner and I packed our bags and made the move to the Sunshine Coast for better job opportunities and a different lifestyle. I completed a Certificate in Medical Administration in 2018 and have enjoyed every moment of working in health. In 2020, we welcomed our first son Jaxson and have loved being a mum ever since. I am thrilled to be on board with the Team here at NCACCH and look forward to the times to come.



Photo: Rebecca Smith-Jordan

Acadia Nehpal- Administration Officer

I made the move to the beautiful Sunny Coast in 2010 and consider myself very fortunate to be living in this stunning part of the world on Gubbi Gubbi/Kabi Kabi country. My husband and I have 2 boys and we've made the coast home. I'm a desert rat from Central Australia, we follow Alukura, Grandmothers law. My name is Perrurle/Pwerle, I'm a proud Eastern Arrernte and Kaytetye woman that absolutely loves the water. This may surprise you as there is not much water in Mparntwe (Alice Springs), Water is life!

My roles have varied from admin, House Parent at a remote boarding school, to working for the Country Fire Authority in regional Victoria and a mum.



Photo: Acadia Nehpal

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COMMUNITY HEALTH SERVICES (CHS)

Women Events

The Community Health Services (CHS) team put out a survey in January asking for input from our Sunshine Coast and Gympie clients around 2023 Women's Groups (WG).

Women's Group is now held on the second Wednesday of each month: 11 am to 1 pm with lunch provided. Alternating each month between Sunshine Coast and Gympie. The CHS team has engaged with our community in seeing community lead ideas around activities and special guest and partnerships for this year.

With the new changes to Women's Group, we have updated guidelines around our gatherings, please..

- **RSVP your attendance to NCCACH for each event - this is to ensure that we have catered enough for refreshments and materials for actives.**
- **Stay at home if you are unwell.**
- **Respect the Women and the Group facilitators by sharing materials around the group and allowing everyone to have a turn.**
- **If you are bringing children along, please ensure that you are providing supervision as NCACCH staff are unable to provide care.**
- **Unfortunately, male partners are not able to attend as this group is all about Women's Business! NCACCH has monthly Men's Groups if they wish to attend. Please check our Facebook or website for details on Men's group.**

February 8th Gympie:

Was our first gathering for our deadly women kicking off WG for 2023. We were very lucky to have traditional owner Brianna who is owner and founder of Wattle it Bri, and a proud Kabi Kabi woman of mixed ancestry.

She is grateful for the privilege to live and work on the land where her Ancestors once walked and to have the opportunity to maintain culture in a way that honours the Ancient but in a modern context.

Brianna attended and performed Welcome to Country for our Gympie WG and yarn with our women.



Women Events continued..

March 8th Sunshine Coast:

This month women's group fell on International Women's Day which had the theme 'embrace equality'. We very lucky to have Welcome to Country performed by Aunty Kym with a yarn around embracing equality for our First Nation women.

Kym Harrison nee Muckan is one of the Elders of the Undumbi People, Kabi Kabi and Bira Gubba First Nations people, as well as, South-Sea Islander bloodline. Aunty Kym is the Managing-Director of Wouwa Empowerment, a small business working in consultancy, advocacy, mentoring and facilitating workshops around understanding cultural and spiritual wellness, to empower our women and children.

"Everybody deserves an opportunity of a healing journey".





More from our Women Events

Our Community Engagement Officers thoroughly enjoy supporting "Deadly Coffee", and on Wednesday 1st March 2023 they were honoured to hang out with Bailai woman and special guest Gabrielle Quakawoot who share and encouraged clap-stick rhythms and yarns.



Photo: Top left NCACCH Community Engagement Officer Jo Beezley sitting opposite special guest Gabrielle Quakawoot (top right).



COMMUNITY HEALTH SERVICES (CHS)

Youth Program

On Wednesday the 1st of March Krystal and Brad attended Sunshine Beach Senior High School (SHS) for the opening of their Yarning Circle.

This was a great morning with local community members attending the event.

We have a great partnership with Sunshine Beach SHS and we look forward to our continued collaboration in 2023



COMMUNITY HEALTH SERVICES (CHS) Tackling Indigenous Smoking (TIS)

The Community Health Services team have been increasing their presence out in community. Attending events and community meetings such as Sunshine Coast First Nations Network Group (SCING), Local Level Alliance and Deadly Coffee (Women's Only).

We have held Tackling Indigenous Smoking (TIS) pop up interactive stalls at the Nambour Hospital and at the Gympie Aboriginal Medical Service (AMS).

The No Durri For This Murri Facebook page is currently undertaking a rejuvenation and focusing on growing engagement and reach throughout community. Resources such as quick facts, promotion of health calendar events, second hand smoke effects and environmental impacts are being created to inform community of the many negative impacts of smoking/vaping. To gain exposure the team is creating competitions with the last competition having 2 clients, Nikki Kennedy and Leon Catlin win a TIS straw hat and towel.



Photo: Nikki Kennedy (left) being presented her prize by staff member Lyndelle (right)



Photo: Staff member Mark Sidaway (left) congratulating Leon Catlin (right) on his TIS straw hat and towel

CHRONIC DISEASE MANAGEMENT PROGRAM (CDMP)



Photo: CDMP team from left to right. Sharlene, Ingrid, Diane, Kristine & Mandy

The CDMP team welcome Mandy and Diane as their Care Coordinators/ Aboriginal Health Practitioners and, Kristine as the Clinical Services Support Officer.



CDMP staff appreciated the opportunity to attend a workshop on chronic conditions to the foot hosted by Benchmark Group. This workshop has enhanced the teams skills and knowledge to assist them in providing information and advice to clients in relation to foot health management.

Clinical Services lead, Mark Jamesion and Senior Care Coordinator, Ingrid Steele attended a 2 day Clinical Leaders Forum hosted by QAIHC in their Brisbane office.

The forum was attended by around 30 delegates including GPs and senior medical staff, clinical operations and practice managers and, senior executives from 18 member services as well as a NACCHO medical advisor.

The two-day forum covered a wide variety of clinical issues of interest within our sector, including palliative care, voluntary assisted dying, diabetes management, cardiac care and RHD, Long COVID and acute post strep glomerulonephritis.





Nanna Bill's Mum's & Bub's



The Nanna Bills Mums and Bubs team continues to provide women and their families with confidential and culturally appropriate support from pregnancy up until baby is 12 months of age.

Mandy, our Indigenous Health Practitioner has been a great support for the Nanna Bills Mums and Bubs team, attending home visits and providing cultural support.



Clients who actively engage in the Nanna Bills Mums and Bubs program receive a NCACCH Baby Bounty Bundle. The bundle includes some basic items you may need when baby arrives.



Baby Grayson (pictured) is wearing one of the Nappy Covers and singlets included in the bundle from Ty and Giraffe.



Have you had your 715 Health Check?

"Let's Be Stronger & Live Longer"

The aim of the Aboriginal and Torres Strait Islander Health Check (MBS item 715) is to help ensure that Aboriginal and Torres Strait Islander people receive primary health care matched to your needs.



Every eligible NCACCH client who attends their GP for a 715 Health Check will receive a 715 Health Check Shirt*

PLEASE NOTE:

- © A 715 is an Aboriginal and Torres Strait Islander Health Assessment (Health Check)
- © You can only have one 715 Health Check every 9-12 months
- © The *current NCACCH shirt will be given to every NCACCH client who has completed a 715 Health Check between 1st January 2023 to 31st December 2023
- © Please let reception staff at your GP know that you would like to have a 715 Health Check and that you will require a longer appointment
- © A 715 Health Check takes approximately 45-60 minutes to complete!
- © Your GP will contact NCACCH once you've had your 715, then we will contact you to arrange collection of your polo shirt
- © Clients who do a 715 Health check at the AMS, Gympie get a Deadly Choices 715 shirt, where as those who go to a NCACCH approved GP get the NCACCH 715 shirts

*subject to availability

For more information please contact
NCACCH on 5346 9800

DEADLY STAFF - GET TO KNOW US

Hello, Kris Nixon here. I am a proud Gubbi Gubbi/ Kubbi Kubbi and South Sea Islander woman. Originally from Gladstone, Central Queensland, but have been on the Sunny Coast for over 14 yrs.



Before starting with NCACCH a year ago I was a full time home logistics manager to my 3 boys . Currently, I'm filling in the Business Services Officer role, the contact point for Service providers & Referrers, admin support and anything in between.

- Hobbies: reading by myself, being at the beach by myself, and napping by myself.
- Go to family meal: 2 minute noodles
- Star Sign: Pisces



Hi my name is Krystal Sidaway and I am a Proud Bundjulong Women. I am one of the Community Engagement Officers at NCACCH.

My experiences are in Health Services and Disability support.

I love working for North Coast as I understand the hardships and, get to help our community gain access to health services, continue closing the gap, all which create a positive change. It is great to contribute to ensuring our youth have a brighter future and access to healthcare as I have 2 young sons.





NCACCH APPROVED REFERRERS

Effective: February 2023 - Subject to change without notice

****PLEASE PHONE ALL REFERRERS TO ARRANGE AN APPOINTMENT****

***Mobile all areas**

SUBURB	ORGANISATION NAME	REFERRER NAME	PHONE
BIRTINYA	Sunshine Coast Hospital and Health Service (SCHHS)	Brent Miller	5202 0022
		Mackenzie Bradshaw	5202 0022
		Rhonda Wauchope	5202 0022
		Zjaala McDermott-Mackey (Tues-Fri)	5202 0022
		Myra Holmes	5202 0022
		LaToya Enoch	5202 0022
		Jamira Kelly	5202 0022
		Emma Giles (Tues:Gympie, Wed-Thru:Nambour)	5202 0022
		Mylinh (Missy) Vo	5202 0022
	NCACCH	NCACCH Staff	5346 9800
CALOUNDRA	Caloundra Community Centre	Dana Whiston (Thurs & Fri)	0414 684 443
	Child Safety Caloundra	Kristal Lawton	5438 5401
GYMPIE	NCACCH	NCACCH Staff	5329 5872
	Sunshine Coast Hospital Health Service (SCHHS)	Kay Jones (Mon, Wed, Fri)	5489 8452
		Mackenzie Bradshaw (Tues, Thurs)	5489 8452
	Community Action	Shelly Burton	5413 8088
IMBIL		Paula Wooton	0414 258 242
MAROOCHYDORE	Central Queensland, Wide Bay, Sunshine Coast PHN	Juanita O'Rourke	5456 8152
	Child Safety	Amanda Stapleton	0427 163 639
	Aboriginal & Torres Strait Islander Legal Service	Jaqueline Froud	5452 7633
	IFYS	Justin Roby	5438 3000
	SunnyKids	Ange Cullings	0421 399 910
NAMBOUR	Sunshine Coast Hospital and Health Service (SCHHS)	Debbie Armstrong	5319 4824
	Aboriginal and Torres Strait Islander Child Health Program	Jasminka Corporal	5319 4824
		Lucinda Kilburn	5319 4824
		Darinka Ondrovciik	5319 4824
		Tara Robinson	5319 4824
	Sunshine Coast Hospital and Health Service (SCHHS) Cultural Healing Program	Bianca Abednego (Wed & Thurs)	5450 4700
		Christine May	5450 4700
		Donna Macleod	5450 4700
		Gemma Stevens	5450 4700
		Renae Longbottom	5450 4700
	Sunshine Coast Hospital and Health Service (SCHHS)	Maria Mitchell-Brown	5479 9608
	Aboriginal and Torres Strait Islander Community Health Program	Naomi Scarr	5479 9608
	Sunshine Coast Hospital and Health Service (SCHHS)	Detta Butler	5479 9852
		Luke Snabaitis	5479 9852
		Tara McGookin	5479 9852
		Peter Robinson	5470 5316
		Di Bennett	5479 9852
ROSEMOUNT	Refocus	Debbie Currey (Tues-Thurs)	0459 993 031
		Kylee Samels	5442 3992

****PLEASE PHONE ALL REFERRERS TO ARRANGE AN APPOINTMENT****

PLEASE NOTE: If you require a referral to a NCACCH Allied Health provider eg Dentist, Counsellor, Podiatrist etc please contact a NCACCH Referrer listed above.
To access a NCACCH Doctor, please present your NCACCH Health Access Card with your Medicare Card to reception at your preferred Doctor (as per NCACCH GP list).

Ingredients:**Diabetic-friendly Trifle**

- 9g sachet low-kilojoule raspberry jelly crystals 375g fresh strawberries, hulled, sliced, plus 125g strawberries, extra
- 2 tablespoons fresh lemon juice
- 2 tablespoons sugar-free maple syrup
- 175g savoiardi (sponge fingerbiscuits), broken into 2cm pieces
- 250g fresh raspberries

**Chocolate custard:**

- 2 tablespoons unsweetened cocoa powder
- 1 1/2 tablespoons cornflour
- 2 egg yolks
- 500ml (2 cups) skim milk
- 60ml (1/4 cup) sugar-free maple syrup

Directions**Step 1**

Prepare the jelly following packet directions. Cover and place in the fridge for 4 hours or until set. Use a fork to roughly break up the jelly.

Step 2

Meanwhile, to make the custard, sift the cocoa and cornflour into a large bowl. Add the egg yolks and 60ml (1/4 cup) of the milk. Whisk until smooth. Place the remaining milk in a saucepan and heat over medium heat until simmering.

Slowly add the hot milk to the egg mixture, whisking constantly, until smooth and well combined. Transfer the mixture to a clean saucepan and cook, stirring, over low heat until it thickens and coats the back of a spoon. Stir in the maple syrup. Transfer to a bowl. Cover the surface of the custard with plastic wrap. Set aside to cool, then place in the fridge for 2-3 hours or until chilled.

Step 3

Place the sliced strawberries in a bowl with the lemon juice and maple syrup. Cover and set aside for 30 minutes to macerate.

Step 4

To assemble the trifle, place half the sponge finger biscuits in the base of a 2L serving dish. Top with half the macerated strawberries, half the raspberries, half the custard and then half the jelly. Continue layering with the remaining biscuits, macerated strawberries, raspberries and custard. Top with the remaining jelly and the whole strawberries. Place in the fridge until ready to serve.



NCACCH

North Coast Aboriginal Corporation for Community Health

NCACCH HEAD OFFICE

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ABORIGINAL MEDICAL SERVICE

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Gympie QLD 4570
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We acknowledge the Traditional Custodians of the land on which we live and work.
We pay our respects to Elders past, present and emerging.

