

MAWARNKARRA NEWS

ISSUE 14

April 2022

Wayiba/Wanthiwa/Hello

Welcome to the Fourteenth edition of Mawarnkarra News.

A MESSAGE FROM OUR MHS CHAIRPERSON, RICHARD ANSEY



MHS attended the Pilbara Aboriginal Health Alliance (PAHA) and the Pilbara Aboriginal Health Planning Forum (PAHPF) held in February in Newman which was attended by myself and Phyllis Simmons.

MHS were able to participate in the on-line National Aboriginal Community Controlled Health Organisation (NACCHO) AGM held in March covering the 2020-2021 financial year. The postponement was due to COVID-19. The NACCHO National Members Conference and Youth Conference will be held in Canberra in the week of 17-20 October 2022. All Aboriginal Medical Services across the nation have done an amazing job in combatting COVID-19.

MHS is proud to support the Wickham Wolves Football Club for the next three years.

UPDATE FROM OUR CEO

JOAN HICKS

MHS has been separated into three zones due to the COVID virus being present in the community. Clinic and program staff are allocated a rotating roster with two weeks to either the main clinic or the Child Maternal Health Building. All three zones are isolated from each other and there is no crossover.

- Main Clinic - consulting face to face with clients. Staff in full PPE
- Child & Maternal Health Building - telehealth
- Administration

The Safe House operates as normal with COVID restrictions in place and the NDIS Program operates in its own building with restrictions.

MHS staff have been amazing. Everyone has been willing to put themselves at increased risk for our community. Well done!

MHS is currently in the process of updating our Business Plan. We are also looking at reviewing our Constitution in the next few months.

Thanks to Woodside for donating the use of a house for our COVID nurses.

Thanks to Austral and RTIO Charity Donation of \$3,510.



UPDATE FROM OUR CLINIC, DR SEEMA BASIL

A massive amount of work has gone into planning for how MHS will continue delivering as many services as possible whilst keeping staff as safe as possible. Multiple variable, alternative solutions and contingencies have been thought of and new things crop up daily.

MHS has shifted to our Pandemic Model on 21/02/22 to have the advantage of time to practise the new way, it seems that this is now already upon us.

Changes implemented:

1/Clinical Service Delivery Model

GP services – Two teams

Face to Face and Telehealth Teams.

Face to Face team operates from the main clinic.

Telehealth operates from the Child & Maternal Health Building.

Each team rotates fortnightly.

Allied Health Services

Diabetes educator to telehealth.

All other allied health to continue as normal services run from the renal consult room.

Specialist services

Where the specialist is willing, all services to continue face to face. Only endocrinology remains as telehealth.

2/Screening for COVID

The team have gone above and beyond to agree to take on the responsibility of COVID testing onsite for the community. All Face to Face staff are in full PPE with 2 to 3 triage nurses stationed at 2 separate entrances at the main clinic. Doors are kept locked. Triage nurses screen one person at a time. Entry 1 is for people with COVID symptoms. Entry 2 is for those with no symptoms. All patients presenting at the clinic need to wear a mask and undergo Rapid Antigen testing before they are permitted entry.

3/Transport

Only one transport driver available in full PPE. Other transport drivers will be delivering medications, letters and any other deliveries required..

4/Phones

Phone lines have been changed when clients call the clinic:

Option 1 for telehealth

Option 2 for a COVID test

Option 3 for face to face.

5/Security

MHS has had to employ a security guard due to increased aggression amongst patients. It has been challenging for the triage nurses to manage the crowd, to control them and to make sure the right processes are followed. Some patients refuse masks, refuse RAT if symptomatic and get aggressive at being denied entry.

UPDATE FROM OUR PROGRAMS, SARAH JOHNSTON

After having the majority of roles full at the end of 2021 through aggressive recruitment strategies, we have had a significant turn over to start 2022 with a number of vacancies being created through resignations.

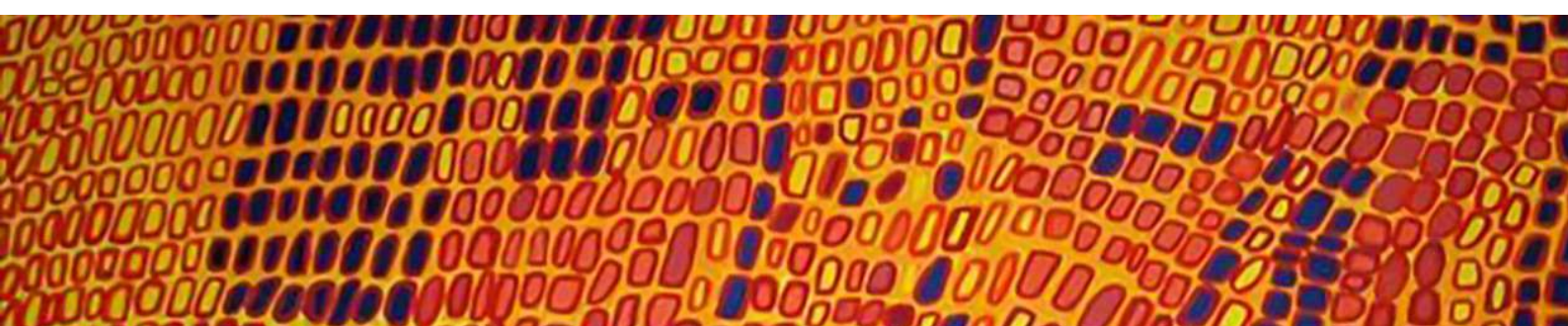
The programs team have continued to assist the Clinic in COVID Vaccination promotion and activities.

Tackling Indigenous Smoking (TIS) Update

- Participated in delivering the Men's Breakfast program with other groups throughout MHS.
- A Women's Morning tea was held in the Child & Maternal Health Building
- The TIS Team has been working on a promotional campaign for Tobacco Control to air on GWN in 2022. As part of this work we have unearthed a range of old MHS video clips about Tobacco control that have been shared to our Facebook page. These have been receiving a lot of hits and we are pleased with the social media interaction obtained.
- The TIS Team held a promotional day at the Wickham Shops in February where they were able to have conversations about tobacco control with community members and completed a number of referrals to the Quitline which is a metric in which we are funded to achieve.
- Merchandise has been sourced for TIS branded promotional products to be used in 2022 at events and activities.

Social Emotional & Wellbeing (SEWB)

- Denise Ellis commenced in the role of SEWB worker in early January 2022 and rejoins MHS after a period of time away.
- The SEWB worker and Programs Manager attended the Karratha Wellbeing meeting in Karratha, which involved a planning session for the first quarter of 2022.
- The Program Manager has continued to work with both Stand Up and WA Country Health Service re hosting a community event in Roebourne for postvention and grief.
- The SEWB team ran a healthy breakfast event with the TIS team for World Cancer Day to promote healthy living and eating. The session was well received by community members.



UPDATE FROM OUR PROGRAMS...

Environmental Health (EH)

- Although two incumbents started in the EH role in the last quarter of 2021, one has taken an alternative role in the Clinic Team and moved in early 2022.
- Thomas Storey commenced in the EH role in February 2022. Thomas joins the EH team from a role as a TIS Worker.
- A regional meeting is being organized with the three Aboriginal Medical Services to discuss challenges and link potential strategic opportunities together.

Alcohol & Nutrition (A&N)

- Meals have continued to be provided by the A&N team with approximately 40 clients using the service on a daily basis.
- Work being undertaken to ensure that process's, menu's and maps are finalized to ensure when a staff member is absent then the program can still be delivered.

Manga Tharndu Maya Safe House

- Mawarnkarra has been successful in obtaining \$497,909 for the Safe House refurbishments through the SHERP Grant funding round.
- We are seeing an increase in length of stay for clients at the Safe House, believed primarily to be due to the lack of transitional housing available to clients in Roebourne and surrounds. The limited stock of public and private rentals is also believed to be a significant contributing factor to the increase length of stay
- The Safe House occupancy rate was 74% for the period 1 January to 21 February 2022, with the majority of days being at 75% or above.

Women's Outreach Worker

- Unfortunately, due to COVID restrictions, the Women's Outreach Worker was absent for this reporting period.

Current Program Staff are:

- TIS – Vacant (Team Leader), 3 x vacant team members.
- SEWB – Reagan Hicks (Team Leader) and Denise Ellis.
- Environmental Health – Thomas Storey and 1 x vacant position
- Alcohol & Nutrition – 1 x vacant Team Leader, Kema Ware (Part Time) and Kate Graham (Casual)
- Safe House – Vashti Ashwin (Team Leader), Sue Gale (F/Time), Renae Edwards (F/Time), Gloria Smith (P/Time), Belinda Watt (P/Time), Jodie Humphries, Natasha Walker, Carlene Ellis and Kema Ware (Casual).
- Women's Outreach Worker – 1 x vacant.



UPDATE FROM NATIONAL DISABILITY INSURANCE SCHEME – NDIS, SANDRA CONEJEROS

- We have started 2022 full of ideas for our participants and organizing our NDIS accreditation.
- We have a big responsibility from NDIA to search for participants who hasn't been in contact with NDIS and is entitled to the service.
- Following the NDIS Safeguard commission, our Remote Community Connector Team went through the NDIS Worker Screening. It wasn't a requirement in our grant and I was advised by NDIA that it was better practice for the business.
- Vacant land has been purchased for the NDIS program for client housing but the funding application for housing has been rejected. MHS will look at securing funding at a later date.

Current NDIS Staff:

- Sandra Conejeros (Disability Services Manager)
- Sarah Freeman (Disability Advocacy Worker)
- Landon Punch (Administration)
- Rachel Samson (Part time Remote Community Connector)
- Dylan Blair (Support Coordinator)
- Kaylea Harrison (Part Time Finance Officer)

PERTH OUTREACH SERVICE

Jodie Jackson continues to support our patients in Perth by offering transport to and from the airport, to their accommodation and appointments. She also attends medical appointments with patients so they understand what treatment is required, advocates on behalf of them and ensures that clients have their medication.

Suzie O'Connor has been employed in a casual role to support Jodie.

20 clients supported by Perth Outreach with varying health conditions.

MAWARNKARRA STAFFING UPDATE

STAFF MOVEMENT

Welcome to new starters: Denise Ellis – SEWB Worker, Anahera Hinaki – TIS Worker, Arthur Dhu – Gardener/Maintenance Worker, Justin Owens – Patient Transport Worker, Deborah Kearney – Clinic Receptionist, Suzie O'Connor – Casual Perth Outreach Worker and Rebecca Basile – Midwife

Staff acquiring full time work or transitioning to other service areas: Ronelle Hogan from Environmental Health Worker to Integrated Team Care (ITC) Care Coordinator, Thomas Storey from Tackling Indigenous Smoking Worker to Environmental Health Worker, Sarah Freeman from NDIS Support Coordinator to Disability Advocacy Worker,

Farewell to: Jeramey Bonney – TIS Team Leader, Sonia Blair – Registered Nurse, Sarah Ugle – Compliance Officer, Kade Carthew – Finance Officer, Deborah Kearney – Clinic Receptionist, Anahera Hinaki – Tackling Indigenous Smoking Worker, Kiniesh Thorne – Administrator, Eric Clifton – Environmental Health Worker, Georgina Stemm – Women's Outreach Worker, Kaylea Harrison – NDIS Part Time Finance Officer, Angela Sinclair – Alcohol & Nutrition Team Leader and Mariah McGill – Midwife

VACANT POSITIONS:

Should you know of anyone, please encourage them to apply.

- Aboriginal Health Practitioner – Full Time – Applications Close 6 May 2022
- Compliance Officer – Part-Time – Applications Close 6 May 2022
- Disability Advocacy Officer – Full Time – Applications Close 6 May 2022
- Family Support Officer – Full Time – Applications Close 6 May 2022
- ITC Aboriginal Outreach Worker – Part-Time – Applications Close 6 May 2022
- NDIS Finance Officer – Part-Time – Applications Close 6 May 2022
- NDIS Support Coordinator – Full Time – Applications Close 6 May 2022
- Cleaner – Part-Time – Applications Close 6 May 2022
- Safe House Support Workers – Casual – Applications Close 6 May 2022
- SEWB Support Worker – Full Time – Applications Close 6 May 2022
- Sexual Health Registered Nurse – Full Time – Applications Close 6 May 2022
- Speech Pathologist – Full Time – Applications Close 6 May 2022
- TIS Health Promotions Officer – Full Time – Applications Close 6 May 2022
- TIS Team Leader – Full Time – Applications Close 6 May 2022
- TIS Workers – Full Time – Applications Close 6 May 2022
- Women's Outreach Worker – Full Time – Applications Close 6 May 2022

WHAT'S HAPPENING IN MARCH/APRIL:

April 2022				
Monday	Tuesday	Wednesday	Thursday	Friday
				01 Physiotherapy
04	05	06 Podiatry	07	08 Physiotherapy
11	12	13 Podiatry	14	15 Physiotherapy
18	19	20 Podiatry	21 Dietician	22 Physiotherapy
25	26	27 Podiatry	28 Dietician	30 Physiotherapy

May 2022				
Monday	Tuesday	Wednesday	Thursday	Friday
02 Lions Outback Vision Dietician	03 Lions Outback Vision Paediatrician Clinic	04 Podiatry	05	06 Physiotherapy
09 Diabetes Educator	10 Diabetes Educator Telethon Speech and Hearing Clinic Paediatrician Clinic	11 Diabetes Educator Telethon Speech and Hearing clinic Podiatry	12 Diabetes Educator Dietician	13 Diabetes Educator Telethon Speech and Hearing Clinic Physiotherapy
16	17 Paediatrician Clinic	18 Podiatry	19 Dietician Endocrinologist	20 Physiotherapy
23	24 Paediatrician Clinic	25 Podiatry	26 Dietician	27 Physiotherapy
30	31 Paediatrician Clinic			

In order for our clients to access the allied health and specialist service, they are required to see the GP to get a referral.



ZERO TOLERANCE OF ABUSE

Aggressive behaviour, verbal or physical abuse to Mawarnkarra Health Service staff will **NOT** be tolerated.

We are all working together to get our community what they need. Please be patient as we do our best to help.

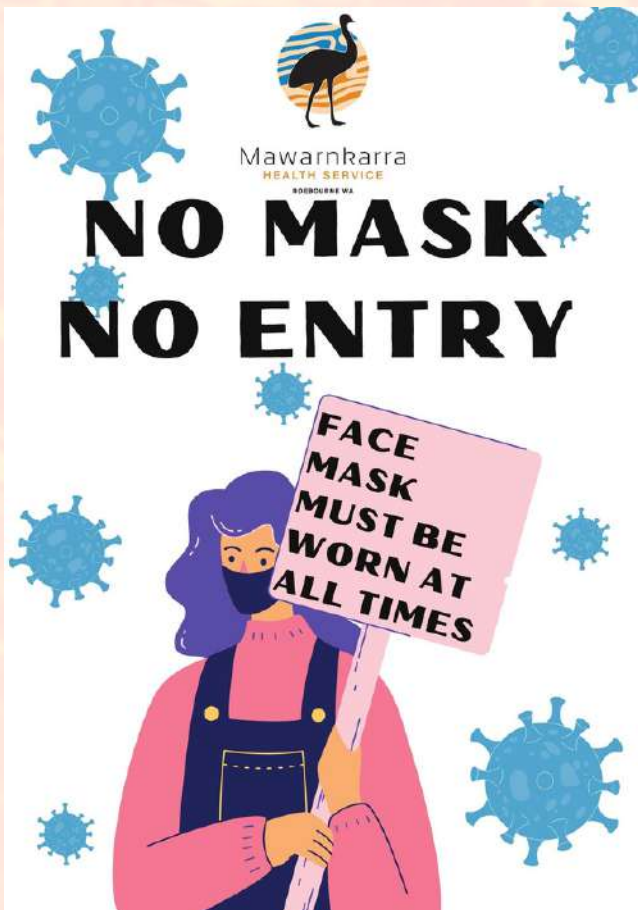
Anyone who is abusive to MHS staff will be excluded from using MHS services for a period of time.



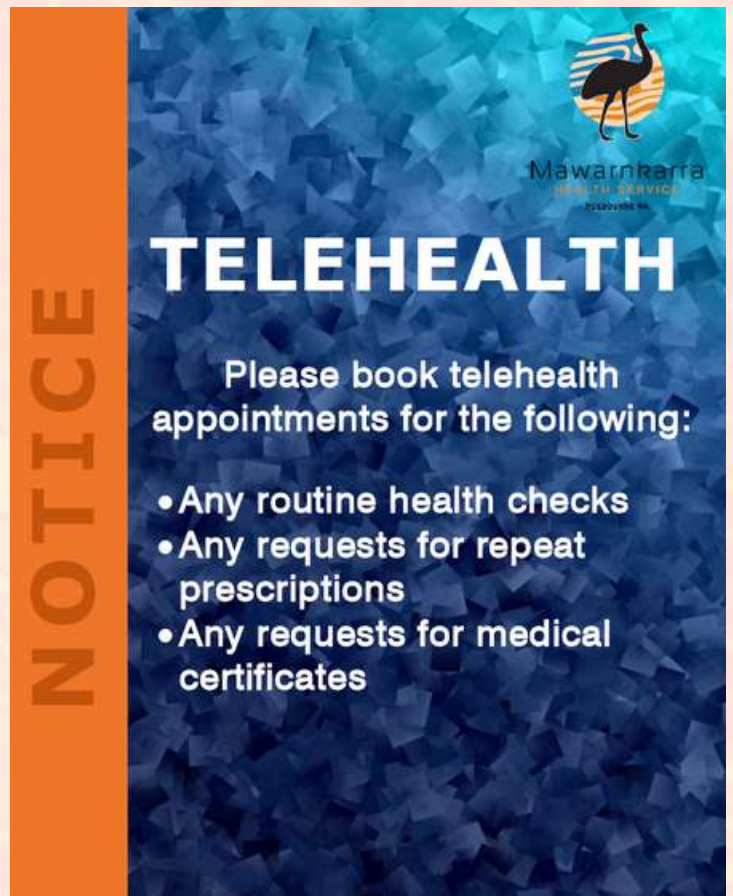
Mawarnkarra
HEALTH SERVICE
ROEBOURNE WA

MAWARNKARRA WILL NOT TOLERATE ANY FORMS OF ABUSE TO STAFF, CLIENTS/PATIENTS, DIRECTORS OR THE ORGANISATION.

ANY PERSON THAT IS ABUSIVE WILL RECEIVE A LETTER FROM THE BOARD. CONSTANT ABUSE WILL RESULT IN A BAN FROM ASSESSING THE SERVICE FOR A PERIOD OF TIME.



It is Mandatory to wear mask in the clinic at all times. All Patients will be required to take a Rapid Antigen Test when entering the clinic



Please book telehealth appointments for the following:

- Any routine health checks
- Any request for repeat prescriptions
- Any requests for medical certificates

Ambulance Cover

\$ 125 - Family

\$ 75 - Single

Call - (08) 9334 1222



Ambulance Cover is available through the St John Ambulance Service. The insurance covers as many emergency transports as you or one of your family members require 24 hours a day, 365 days a year. Without insurance a single ambulance trip from Roebourne to Karratha can cost up to \$800. Call (08) 9334 1222 to Join!



Mawarnkarra
HEALTH SERVICE
ROEBOURNE WA

Ambulance Cover

St John Ambulance WA offers ambulance cover (benefit fund memberships) to Australian citizens or permanent residents who permanently reside within regional Western Australia. Residents of the Perth-metro area are not eligible for SJA memberships and they should consider joining with private health insurers should they wish to get ambulance cover.

With our country memberships; members are covered for 'road' ambulance services for both urgent and necessary non-emergency ambulance call outs throughout Western Australia. The membership could either be for a family or single person; current rates are as follows:

- family membership: \$125 per annum (for those residing north of the 26th parallel line & in areas serviced by our Geraldton, Northam, Pinjarra, Bunbury, Busselton, Kalgoorlie, Norseman & Albany crews)

- single membership: \$75 per annum (for those residing north of the 26th parallel line & in areas serviced by our Geraldton, Northam, Pinjarra, Bunbury, Busselton, Kalgoorlie, Norseman & Albany crews)

Note - there are no application fees or account maintenance fees applicable. Also, in accordance with the current tax guidelines/regulations, SJA benefit fund membership fees do not attract GST.

Did Not Attend

Patient will be removed from waiting list to see specialist visiting MHS if there are 2 non-attendance. A new referral is needed for the GP to generate one.



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