



WAMS

**Walgett Aboriginal Medical
Service Limited**



PROFILE OF SERVICES



CONCISE VERSION 2022

*"for the community
by the community"*



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OUR TEAM

CHIEF EXECUTIVE OFFICER

The CEO reports directly to the Board of Directors and is responsible for the overall management of the organisation and for the day to day management, support and monitoring of staff. The CEO is responsible for the preparation of funding submissions, supports and monitors service delivery and ensures the development of future programs as well as accountability procedures. Networking and forming partnerships is also integral to the role as well as representing WAMS at a Regional and State level.

The staff who report directly to the CEO is the Chief Operations Manager, the Policy & Procedures, WHS, HR Contractors and the Executive Support Officer.

EXECUTIVE SUPPORT OFFICER

The Executive Support Officer provides high level confidential, secretarial and administrative support to the CEO. The ESO also affords a smooth workflow between the CEO and the Chief Operations Manager as well as other services where required.

CHIEF OPERATIONS MANAGER

The Chief Operations Manager's (COM) role is to manage GP and Dental Contractors, senior personnel including management, staff morale, from the recruiting process, including orienting of staff, through to monitoring and appraising which may involve counselling and disciplining of staff. This role also maintains and implements policies and regulations within the organisation.

Senior personnel work under the instruction of the COM to ensure the organisation operates according to Constitutional Regulations, Funding Guidelines and community needs whenever possible.

FINANCE TEAM

FINANCE MANAGER

The Finance Manager is responsible for maintaining proper records and documentation of all WAMS/BAMS financial transactions and works with external auditors to meet all required financial benchmarks and reporting requirements. This role ensures expenditure is acquitted to funding bodies in line with their funding agreement and required timelines and assists with paperwork related to the operations of WAMS/BAMS.

ADMINISTRATION TEAM LEADER

The Administration Team Leader undertakes a variety of duties which include maintaining proper records and documentation of all WAMS/BAMS administrative transactions and to ensure all administrative functions at WAMS/BAMS are properly accounted for and documented. The Administration Team Leader manages the general day to day running of WAMS.

FINANCE/ADMINISTRATION ASSISTANTS

The Assistants are to maintain proper records and documentation of all WAMS/BAMS financial transactions and to ensure expenditure is acquitted to funding bodies. This role assists the Administration Team Leader with paperwork related to the operations of WAMS/BAMS and the upkeep of personnel files.

COMPLIANCE AND QUALITY OFFICER

This position is responsible to the Chief Operations Manager. This role ensures the Board of Directors, management and employees are compliant with the rules and regulations of regulatory agencies and company policies and procedures are reviewed and updated. The position is also responsible for the Patient Information Data System and maintaining proper documentation and records relating to Medicare.

CLEANERS

The Cleaning Staff ensure buildings and residences are kept in a safe and hygienic manner.

EDUCATION MANAGER

The Education Manager ensures all staff are trained in their appropriate fields and are kept up to date with training. This includes sourcing the appropriate training, ensuring staff are enrolled, assisting with training completion and maintenance of the Training Register.

CHILDREN'S SERVICES – GOONIMOO

CHILDREN'S SERVICES MANAGER

The Children's Services Manager oversees the day to day running of programming and planning of the service that also includes working closely with Educators and other community partners in the communities visited by the Children's Service. The Manager also works closely with staff and senior personnel within Walgett Aboriginal Medical Service to provide a holistic approach to health promotion within the program.

The Children's Services Manager is an Early Childhood Trained Teacher (Birth to 5 years) and has extensive experience in leadership and management in the field of Early Childhood services.

EARLY CHILDHOOD EDUCATORS

Early Childhood Educators are employed under the Playgroup Program. All Educators interact with the children and families to offer a relaxed and friendly service. Early Childhood Educators within the program have all obtained Certificate III or Diploma in Education and Care Services, or are working towards achieving these qualifications.

CLINIC TEAM

CLINIC MANAGER

The Clinic Manager manages the implementation and monitoring of general day to day business pertaining to the clinic and dental clinic, attending local and regional meetings with other service providers to ensure a positive association and to offer support to community events and activities.

SENIOR ABORIGINAL HEALTH WORKER

The Senior Aboriginal Health Worker (SAHW) is qualified as a Level IV Dispensary Assistant with the Pharmacy Guild of Australia, and along with other trained staff dispenses scripted medications for patients. The SAHW has a Provider Number with Medicare after completing a Diploma in Aboriginal Health Work.

CLINIC NURSE

The Clinic Nurse provides on-going continuity of care by delivering evidence based best practice to help the community achieve good health outcomes.



ABORIGINAL HEALTH WORKERS

The Aboriginal Health Workers support the Clinic Nurse, offering cultural and local knowledge whilst assisting with clinical delivery.

RECEPTIONISTS

Receptionists manage the patient load for GP's and visiting specialists, scheduling appointments and making new specialist appointments for clients in regional centres. They are the first point of contact with clients and assist the Aboriginal Health Workers in coordinating patient movement throughout the Clinic.

PUBLIC HEALTH WORKERS

These Health Workers support all programs across WAMS and its footprint including Goodooga, Collarenebri and Pilliga. This position supports other staff in delivery of their programs eg Ear Health, Eye Health, Drug & Alcohol, Podiatry, Family Health and Midwifery.

TRANSPORT OFFICERS

The Transport Officers provide clients a high quality transport service at all times enabling them to keep local appointments and specialist appointments in larger regional centres.

EAR HEALTH

The Ear Health Worker provides outreach services to Walgett and Goodooga assisting with school screenings with personnel from Australian Hearing and the Institute for Deaf and Blind Children.

These services include health promotional activities, co-ordination of referral pathways and screenings where appropriate.

MIDWIFERY – YINARR GAALI – meaning woman and child

The Midwifery Team consists of a Midwife and Aboriginal Health Worker who together offer antenatal and postnatal care through the Alternative Birthing Program, working with clients and their families to deliver holistic primary health care. Midwifery services are delivered in a comfortable clinic setting, and home visits are offered on request.

NEW DIRECTIONS MOTHERS AND BABIES

This program consists of a Registered Nurse (RN) and an Aboriginal Health Worker. Together with the Midwifery and Goonimoo teams, they offer new mothers health care and guidance.

MAINTENANCE TEAM

The Maintenance Team are responsible for the grounds, maintenance and security of the grounds and buildings, both internal and external perimeters.

DENTAL HEALTH

The Dental Team Leader supports the Dental Team thus ensuring the clinics are run effectively.

WAMS strives to offer best practice oral health and when a permanent Dentist is unable to be secured, WAMS will provide Locum Dentists. The Dentist works with the Team Leader to deliver ongoing dental care to clients.

Dental Assistants schedule and receive clients and assist all Dental Professionals who work in the Clinic, including Therapists and Prosthesis.

The Dental Therapist specialises in clients from the age of 0-18 years, referring them to Dubbo Dental if any surgical intervention is required.

CHRONIC DISEASE TEAM

CHRONIC DISEASE MANAGER

The Chronic Disease Manager ensures the program activity is focused on asthma, diabetes, chronic heart disease and various lifestyle illnesses. The Manager is actively involved in health care plans, health assessments, children and adult health checks, case conferencing and assisting Doctors RN's and Aboriginal Health Workers with enhanced primary care. This role also supervises the staff employed in the programs covering Men's and Women's Health.

RECEPTION

Reception oversees the booking of appointments for all visiting personnel and maintains a smooth running operation between visiting personnel and health workers.

ABORIGINAL OUTREACH WORKER

The Worker assists clients to improve their access to health care services by:

- undertaking community liaison
- undertaking administrative and support tasks
- providing practical assistance
- providing feedback regarding access problems

Whilst this role is seen as broad, it will allow the Worker to define the needs, identify the gaps and make recommendations to improve the program for the client.

FAMILY CENTRED PRIMARY HEALTH CARE

The Health Care Team provides GP clinics at Goodooga and Pilliga and work closely with local agencies and departmental health staff in these towns.

Services offered are determined by the local need at any given time which include (but are not limited to):

- | | |
|----------------------------|---------------|
| • Counsellor | • Dietitian |
| • Drug & Alcohol Physician | • Ear Health |
| • Eye Health | • Podiatrist |
| • Respiratory Specialist | • Oral Health |

REGISTERED NURSE – TEAM LEADER

The Registered Nurse (RN) co-ordinates outreach clinics with the Aboriginal Health Workers and contracted GP's offering a comprehensive primary health care program focusing on chronic diseases conducted within the Shire of Walgett and surrounding areas.

ABORIGINAL HEALTH WORKERS

The Aboriginal Health Workers support the Team Leader, providing cultural and local knowledge with the delivery of health care whilst assisting the client with support and care.

HEALTHY FOR LIFE

This Program is part of a regional service across Walgett, Brewarrina and Orana Haven which focuses on the treatment and prevention of chronic disease amongst Aboriginal people. This program organises Health Checks for all age groups and genders, where clients see a range of Health Professionals for a comprehensive evaluation of their overall wellbeing.

CO-ORDINATOR

The Co-ordinator is based at WAMS and travels to Brewarrina and Orana Haven to assist staff employed under the project, and to ensure the program is being efficiently operated.

REGISTERED NURSE

The Registered Nurse (RN) works closely with the Aboriginal Health Worker to ensure clients who are elderly and/or those with a chronic disease receive regular health assessments. The position offers support to the Doctors and the Clinic Team to ensure that clients are seen by the appropriate personnel.

ABORIGINAL HEALTH WORKER

The Aboriginal Health Worker works closely with the Diabetic Educator, making appointments, recalling clients and attending child and adult health assessments.

EXERCISE PHYSIOLOGIST/DIETICIAN

The Exercise Physiologist and Dietician are based at WAMS, arranging clinics for clients meeting the 'Healthy for Life' criteria. The Exercise Therapy Room (based at WAMS) is available for clients to use once an initial consultation has been completed. For appointments or further information call 02 6820 3777.

PODIATRY SERVICES

Podiatrists visit on a fortnightly basis conducting clinics at WAMS and providing an outreach service to Goodooga, Brewarrina, Collarenebri and Pilliga.

COLLARENEBRI	PILLIGA	GOODOOGA	BREWARRINA
Health Service	Community Centre	Health Service	BAMS
(02) 6756 4800	(02) 6792 5514	(02) 6820 6200	(02) 6839 3333

DRUG & ALCOHOL

The Drug & Alcohol Team consists of a Co-ordinator and Aboriginal Health Worker and they offer assistance to individuals in finding ways of dealing with their addiction, by way of counselling, being admitted into a rehabilitation centre or by having someone there to support them whilst they undertake rehabilitation. The Team also provides emotional support to families covering Walgett, Goodooga, Collarenebri and Pilliga regions.

Counselling and educational sessions are available to individuals, groups and agencies. Pamphlets and promotional materials are available.

EYE HEALTH

The Eye Health Worker assists the visiting Optometrist to conduct Eye Health Clinics in a number of communities. This position also performs Eye Health Screenings at the Health Checks.

FAMILY HEALTH

The Family Health Worker conducts programs with a focus on family safety and child protection.

The Family Health Worker is invited to schools, community events and workplaces to give personal development lessons on health and social matters.

MENTAL HEALTH

The Aboriginal Health Worker is the first person of contact for client advocacy support and referral.

Visiting Counsellors and Psychologists hold clinics and support the Worker in the

provision of a holistic social emotional wellbeing program.

PUBLIC HEALTH

The Public Health Worker is the primary contact for health promotion events that are held by external agencies as well as WAMS. Significant occasions vary from an International, National and State level of promotion.

Staff attend the Walgett Show to promote awareness of specific diseases which are prevalent in the community, eg diabetes, heart disease and poor nutrition.

CARDIAC REHABILITATION

For people who have suffered a heart attack, undergone heart surgery or at risk of heart disease are invited to join our Cardiac Rehabilitation Program each Friday morning. These people will need to obtain a medical clearance/ referral prior to participating.

SOCIAL & EMOTIONAL WELLBEING

The program is aimed at providing holistic social and emotional wellbeing to clients through the visiting Counsellors and Psychologists that attend WAMS fortnightly.

SUICIDE PREVENTION OFFICER

The National Suicide Prevention Trial is aimed at promoting the development and trialing of strategies in communities with higher risk of suicide due to economic hardship or other circumstances. The program focuses on activities at a local level through the development and implementation of a systems-based approach to the delivery of suicide prevention services.

SPEECH THERAPIST

The Speech Therapist attends the local schools, visiting classrooms and unobtrusively studying speech behaviours. With the assistance of the teachers and parents, children with difficulties are offered guidance through games to improve their speech. They also take part in the Health Checks conducted by the Healthy for Life Team.

ENDOCRINOLOGIST

WAMS have established an Endocrinology Clinic using the Telehealth Network for patients who have been referred to this service.

PHYSIOTHERAPY

The Physiotherapist works alongside the Cardiac Rehabilitation program to monitor and assist in the treatment of injury, diseases or disorders through physical methods.

They also assist with Child and Adult Health Checks to provide mobility assessments.

OCCUPATIONAL THERAPY

The Occupational Therapist works with the Cardiac Rehabilitation program to provide assessment and interventions for individuals to recover and gain maximum ability to improve daily functional tasks.

They also provide early intervention activities to improve fine and gross motor skills of children.

BREWARRINA ABORIGINAL MEDICAL SERVICE (BAMS)

BAMS is an outreach of WAMS which provides comprehensive Primary Health Care services to members of the Brewarrina community and surrounding areas. BAMS not only provides expert health care but also leads programs which focus on Aboriginal culture, youth, education and all aspects of healthy living in a remote rural community for Aboriginal people.

BAMS is committed to Primary Health Care Management and increasing education and awareness of community members to improve their overall health and wellbeing. To achieve this BAMS provides a locum GP service 5 days a week who, with support of the BAMS team works in partnership with visiting Specialists and local service providers which frequent our practice.

BAMS is made up of the following staff:

- o Team Leader- Enrolled Nurse
- o Endorsed Enrolled Nurse - Healthy for Life
- o Registered Nurse Healthy for Life
- o AHW – Clinic
- o Registered Nurse - Clinic
- o AHW Outreach Worker
- o Administration Support
- o Senior Receptionist
- o Cleaner
- o Maintenance
- o SEWB Support Worker
- o Visiting Specialists – Podiatry, Psychology, Family Planning, Sexual Health, AOD, Ear Nose and Throat, Eye Health.

BAMS are accredited both clinically (AGPAL) and organisationally (TeWana). BAMS have their own website: www.brewarrinaams.com.au or can be contacted on (02) 6839 3333.