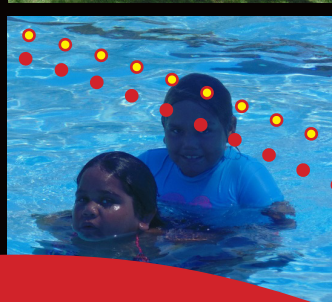




WAMS

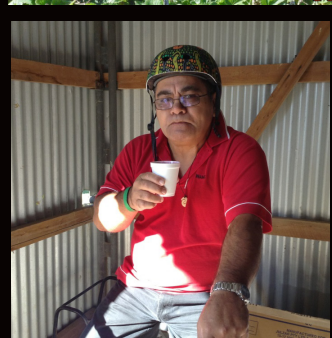
Walgett Aboriginal Medical
Service Limited



PROFILE OF SERVICES



*"for the community
by the community"*



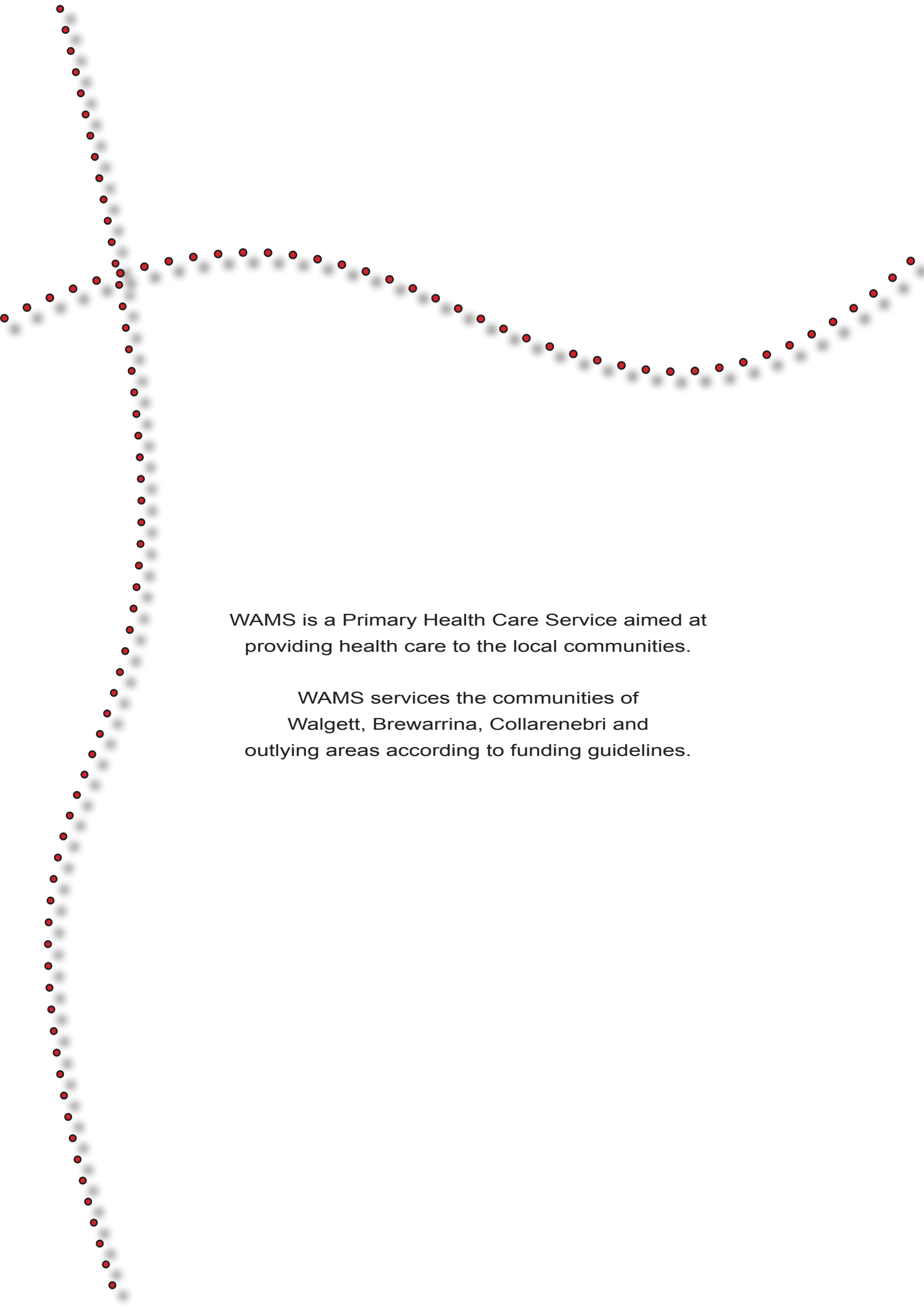
37 Pitt Street
(PO Box 396)
Walgett NSW 2832

Ph: (02) 6820 3777
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ABN: 78 014 990 451
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WAMS is a Primary Health Care Service aimed at providing health care to the local communities.

WAMS services the communities of Walgett, Brewarrina, Collarenebri and outlying areas according to funding guidelines.

WHAT IS HEALTH?

The National Aboriginal Health Strategy Working Party, (1989), defined health as:

“Not just the physical well-being of the individual but the social, emotional, and cultural well-being of the whole community. This is a whole-of-life view and it also includes the cyclical concept of life-death-life.”

WAMS is actively involved in community and cultural development, and works where it can with other organisations in Walgett and surrounding areas to improve the cultural and economic situation of the region.

All services and programs are linked with each other to consolidate services to individuals, families and communities.

THE HISTORY OF WAMS

The first AMS was founded in 1971 at Redfern - not from Government handouts, but from donations from non-Aboriginal supporters of Aboriginal rights. Judges, Ministers, Teachers and religious people formed the core of this support. There are now over 100 AMS's nationwide.

Monies for AMS's come from a separate "bucket" of funding specifically reserved for Aboriginal health.

WAMS was established in June 1986 after many years of lobbying to provide a service to the Aboriginal community who were being turned away from hospitals, found access to GP's difficult, could not afford to travel long distances to see health specialists, and who had many health needs not being addressed. It is a non-profit community organisation where members vote for the nine directors annually and is audited annually. The Board of Directors moved a resolution to treat ALL people. Currently, 40% of our clients are non-Aboriginal.

WAMS BY THE COMMUNITY

The Board of Directors is solely responsible for determining the strategic direction of WAMS. This means that the Board of Directors is required to determine the vision, mission and goals of WAMS. The Board is also responsible for monitoring WAMS's compliance with legal requirements and maintaining the financial viability of the company. The Board of Directors is non-operational and is not involved in the day to day operations of WAMS, rather they work with the Chief Executive Officer to implement the strategic direction it has adopted and to achieve the goals it has set.

WAMS IN THE COMMUNITY

WAMS believes that by its involvements at all levels of the community it gives them the opportunity for the general public to observe staff outside the workplace.

WAMS conducts Open Days to exhibit its services and programs to the community. The local schools and community members are invited to "walk through" the premises or to attend any health promotion functions to receive a sample bag of goodies of WAMS products.

Staff participate in events conducted by other local agencies, and arrange health promotion activities which are promoted nationally, eg Heart Health, Cancer Awareness, International Women's Day, Men's Health.

CONTINUING QUALITY IMPROVEMENT

WAMS is the first Aboriginal Medical Service in NSW to be accredited (1998) with the (national) Quality Improvement Council (QIC) / (state) Quality Management Service (QMS) for organisational operations. WAMS is also accredited for its General Practice facilities with General Practice Accreditation (GPA) Plus.

This is a major achievement for us, and we recognise the ongoing commitment required to ensure these Accreditations continue.

The Dental Clinic achieved full accreditation in 2014 through the QIP group and the support of the Australian Dental Association.

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.

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 Senior Management Team as well as other services where required.

MEN'S HEALTH

WAMS conduct Men's health activities during the year, ie the Men's Pit Stop, which identifies Men's Health in relation to a vehicle – "exhaust system is measuring your lung capacity".

Please contact the Managers who can provide an update on what is being planned.

DEPUTY CHIEF EXECUTIVE OFFICER

This role supports and monitors service delivery through the Practice Managers as well as the day to day management, support and monitoring of staff. The Deputy CEO assists the CEO with the management of WAMS, the development of future programs and accountability procedures of the organisation. The DCEO is directly responsible for the Administration Assistant for Specialist Services and the Auxiliary staff which consists of the Gardener/Handyman and Cleaners.

ADMINISTRATION ASSISTANT – Specialist Services

This position provides administrative and reception services to the visiting specialists which includes arranging transport for clients to attend appointments.

GARDENERS

This position is responsible for the care and maintenance of the grounds and buildings, both internal and external perimeters.

CLEANERS

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

FINANCE TEAM

FINANCE MANAGER

The Finance Manager is responsible for maintaining proper records and documentation of all WAMS/BAHSL 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/BAHSL.

TEAM LEADER ADMINISTRATION

Under the supervision of the Finance Manager this role is to maintain proper records and documentation of all WAMS/BAHSL administrative transactions and to ensure all administrative functions at WAMS/BAHSL are properly documented and accounted for. The Administration Assistant manages the general day to day running of WAMS.

ADMINISTRATION ASSISTANT

This position reports to the Team Leader and assists with the smooth running of the organisation and maintaining all WAMS/BAHSL administration documentation and records are in order.

FINANCE ASSISTANT

The Finance Assistant reports to the Finance Manager via the Team Leader and this role is to maintain proper records and documentation of all WAMS/BAHSL financial transactions. This position is also responsible for payroll, ensuring the payroll system operates in an efficient and effective manner.

CLINIC TEAM

CHIEF MEDICAL OFFICER

This position recruits locums, supporting and mentoring them during their stay whilst also working closely with the Clinic Manager and 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 through the AHMRC.

CLINIC NURSE

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

MEDICARE OFFICER

The Medicare Officer is responsible to the Chief Executive Officer via the Clinic Manager. This role requires proper records and documentation of all WAMS Medicare transactions to be maintained as well as all administrative functions relating to Medicare revenue.

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.

TRANSPORT OFFICERS

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

COLLARENEBRI HEALTH WORKER

The Worker is based at WAMS and outreached to Collarenebri three days a week. This position supports other staff in delivery of their programs at Collarenebri.

DENTAL HEALTH

Oral Health care is strongly promoted within our school system and every opportunity is taken to ensure Dental Hygiene is actively encouraged at our local community events.

TEAM LEADER

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

DENTAL CONSULTANT

The Dental Consultant negotiates the employment of Locum Dentists, whilst continuing to recruit for permanent positions and offering advice and mentorship to the Dental Team.

DENTIST

WAMS has a regular dentist who attends three days per week providing dental care to all patients and is pro-active with all areas of health care when educating the community.

DENTAL THERAPIST

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

DENTAL ASSISTANTS

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

CHRONIC DISEASE TEAM

CHRONIC DISEASE MANAGER

This position ensures Chronic Disease management is focused on diabetes, chronic heart disease and asthma. The Coordinator is actively involved in health care plans, health assessments, children and adult health checks, case conferencing and assisting Doctors and Aboriginal Health Workers with enhanced primary care. This role also takes in work within the community and surrounding areas, assisting with the Men's health programs, Women's health programs, promoting general health and wellbeing.

ABORIGINAL OUTREACH WORKER

The Worker assists clients to improve their access to health care services. Part of their role is to:

- undertake community liaison
- undertake administrative and support tasks
- provide practical assistance
- provide 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 team provide clinics at Goodooga, Pilliga work closely with area health staff in these towns. Planning is underway to commence clinics in other townships.

Contracted hours are also available to provide the following services:

- Counsellor
- Drug and Alcohol Physician
- Eye Health
- Respiratory Specialist
- Endocrinology
- Diabetic Educator
- General Practitioner
- Oral Health
- Sexual Health
- Dietician
- Ear Health
- Podiatrist
- Cardiology

TEAM LEADER

The Team Leader of the FCPHC Program is an RN and Accredited Immuniser and co-ordinates outreach clinics with the FCPHC Aboriginal Health Workers and contracted GP's offering a comprehensive primary health care program focussing 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 whilst assisting with the delivery of health care.

HEALTHY FOR LIFE PROGRAM

This program is part of the Bila Muuji Upper Sector Program across Walgett, Bourke, Brewarrina and Orana Haven which focuses on the treatment and prevention of chronic disease amongst Aboriginal people.

TEAM LEADER

The Team Leader of the Healthy for Life Program is an RN who works closely with the Aboriginal Health Worker to ensure Aboriginal people at risk of developing or with a chronic disease receive regular health assessments with follow-up care.

ABORIGINAL HEALTH WORKER

The Aboriginal Health Worker works closely with the RN and Healthy for Life Diabetes Educator, making appointments, recalling clients and attending child and adult health assessments.

EXERCISE PHYSIOLOGIST / DIETICIAN

The person in this position is based at WAMS, with weekly clinics held in Brewarrina. Educational programs are offered across Walgett, Brewarrina and Orana Haven for Aboriginal clients meeting the 'Healthy for Life' criteria. The Exercise Therapy Room at WAMS is available for clients to use once an initial consultation has been completed.

SPEECH THERAPIST

This position 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.

PODIATRY SERVICES

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

COLLARENEBRI
Health Service
(02) 6756 4888

WALGETT
WAMS Office
(02) 6820 3777

GOODOOGA
Health Service
(02) 6829 6311

BREWARRINA ABORIGINAL HEALTH SERVICE
Hellen Mannix
(02) 6839 2150

CHILDREN'S SERVICES

GOONIMOO

Goonimoo is a Mobile Children's Resource Unit visiting the towns and communities of Collarenebri, Carinda, and a number of properties.

Goonimoo receives licensing reviews by the Department of Human Services NSW ensuring standards are met to continue operating as a licensed Children's Service. Staff participate in community events and work closely with other personnel to promote health events.

FAMILY SUPPORT PROGRAM

This program employs two experienced Early Childhood Educators. The LSP will support children and families at risk who would not normally access family-focussed programs. The program will offer activities for both the child and parents to interact in a manner that contributes to the social and emotional development for the child.

PROGRAM TEAM

PROGRAM MANAGER

The Program Manager manages the staff in the planning, implementing and monitoring of the services they conduct, and is actively involved in representing members of the team at program-specific meetings, delivering health promotion activities and community events.

The Team provides Primary Health Care and opportunistic health screening to towns within the Walgett Shire and other remote locations. One of the main focuses of the Team is to provide access to Complementary Health Services.

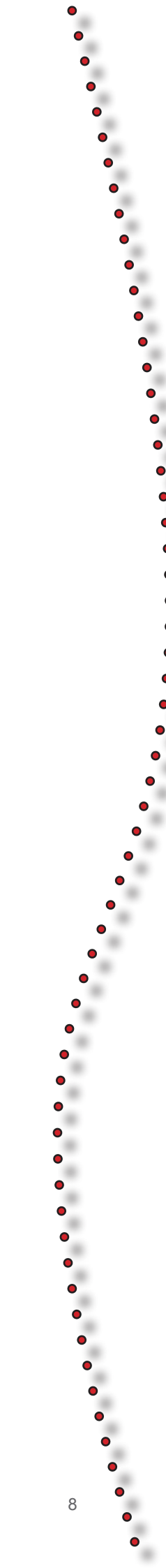
DRUG & ALCOHOL

The Drug and Alcohol Team offers 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.

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

EAR HEALTH

The Worker provides services to Walgett and surrounding communities 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.

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 Pit Stops.

FAMILY HEALTH

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

The 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 Worker is the primary contact for health promotion events that are celebrated at an International, National and State level.

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

SEXUAL HEALTH

The Worker provides a range of activities to Walgett and surrounding communities which include second weekly clinics, Health Promotion and School Education. This program also maintains the Coinless Condom Machines.

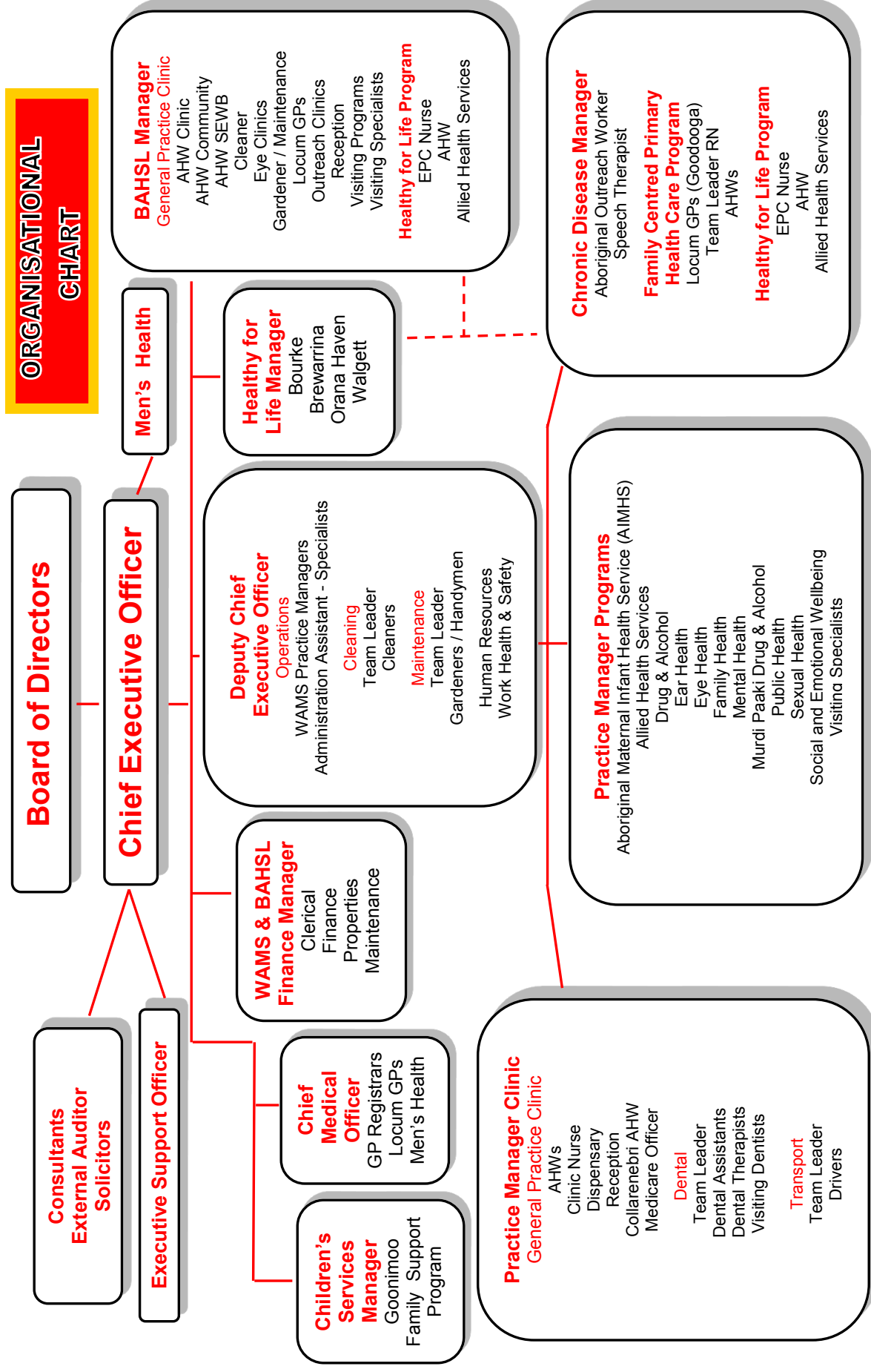
SOCIAL & EMOTIONAL WELLBEING

The Aboriginal Health Worker is the first person of contact for client advocacy support and referral and works closely with the WAMS D & A Program.

YINARR GAALI – meaning woman and child

This Program offers antenatal and postnatal care through the Aboriginal and Maternal Health Program. The Midwife and Health Worker work with clients and their families to deliver holistic primary health care in the area of Maternal and Child Health.

WALGETT ABORIGINAL MEDICAL SERVICE LIMITED



VISITING PRACTITIONERS TO WAMS

CARDIOLOGIST

Getting to the heart of the problem

COUNSELLOR AND PSYCHOLOGIST

For those happy thoughts

DENTIST

Put that shine back in your smile

DERMATOLOGIST

For that 'smooth as baby's bottom' skin

DIABETIC EDUCATOR

Managing your Diabetes

DRUG AND ALCOHOL GENERAL PRACTITIONER

Life is richer free of drugs and alcohol

ENDOCRINOLOGIST

Finding the perfect balance for a healthier you

OBSTETRICIAN

Healthy mums - beautiful babies

OPTOMETRIST

Seeing is believing

PODIATRIST

Happy feet

RESPIRATORY PHYSICIAN

Breathe easy

SPEECH THERAPIST

The way to a better understanding

Please contact Reception for an appointment
or any further information that you may require.

Phone 02 6820 3777, Fax 02 6828 1201
or view our website at www.walgettams.com.au

'HEALTHY FOR LIFE' PROJECT

BILA MUUJI UPPER SECTOR CONSORTIUM (BMUSC)

BACKGROUND

Walgett AMS (WAMS), Brewarrina AHSL (BAHSL), Bourke AHS (BAHS) and Orana Haven Rehabilitation Centre (Orana Haven) have formed a consortium in this project, with WAMS as the Funds Holder for the program. A Memorandum of Understanding for the Project was negotiated and signed between WAMS, BAHSL, BAHS and Orana Haven.

The Co-Ordinator of this program covers the BMUSC area, supporting both the regional team and Managers of BAHS, BAHSL, Orana Haven and WAMS who manage this program at a local level.

Positions are:

BMUSC

- * Co-ordinator
- * 2 Dual Qualified Dietician/Exercise Physiologists based at either WAMS or BAHS
- * Physiotherapist/Exercise Physiologist

WAMS

- * Registered Nurse Enhanced Primary Care
- * Aboriginal Health Worker

BAHSL

- * Aboriginal Health Worker
- * Registered Nurse Enhanced Primary Care
- * Part time Midwife
- * Part time Child and Family Nurse

BAHS

- * Registered Nurse Enhanced Primary Care
- * Aboriginal Health Worker

ORANA HAVEN

- * Orana Haven receives a full complement of services on an Outreach basis from BAHSL as well as BMUSC regional positions.

The Work Plans and Job Descriptions are designed according to the funding guidelines and to complement the programs within the individual organisations. The primary focus of this program is the treatment and prevention of chronic disease amongst Aboriginal people living across the BMUSC region. This is being achieved through a strong and active program of accessible one stop annual health checks with onward referrals for Aboriginal men, women and children in conjunction with other programs at each service in Walgett, Brewarrina and Bourke.

BREWARRINA ABORIGINAL HEALTH SERVICE (BAHSL)

BAHSL provides Primary Health care services to members of the Brewarrina community and surrounding areas. This has been made possible through WAMS accepting an invitation from the Commonwealth Department of Health, to auspice the organisation.

GP services are contracted to conduct clinics two to three days per week subject to the availability of flights.

The services of the following specialists are offered:

- o Counsellor
- o Podiatrist
- o Diabetes Educator
- o Sexual Health Nurse
- o Dietician/Exercise Physiologist
- o Drug and Alcohol Counsellor

The team consists of:

- o Practice Manager/RN
- o Aboriginal Health Worker for Healthy for Life
- o Registered Nurse Healthy for Life
- o AHW Clinic
- o Enrolled Nurse Clinic
- o AHW Outreach Worker
- o Domestic Cleaner
- o Gardener
- o Receptionist
- o Mental Health Worker
- o Visiting Specialists

Please visit their website: www.bahsl.com.au or contact them on (02) 6839 2150.

BAHSL continues with its accreditation process with QIC and AGPAL in conjunction with WAMS.



Health is life is health
Health is life is health



WAMS

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