



Annual Report 2020

Official Opening Of The Newman Building - 31st July 2020



Chairperson and Board of Directors

The 2019-20 year was a period where the Puntukurnu Aboriginal Medical Service Aboriginal Corporation (PAMS) Board, CEO and management was able to consolidate the operations of the organisation.

Over the past year there has been a significant growth within the organisation, with the opening of the new PAMS building in Newman, the opening of the Newman Clinic and welcoming Nyiyaparli members to the Board. With the growth PAMS was able to have continued stabilisation of the desert staff which has resulted in continuity of care for Martu seeking medical services in the Western Desert, ensuring consistency of approaches to service delivery and the development of staff knowledge and ensuring consistent systems are in place.

PAMS as a community controlled Aboriginal Medical Service was able to meet regularly to discuss the governance of the organisation. Directors who contributed throughout the year included:

Jigalong Melvin Farmer (Chairperson)
Anthea Farmer

Kunawarritji Lawrence Whyoulter
Desray Wilberforce

Parnngurr Billy Landy
Carol Williams

Punmu Irwin Attwood
Donelle Gibbs

Newman Clive Samson
Susan May-Bung

Independent Dr Bret Hart
Stephen Klomp

Thanks must go to the Directors who assisted in guiding PAMS through a challenging period and see the results to support the operations of PAMS. Community Directors contribute large amounts of time to participate in Board meetings and often having to leave family and travel for up to a day either side of meeting just to be present.

A special thanks to PAMS Members for their continuous support in ensuring that PAMS continues to provide a high level of culturally appropriate primary health care to the Martu and Nyiyaparli.

Looking forward to another successful year.

Warmest Regards

Melvin Farmer

PAMS Chairperson

The office of the CEO



There is no doubt that 2020 has been a challenging year due to the monumental changes we have experienced due to Covid 19 Pandemic.

However, amidst all those challenges and chaos of Covid 19 pandemic, PAMS have stayed the course in our expansion journey.

PAMS Board and management had to manage the Covid 19 response under the Bio security zone restrictions as well as ensuring that the organisation continued to provide comprehensive primary health care services as usual.

Major highlights of the year was the completion of the PAMS Newman Building as well as the official opening of the new facility that brought together Commonwealth Government representative (Shire President), Deputy Premier, and Minister for health Hon. Roger Cook, elders from the Martu Country, The Director General of Health, CEO WACHS, CEO counterparts in the Pilbara and other dignitaries.

The celebration of the successful completion of the project within budget further proved that PAMS can deliver any project we are funded to do and raised the organisational profile in the region and beyond.

As we move to the close of 2020 and enter 2021, the real work of providing our core services begins.

I would like to thank the PAMS Board and Chairperson for their support to me and the team during this year and looking forward achieving more in the coming year.

Warmest Regards

Robby Chibawe

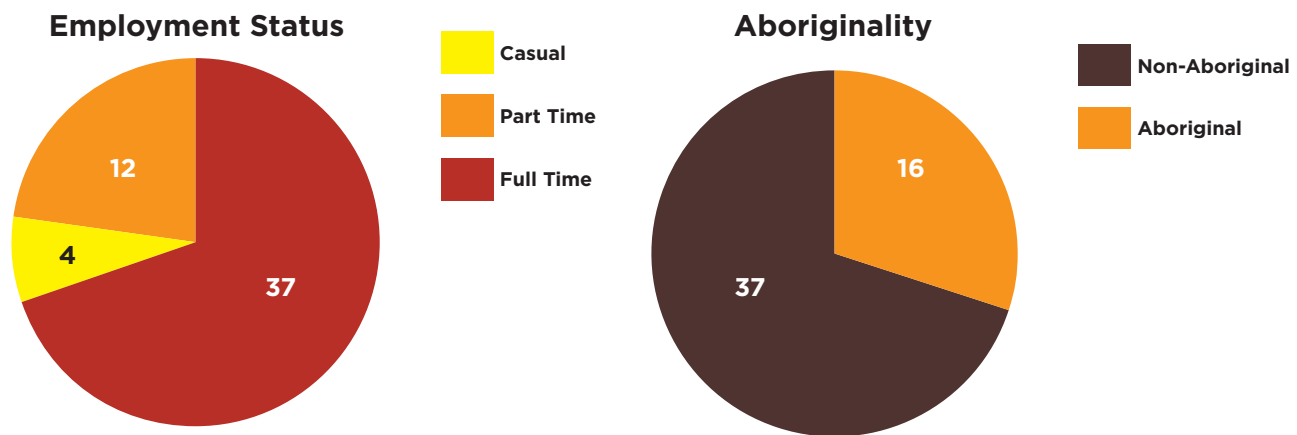
Chief Executive Officer

Focuses for 2019/2020

PAMS Expansion

As you may be aware, PAMS has expanded over 58% in the past 12 months, with new staff undergoing on-boarding induction and orientation.

The expansion comes with the Newman Clinic; clinical staff and a few admin support staff.



PAMS has also recently become a NDIS provider, with new staff in this program as well.

COVID - 19 Pandemic

On the 11th March 2020, the World Health Organisation (WHO) announced COVID-19 outbreak as a pandemic.

In fighting the pandemic and protecting our people, all stakeholders needed to work collaboratively. All stakeholders like KJ, Police, WDLAC, WACHS and Department of Communities worked with PAMS to strengthen partnerships across the western desert, to address the potential welfare and safety needs of all Aboriginal people, staff and service providers in our region at this challenging time.

During this time, BHP have selflessly made donations to assist with a recovery response plan, specifically around a collaboration with PAMS and KJ:

- Vital Resource Funding support
 - Assisted PAMS in increasing additional GP's and RAN's FTE in the desert during the bio security lockdown
- Stay at Home
 - Aimed at desert communities being prepared for a potential second wave of the COVID-19 pandemic to support Martu to remain on Country.
 - Project: Enhancing the internet bandwidth through business premium, uncontended satellite connection which will support:
 - Telehealth services and
 - Virtual Court sessions

Which will ensure clients can attend services whilst still being on country.

Focuses for 2019/2020 (cont.)

Post COVID - 19 Mental Health Recovery Plan

- Due to the pandemic there has been a significant increase in mental health issues, more so amongst the indigenous people
- PAMS will be working on a Post Covid 19 mental health support project to:
 - Reconnect
 - Retrace
 - Support mental health recovery in the following ways:
 - Group consultative meetings
 - Gauge trauma / experience during COVID-19
 - Workshop solutions together
 - Fund selected activities



Accreditation

Accreditation demonstrates PAMS commitment to remaining compliant with industry standards and best practices, containing costs, and practicing performance improvement.

It also provides an opportunity to streamline systems and increase team morale. Other advantages of accreditation are that it: Reassures practice owners, staff and patients that the practice meets minimum safety and quality standards.

Due to the COVID-19 pandemic, PAMS accreditation site assessment date has been moved to 30th April 2021.

Strategic Plan / Business Continuity Plan

PAMS has engaged a consultant to assist with consultancy and planning our 5 Year Strategic Plan.

Planning Stage: is an activity that will set priorities, focus energy and resources, strengthen operations.

Consultancy stage: The consultant will engage with staff, Board of Directors and community members to ensure we are working towards a common goal.



Assessment Stage: Once the consultant has engaged with staff and community members, they will provide recommendation to management to assess and adjust the organization's direction in response to a changing environment.

Outcomes: the 5 Year strategic plan produces fundamental decisions and actions that shape and guide what PAMS is, who it serves, what it does, and why it does it, with a focus on the future.

Annual Operational Plans

- Measure performance against each program
- Score cards – what has been achieved and
- what hasn't been achieved (solutions)

Long term leased houses through BHP support

- During the year 2019 – 2020, BHP has supported PAMS with 6 long term leased houses to support staff accommodation in Newman

Committees

To ensure optimal services and safety of both staff and clients, there have been a number of committees formed this year to cover a range of aspects within the organisation:

- Accreditation Committee
- Clinical Governance Committee (CGC)
- Corporate Committee (CC)
- Quality Management Systems (QMS)
- Work Health and Safety Committee (WHS)



Key points from the last year



- Recruitment for the Newman Clinic
- Opening of the Newman Clinic for services
- Official opening of the Newman Building
- Furnishing of all PAMS housing
- Review of PAMS Policies and Procedures to align with the growth
- Website revamp
- Regular communication with clients via Facebook updates
- Increase in presence of the Environmental Health Team in the community
- Quality Management System overhaul
- HR move from AHCWA to in house
- Strengthened partnerships

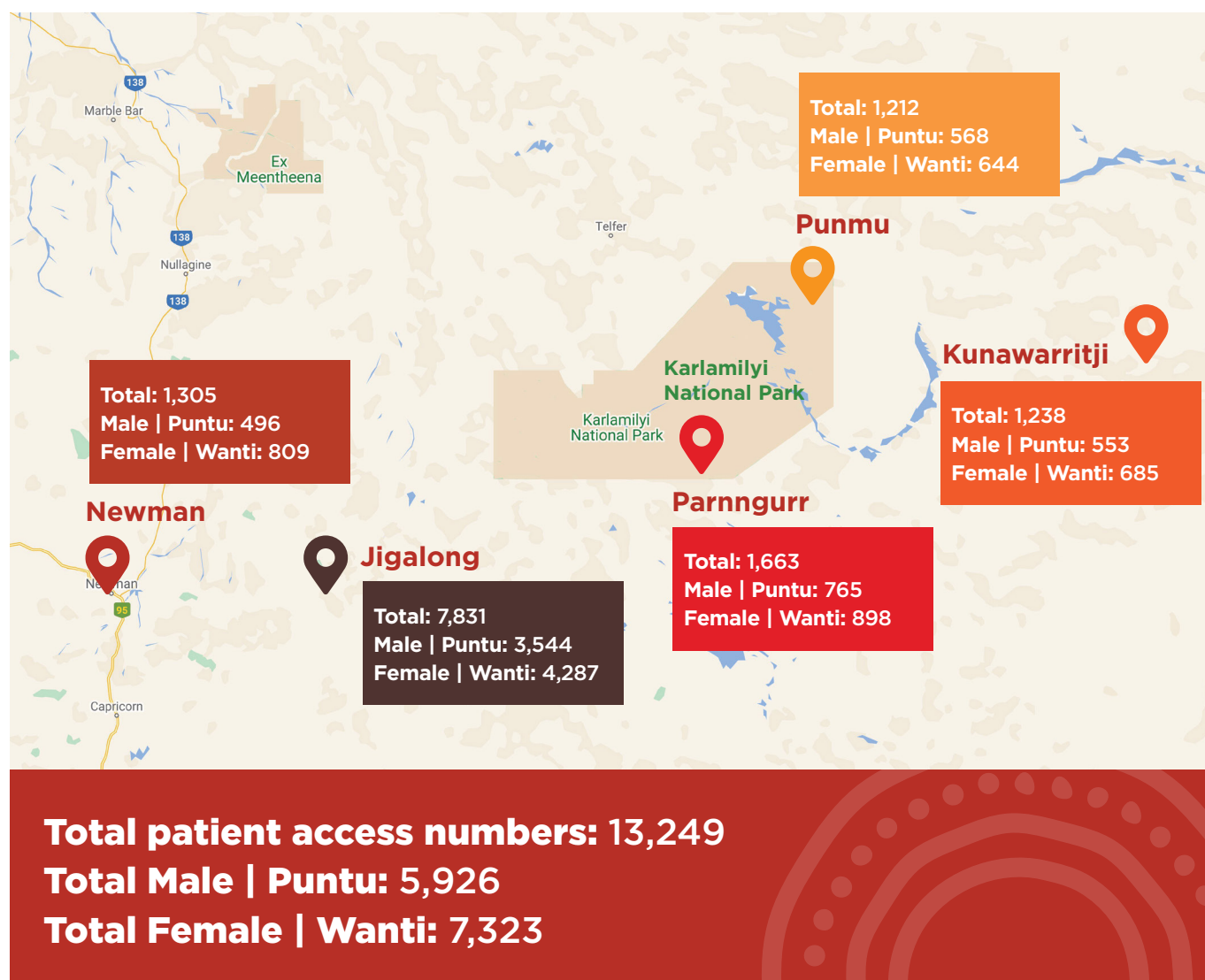
Clinical Services

The Puntukurnu Aboriginal Medical Aboriginal Corporation continued to deliver services to the communities of Newman, Jigalong, Parnngurr, Punmu and Kunawarritji through the 2019-2020 period.

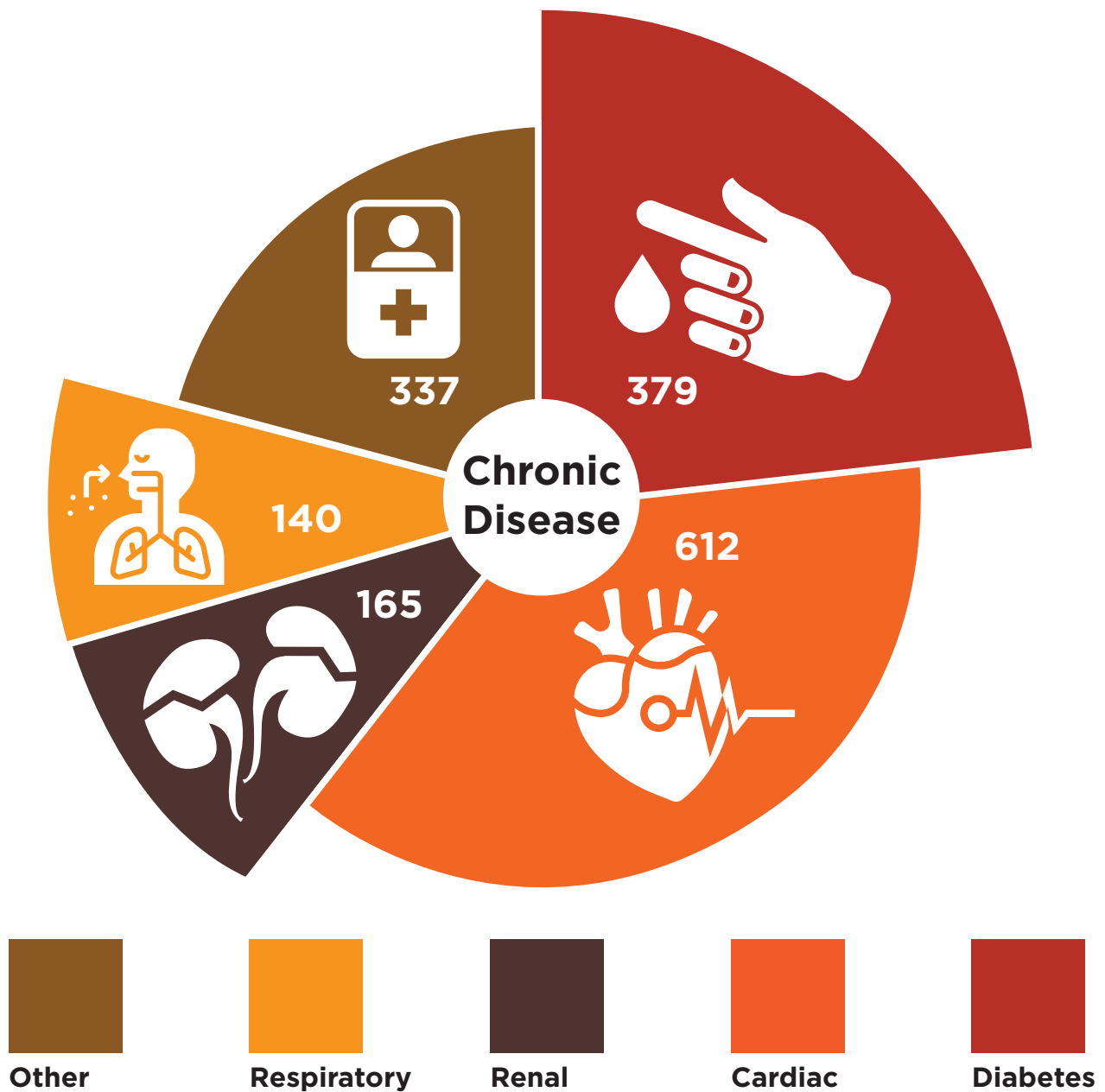
The services operated included:

- Comprehensive Primary Health Care
- 24 hour emergency care
- Chronic Disease Management
- Child and School Health
- Renal Physician
- Women's Health GP

Patient Access



PAMS Clients (4524)



Immunisation



Clinical Team

Desert Communities

The desert community clinics have been fully staffed for the reporting period.

- Jigalong staffing include – Team Leader and 2 RANS'
- Parnngurr, Punmu and Kunawarritji all have 1 RAN at each clinic and have remained fully staffed during the reporting period.
- Child Health Nurse – Remote has been filled with 1.0 Fte
- Sexual Health Nurse Position has been filled with 1.0 Fte
- 2 GP's service the remote communities – 1 Male and 1 Female

Clinical Team

Newman Clinic

Newman Clinic has opened to clients on the 31st August.

Since then we have welcomed 1311 client care episodes. With the inclusion and growth of PAMS we have welcomed eight new staff members to the organisation, with sole focus on providing the Niyaparli and Martu with exceptional full comprehensive primary health care. Newman has established a clinical pathway which is inclusive of PAM's community programs in aim of assisting with self-determination of health.

Newman clinic strives to be an on the forefront in health being a leader in providing culturally appropriate and responsive health care. The focus moving into 2021 will be to develop an inclusive allied health, inclusive of dental services, increasing the specialist visits to Newman and increased presence of maban in the clinic. Newman Clinic will also be working toward a seamless set up of dialysis whilst providing support to all those who are eligible to return home.

Newman Clinic acknowledge and pay their respects to all the elders, past and present who have fought and advocated for the service in Newman and we aim as a team to honour the legacy and opportunities to be a part of a pivotal venture for PAMS.



Visiting Services

The year was difficult for visiting specialists after COVID 19 made travel impossible.

Now that services are up and running again we hope to catch up on some of the back log that resulted from the Bio Security. PAMS currently have services from:

- 1 Renal physician - RHW (Rural Health West)
- 2 Women's Health GP - RHW
- 3 Diabetic Educator - Panaceum
- 4 Physiotherapist & Podiatrist from ICDC - Panaceum
- 5 Physiotherapist, Occupational Therapist and Speech Pathology – WACHS (Western Australia Country Health Service)
- 6 Ear, Nose and Throat specialist - RHW
- 7 Paediatrician – WACHS
- 8 Lions Outback Vision Van – RHW
- 9 Ear Science – RHW
- 10 PATCHES FASD assessments - RHW



Community Health Programs

Ngaalaju nyuntuku

"We're here for you"

PAMS Community Health Programs integrated approach acknowledges there is no one 'program' that facilitates change or supports individuals, families and communities.

Our community programs include:

- Social and Emotional Wellbeing (SEWB)
- Tackling Indigenous Smoking
- Patient Assisted Transport (PATs)
- Environmental Health
- Be You

For the 2019-2020 reporting year, PAMS programs

- Provided over 1,500 contacts
- To over 200 clients
- Across Newman, Punmu, Kunawarritji, Parnngurr, and Jigalong

The Community Health Programs team began working to develop unifying philosophy and approach to working with community. Our approach to development, implementation and evaluation of Community Health Programs is informed by (diagram):

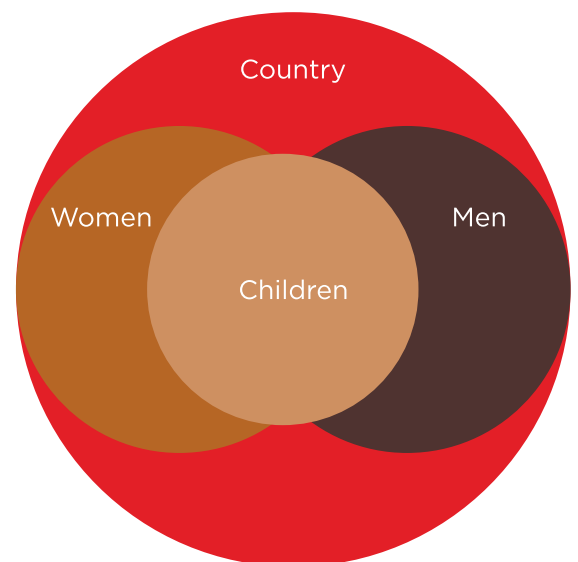
- Country holding men, women and children;
- Men holding men,
- Women holding women and
- Children held by men and women together.

Our early intervention services work in collaboration with clinical and other community services to promote social, emotional and cultural well-being of the community. During the reporting period we focused on early intervention through a range of:

- Events
- Workshops
- Campaigns

NDIS

PAMS NDIS Programs connect peoples to the NDIS. Over the 2019-2020 period PAMS has assisted 40 people to successfully register for the NDIS. Leveraging this wonderful work we became a registered NDIS provider. As a registered agency, PAMS now provides Support Coordination to over 30 participants, helping them to get the help and resources needed to remain active in the community.



BE YOU - at the interschool sports in Marble Bar



Beyond Blue - Mental Health awareness tree in Newman



Environmental Health Team - working with kids in community, teaching them hand hygiene



Meet and Greet, Community Health Programs BBQ at the Dingo Park in Newman

Corporate Services

The past year has been quite a busy one for the Corporate Services team who provide operational support to PAMS Clinics and Programs.

To continue providing the efficient operational support, the Corporate Services team have grown to include to the following staff:

- Operations Manager
- Administration Officer
- Administration Assistant
- Corporate Quality and Compliance Officer
- Senior Assets Property and Maintenance Officer
- Assets Property and Maintenance Assistant
- Human Resources R Advisor
- Human Resources Assistant
- Building Projects Officer
- Finance (outsourced through AHCWA)

Human Resource Update

Staff training and development

Despite the distances and difficult of arranging travel for staff training due to remoteness, PAMS ensures that staff attends mandatory training to maintain their competencies.

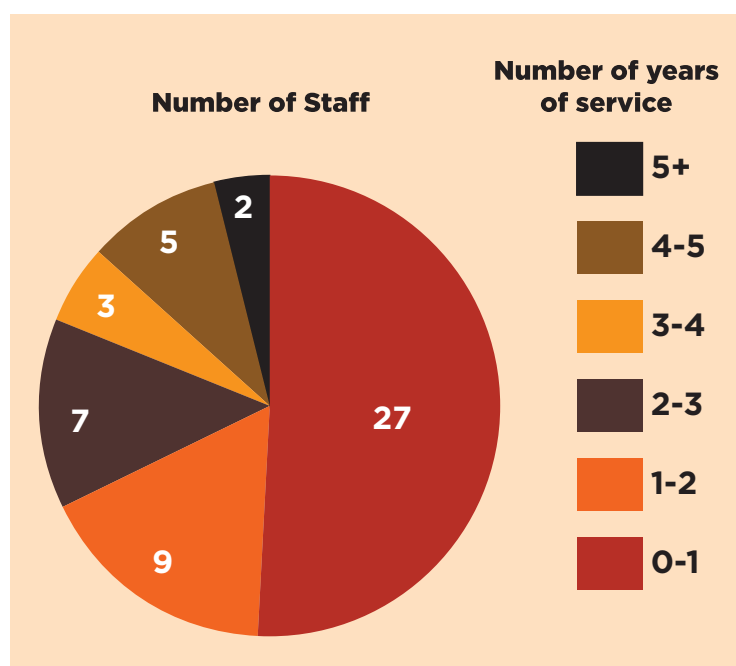
Staff have access to Online training modules via AMSED to undertake other mandatory courses for compliance purposes.

It is PAMS policy that all staff are supported to undertake 4WD courses due to the terrain we operate in as well as ensuring all staff undergo mandatory Cultural Awareness Training provided by KJ.

Retention Allowance

In 2017 PAMS introduced a retention allowance to retain expertise and knowledge within the organisation, ensuring that Martu and Nyiyaparli people are provided with the highest level of care.

The retention allowance has proven to be extremely beneficial as we have had a significant reduction in staff turnaround over the years.



Infrastructure

Jigalong staff housing support

Over the years PAMS has worked tirelessly to upkeep the current Jigalong staff housing. Unfortunately due to the age of these houses, ongoing maintenance is no longer substantial. An architect has been engaged to work on designs and costing to replace the existing building.

Parnngurr staff housing support

Another milestone for PAMS this year, as we are pleased to advise that the staff housing in Parnngurr Community have recently been refurbished.

Terrestrial Link

With funding support received from BHP, PAMS have engaged an engineering company to install internet towers from Newman to Jigalong which will see an increase in internet speed.

PAMS have purchased all the equipment and material required. Works have begun in October 2020 and estimated completion date would be in January 2021.



What's next for PAMS

Dental

- PAMS have purchased all dental equipment required under BHP support
- PAMS discussing with Government dental to start seeing patients once per week
- PAMS scoping use of private dentist for the rest of the week under a service agreement model (dental room rental plus seeing ATSI clients free)

Nurse Assisted Dialysis

- Negotiations with Purple House have reached an advanced stage
- Dialysis unit will be run by Purple House
- 2 Nurses employed by Purple House
- PAMS will provide accommodation for nurses
- BHP have donated houses for the nurses

Short stay Accommodation in Newman

- Plans to develop short stay accommodation in Newman
- PAMS is working with the Shire of East Pilbara to finalise land tenure
- PAMS to submit a business case to BHP for consideration

PAMS Upstream Health Program

PAMS is looking further into an upstream model which involves prevention, health promotion and more on the ground activities in the communities to prevent illness.

Upstream Health Model

Upstream Prevention

Primary Mission

Promote 

Educate 

Prevent 

Intervention

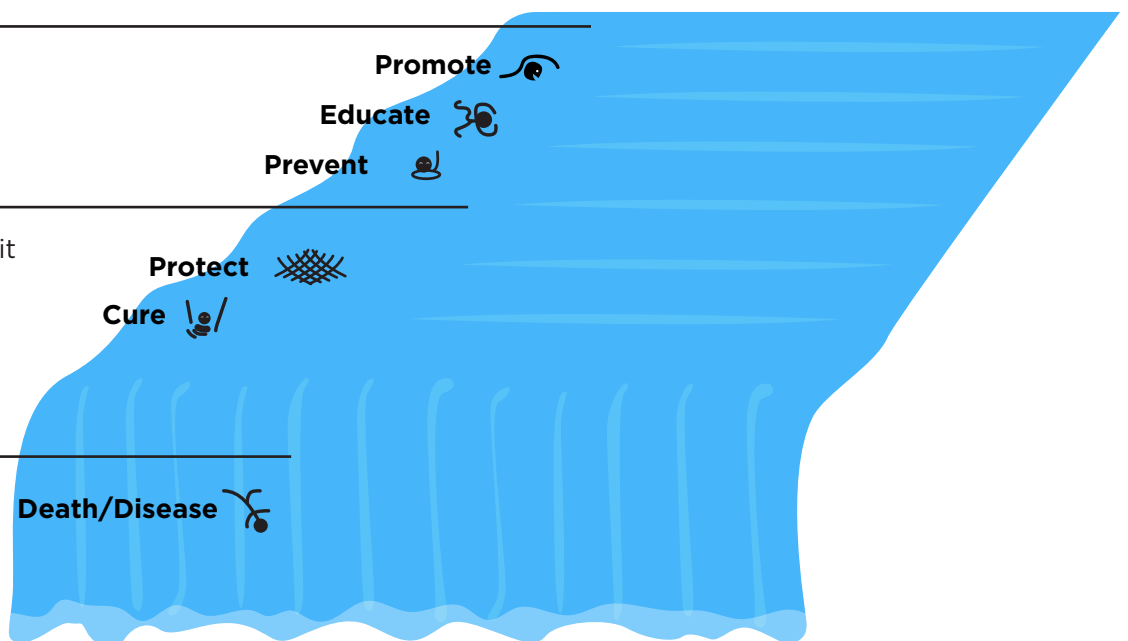
Secondary Benefit

Protect 

Cure 

Postvention

Death/Disease 



Partnerships

PAMS has continued to identify and strengthen partnerships across the western desert and the Pilbara and aims to contribute to the function of the communities and other organisations providing services into these communities including:

- EPIS
- KJ
- Martumili
- Newman Women's Shelter
- Shire of East Pilbara
- Newman Police
- World Vision
- Mission Australia
- WACHS
- WAPHA
- BHP

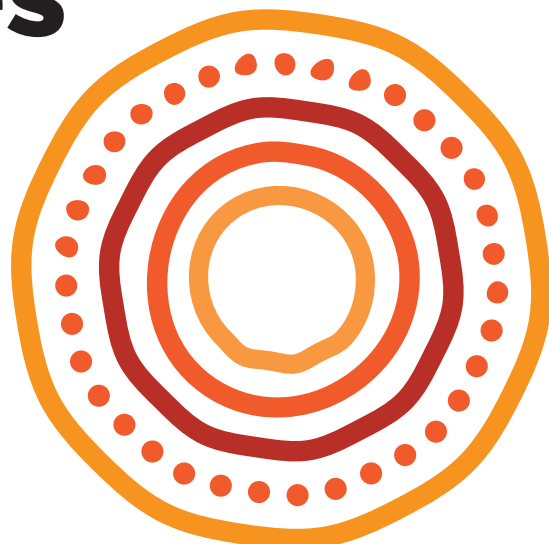
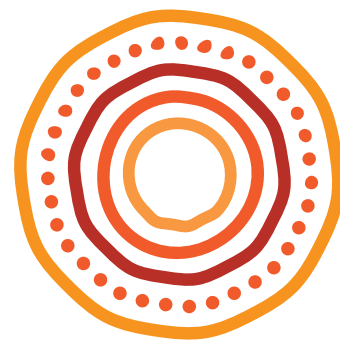


Memberships

- Pilbara Aboriginal Health Forum (PAHPF)
- Pilbara Aboriginal Health Alliance (PAHA) Formation
- Aboriginal Health Council of WA (AHCWA)
- NACCHO

Funding Bodies

- Commonwealth
- Western Australian Country Health Service (WACHS)
- Western Australia Primary Health Alliance (WAPHA)







65 Mindarra Drive,
Newman WA, 6753

☎ (08) 9177 8307 📠 (08) 9175 0990

✉ pams.cso@puntukurnu.com

puntukurnu.com.au