



Annual Report 2021

COVID-19 Vaccination Rollout

#RollUpForWA



Chairperson and Board of Directors

COVID-19 continued to be a focus for the 2020-21 year, with Puntukurnu Aboriginal Medical Service Aboriginal Corporation's (PAMS) Board, CEO, and management team continuing to prioritise the health and wellbeing of those within the communities in which we serve.

Over the past year, we have collaborated closely with the WA State Government and Royal Flying Doctor Service to ensure the successful rollout of COVID-19 vaccinations at three vaccination clinics. PAMS provided extensive training for all healthcare staff to ensure their safety, and collectively provided over 1,200 doses of the Pfizer vaccination to local community members and FIFO workers. We are proud to be a part of the solution when it comes to protecting our local Aboriginal community members from COVID-19.

Other highlights for the year include receiving Lotterywest funding, which enabled the purchase of a van to transport patients in remote communities to dialysis treatment, and a visit from Federal Minister for Indigenous Australians, Ken Wyatt.

PAMS is a community controlled Aboriginal Medical Service. Below are our directors who supported our organisation throughout the 2020-21 year:

Jigalong	Melvin Farmer (Chairperson) Anthea Farmer
Kunawarritji	Lawrence Whyoulter Desray Wilberforce
Parnngurr	Billy Landy Carol Williams
Punmu	Gavin Nanudie Glenys Stewart
Newman	Susan May-Bung
Independent	Dr Bret Hart Stephen Klomp

We would like to extend our gratitude to the Directors, who directly support and guide the operations of PAMS. Our Community Directors dedicate their time to board meetings, which often requires leaving family and travelling for several days to be present for the meeting.

A special thanks also goes to PAMS Members for their active contribution to ensuring a high level of culturally appropriate primary health care to the Martu and Nyiyaparli.

I'm proud to be part of PAMS and am looking forward to another successful year.

Warmest Regards

Melvin Farmer

PAMS Chairperson



Office of the CEO



It's been a challenging year due to COVID-19 pandemic and all its restrictions, particularly for the staff who travel from interstate, which has added unplanned expense to the organisation, but overall, the year has gone very well.

We have retained our core staff and we have maintained the quality of our services.

Some of the major achievements for the year include the conclusion of the BHP funded dialysis setup at the Newman Clinic and a smooth rollout of the vaccination drive in both Newman and the desert. Another success is the beginning of works to replace the staff housing in Jigalong.

We have achieved a 60-70% completion rate for the Newman to Jigalong link, which is a phenomenal achievement as we try to resolve our patient management information system. Overall, 2020-2021 has continued to be an infrastructure year of success for PAMS.

I would like to thank all our stakeholders, funders, and BHP in supporting PAMS to achieve what we have been able to for the 2020-2021 year.

Warmest Regards

Robby Chibawe

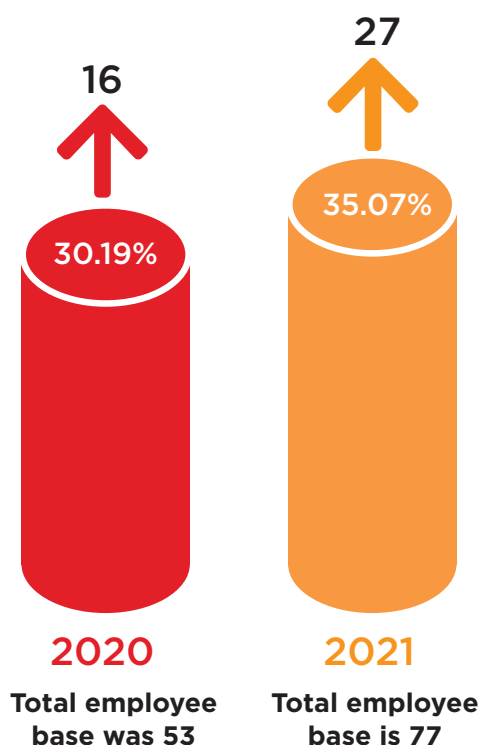
Chief Executive Officer

Focuses for 2020/2021

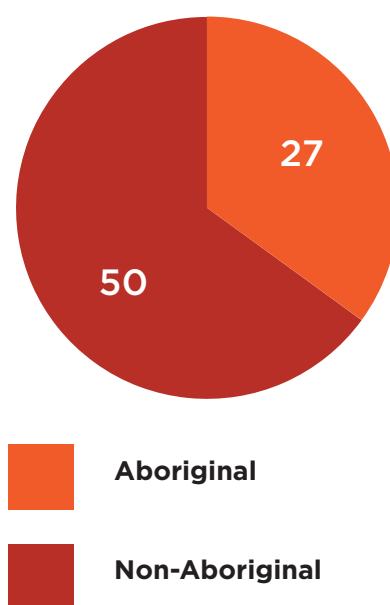
Over the course of this year, we have strived to incorporate the principles of cultural safety, community engagement, multi-disciplinary team approach, and employ a local Aboriginal workforce.

Our staff champion holistic care, as it relates to the eight areas of culture, family, spiritual, language, physical, country, emotional, and community. PAMS staff recognise the importance of valuing Nyiyaparli and Martu cultural heritage, values, beliefs and their contribution to positive health and wellbeing outcomes.

Aboriginal growth



Aboriginality



Scholarships

Building Aboriginal workforce capacity is one of PAMS' key focuses. As part of our commitment to strengthen our workforce, we provide professional development opportunities to staff to support professional growth and leadership. Three Aboriginal staff members have secured full trainee scholarships to undertake Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care Practice this year as well as next year. These trainee scholarships exist as part of other development and scholarships opportunities secured by PAMS staff in the last year.

Focuses for 2020/2021

COVID-19 vaccination rollout

Among our team's greatest achievements has been the collaboration with the Western Australian Government and the Royal Flying Doctor Service to run three COVID-19 vaccination clinics at the Martumili Void in August and September.

Collectively, we provided over 1200 doses of the Pfizer vaccination to our local community members and FIFO workers. We are proud to be a part of the solution when it comes to protecting our local Aboriginal community members and helping to prevent serious illness should COVID-19 reach the Pilbara region.

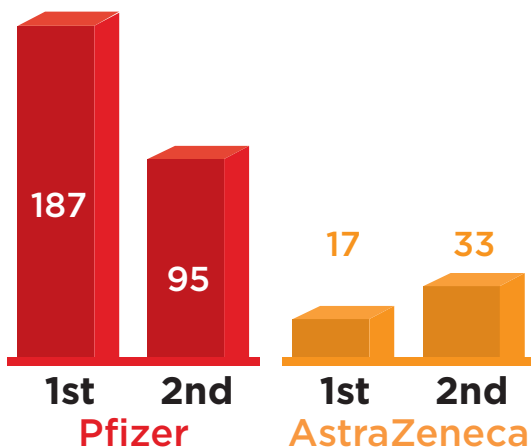
In these uncertain times of the COVID-19 pandemic, PAMS is mitigating risk with strict

infection prevention and control measures to ensure our staff and community remain safe. PAMS currently has two COVID-19 Safety Marshals to ensure the Organisation's policies and procedures are adhered to.

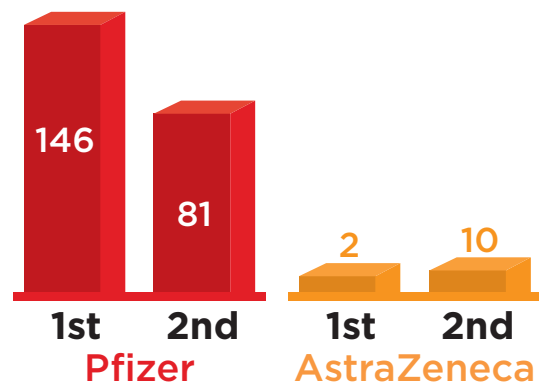
In addition to event staff, a COVID-19 Safety Marshal was on-site at all times during the Martumili COVID-19 vaccination event. Personal Protective Equipment (PPE) is always made available to our staff and clients, and a range of essential regulatory COVID-19 posters are mounted for ease of reference; with some now in Martu language made possible via PAMS interpreters.

All Clinic staff have been trained in the use of safe handwashing techniques and the use of PPE in the event of a perceived COVID -19 client risk.

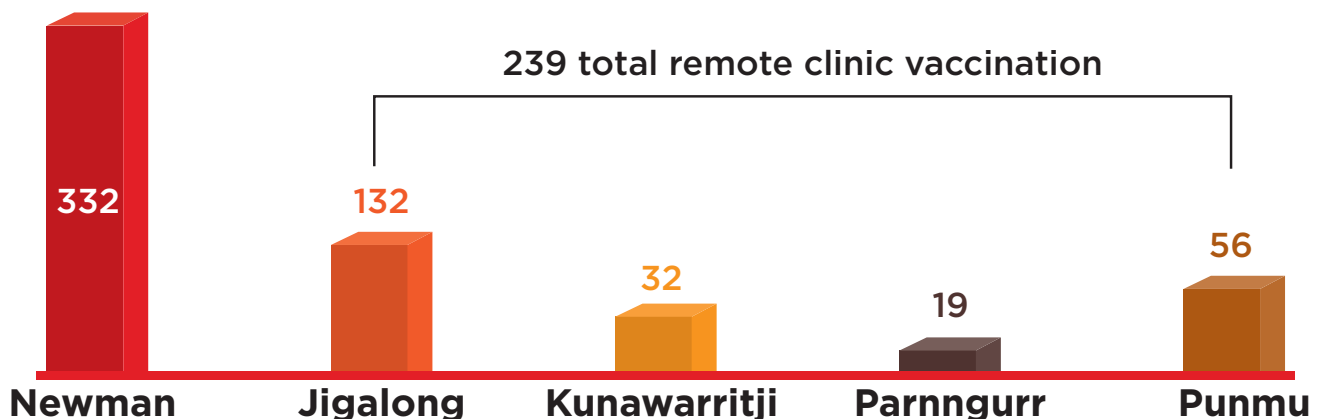
Newman Clinic



Remote Clinics



Total Vaccination



COVID-19 safety policy

PAMS recognises that the COVID-19 vaccine is the most effective measure to minimise the risk of acquiring and spreading COVID-19 and preventing serious illness, hospitalisation and death associated with COVID-19.

On this basis, all workplace participants will need to have had at least their first dose of a COVID-19 vaccine by 1 November 2021, and must be fully vaccinated (including any booster shots if required) by 1 December 2021.

To implement the, above PAMS released its Covid 19 Safety Policy and Procedure, acknowledging its obligation under the Occupational Safety and Health Act 1984 (WA), to take all steps, reasonably practicable, to reduce risks within the workplace. This includes a duty to provide and maintain a safe workplace environment, which limits so far as reasonably practicable, the risks to health and safety at work associated with COVID-19.

PAMS considers this a reasonable and necessary measure to protect vulnerable members of the Aboriginal and Torres Strait Islander community, including colleagues and the Board of Directors.

Whilst new workplace participants will be informed of this requirement during the recruitment process e.g. detailed in each job advertisement and informed during the interview process; PAMS has been committed to consulting with all individuals (employees, contractors and volunteers) about the requirement to be vaccinated. This includes meeting with each individual to discuss the requirement and each individual's circumstances. PAMS will genuinely consider any concerns, hesitancy or reasons for refusal. This also includes taking into account medical exemptions and the best health advice at the time.

All workplace participants are required to comply with this policy at all times. The policy is now in effect and recommend for review as needed or every 2 years whichever is earlier.



AGPAL Accreditation

Accreditation under the RACGP 5th Edition Standards demonstrates the commitment by PAMS to remain compliant in line with its medical practice peers.

Applying the Accreditation standards in all things across its health and medical services enables PAMS to embed continuous quality improvement, aligned with PAMS Strategic Plan and Risk Matrix. PAMS Clinical Governance Committee endorse the improvement initiatives, and in accordance with the Aboriginal Community Controlled Health Organisation model of care key to providing the best holistic client outcomes in the continuum of care in the lifespan; targeting Closing the Gap for present and emerging communities.

Working in a continuous quality improvement framework provides the opportunity to streamline systems and increase team morale and to champion its Indigenous workforce. Policy and procedures support PAMS teams to feel safe and rewarded through acceptance in a workplace where diversity, inclusion and cultural safety are key. Quality Risk and Safety at PAMS reassures practice owners, staff and clients that the practice meets minimum safety and quality standards.



Strategic Plan

PAMS 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.

The Strategic Plan is ongoing and will continue to progress in the new year.



Lotterywest grant

PAMS received a \$133,000 Lotterywest grant to purchase a 4WD van that will accommodate up to eight passengers and allow for wheelchair transportation.

The van will help facilitate transportation in remote communities, including patients with kidney-related diseases to access dialysis treatment at the PAMS facility due to be completed this year.

The grant from Lotterywest will go towards the new van, fit out to suit off-road conditions, and a wheelchair hoist to help transport our patients to and from their medical appointments.

Minister Ken Wyatt visits PAMS to discuss health programs and COVID-19 vaccination rollout

The Minister for Indigenous Australians, Hon Ken Wyatt AM MP, visited PAMS and met with PAMS CEO to discuss health programs and vaccinations.

Minster Ken Wyatt called on the community to get vaccinated at PAMS to protect themselves and the community.

As PAMS kicked off the COVID-19 rollout for the North West region, Minister Ken Wyatt commended the PAMS COVID-19 team for their efforts in protecting the Martu community.

Abolishment of Single Nurse posts

Due to security reasons, PAMS has abolished single nurse posts in our remote communities of Parnngurr, Punmu, and Kunawarritji. We have also installed CCTV and security cages to improve security.

Client Care services in Perth

PAMS has recruited a female Martu Aboriginal Liaison Officer in Perth to provide transportation support to our clients travelling to Perth to attend specialist appointments.

Renovation of Nurses' accommodation in Parnngurr

PAMS received a granted from the Commonwealth for the renovation of nurses' accommodation in Parnngurr.



BHP funded projects with PAMS for 2020/2021

Post COVID-19 initiative (Mental Health Program)

This program allows for a consultative approach in engaging with Martu and hearing their experiences post-lockdown.

Staying at Home Project

Telehealth equipment has been installed at all the PAMS clinics. The equipment will provide our clients with the ability to have their specialist appointment whilst remaining on country.

Nurse assisted dialysis

The dialysis centre at the Newman clinic is well underway. Reverse osmosis, water pumps, plumbing, and chairs have all been installed. We are currently reviewing our processes and ensuring everything is in place to attain our LARU accreditation. We anticipate the opening of the dialysis centre to be in the New Year.

Additional Doctors at PAMS

BHP have provided PAMS with 2 year funding to employ additional 2 Doctors.



Key points from the last year



Regular communication
with clients via Facebook
updates



Increase in presence from
Community Health programs
in the remote communities



COVID-19
vaccination rollout



Strengthened partnerships



Improved funding
and scholarships



AGPAL Accreditation



Clinical **Services**

PAMS continued to deliver services to the communities of Newman, Jigalong, Parnngurr, Punmu, and Kunawarritji throughout the 2020-2021 period.

Services provided include:



Comprehensive Primary
Health Care



24-hour
Emergency Care



Chronic Disease
Management



Regular Screening for early
Diagnosis of Chronic Disease



Child and School Health



Immunisations for Children
and COVID-19



Pharmacy



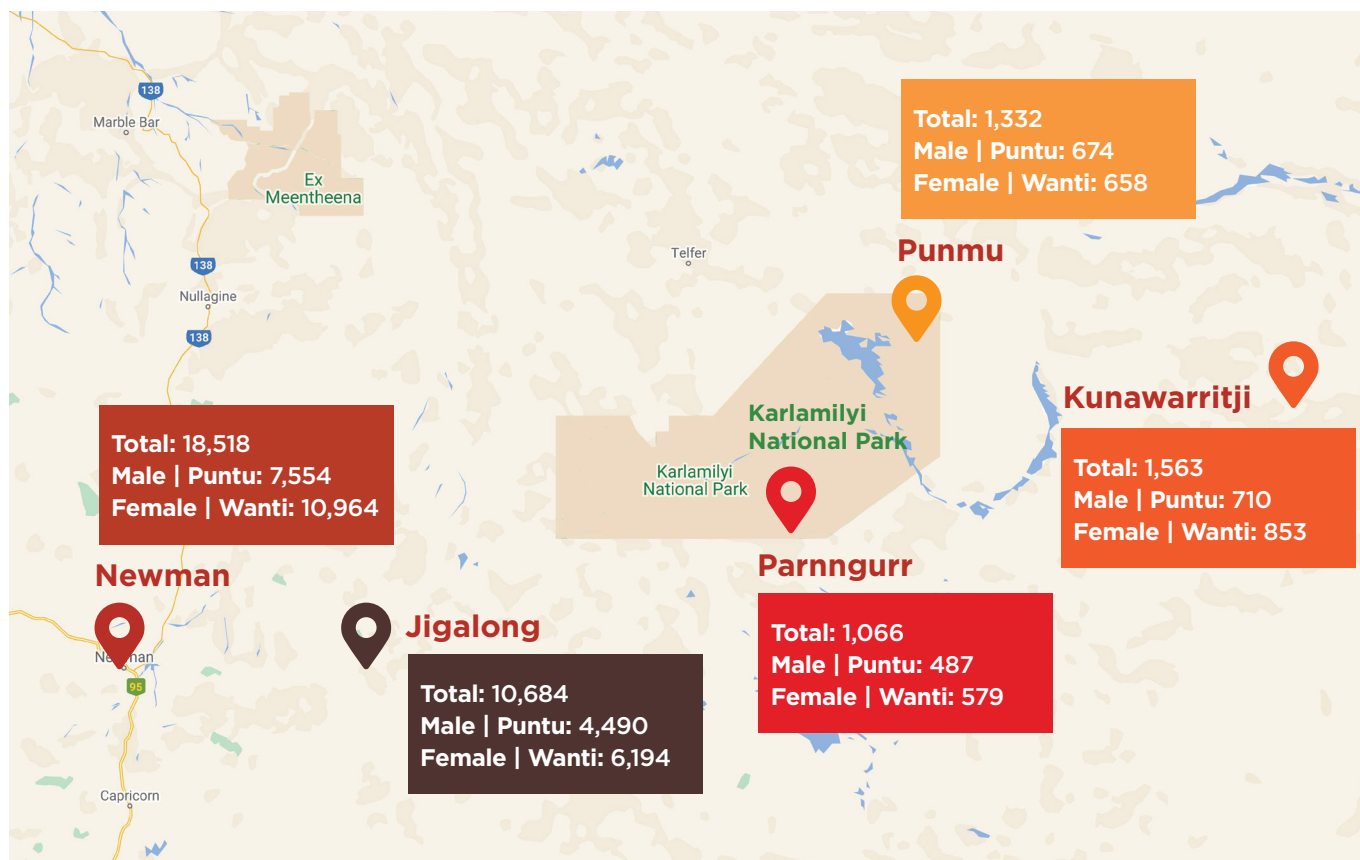
Sexual Health Screening



Integrated Team Care (ITC)

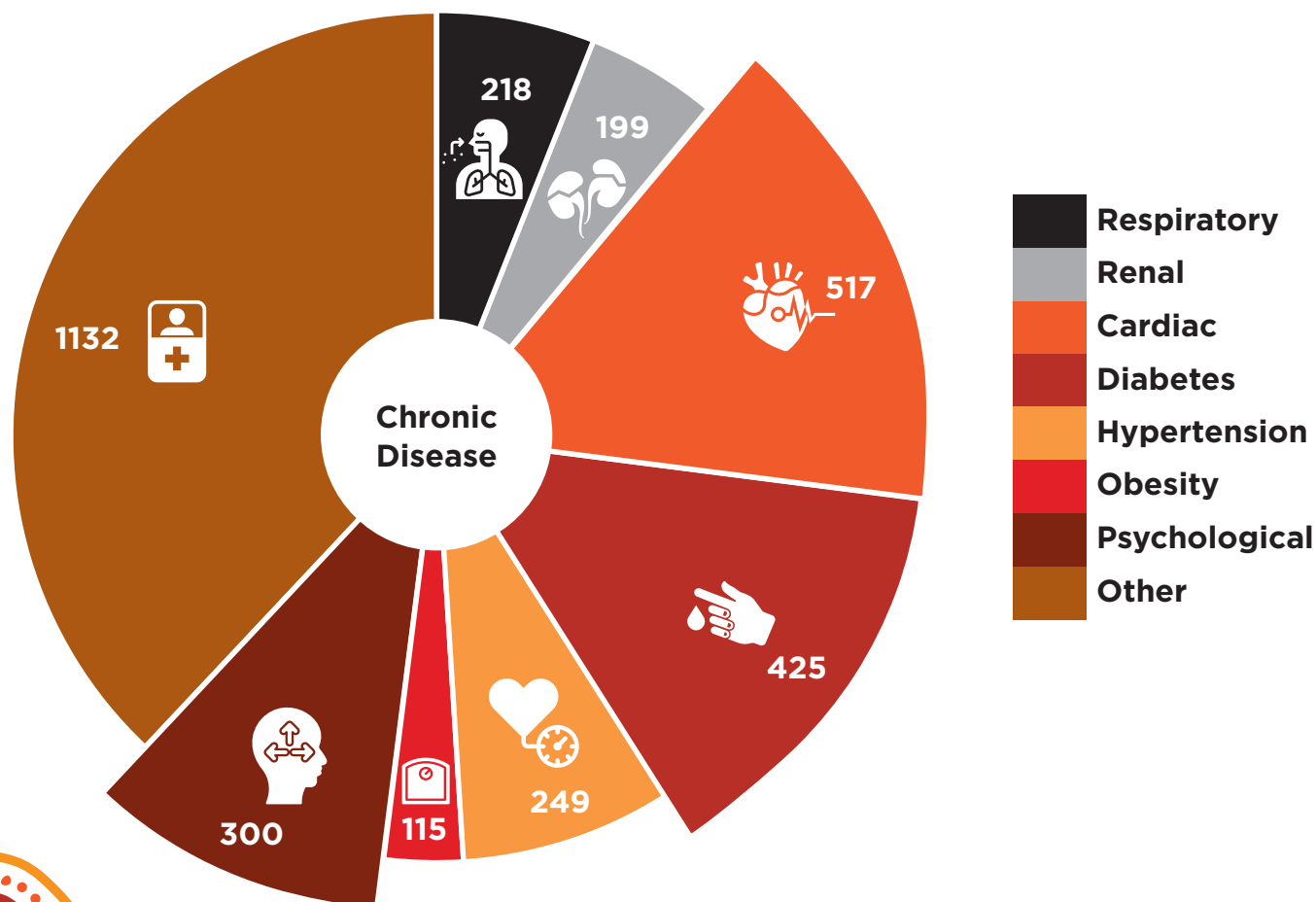


Patient Access



Total patient access numbers: 47,078
Total Male | Puntu: 13,915
Total Female | Wanti: 33,163
Total Clients all PAMS clinics: 5,385

PAMS Clients (4524)



Visiting Services

Our visiting services help our remote team with the provision of comprehensive primary care. We focus a lot on children with ear and eye health needs.

The goal is to make sure children have the best opportunity to learn languages and attend school. Our other health visiting services, including a women's health GP, and Physiotherapist, allow us to provide specialised services for adolescent and adult women and men in the community and help with Chronic Disease Management.

- 1 Renal Physician support
- 2 Women's Health GP Visits
- 3 COVID Clinic with RFDS
- 4 Allied Health Services (Podiatrist, Diabetic Educator, Physiotherapist)
- 5 Ear Health Services
- 6 Eye Health Services
- 7 Dental services
- 8 Patches
- 9 Paediatrician
- 10 Hospital Physiotherapist and Occupational Therapist
- 11 Palliative Care Team



Clinical Services Remote

PAMS Remote Team continues to offer medical, nursing, and support services to the communities of Jigalong, Parnngurr, Punmu, and Kunawarritji.

Remote Services provided by PAMS are available to community on a 24/7, 365 days a year basis.

Comprehensive Primary Health Care includes a holistic approach to health as more than just the absence of disease or illness, but one that includes physical, social, emotional, cultural, and spiritual well-being for both the individual and the community. Comprehensive Primary Care ensures that expecting mothers are healthy before becoming pregnant, so that both mother and baby experience optimum health and experience a safe childbirth. Our Child Health Nurse is responsible for checking on children for growth and development to ensure they maintain good health. Providing timely immunisations to protect children against serious diseases is one of the most important public health services we provide.

Child and School Health

Screening children and adults is a huge job for our remote workers and we do this to form early diagnosis of acute issues and chronic diseases so that both can be managed in the best way possible. Once a chronic disease is detected, we try hard to slow its progression. We consistently raise awareness about smoking, nutrition, alcohol consumption, and physical exercise, as these lifestyle factors are the easiest way to improve health.

Chronic Disease

Medications are a big part of chronic disease management and are another factor in the provision of Comprehensive Primary Health Care. We provide medications to try and maintain the body's natural levels of sugar and fats as well as other reasons. We promote the use of these medications as they help to delay the progression of chronic medical conditions. Our pharmacist helps us maintain Quality Use of Medications and Optimum Medication Safety. This is all part of chronic disease management and comprehensive primary care.

Sexual Health

The sexual health program has met our target of screening 70% of our clients aged between 15 and 24. There are still issues with Syphilis in the Pilbara and we are trying to promote condom use to abate this. We also try to screen people who have been positive in the past, as we find there is a high probability of them getting it again. We are working to have no babies born with congenital syphilis and we have increased our screening of antenatal women to combat this.

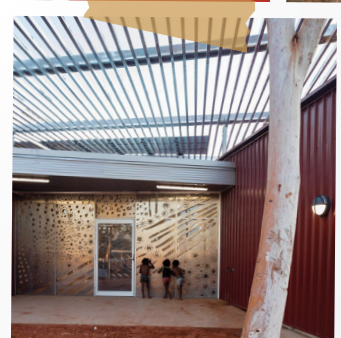


Clinical staffing in the Desert



We have had some challenges maintaining clinical staff in all out desert clinics.

- Jigalong – we try to maintain Jigalong with a Team Leader and two RANs. This has not always been possible and at times we have only had one RAN and for a very short period we only had the Team Leader on site.
- Parnngurr, Punmu and Kunawarritji all have one RAN and we have struggled to maintain this for the year due to COVID-19 making recruitment difficult.
- Child Health Nurse – This position has been maintained for the reporting period.
- Sexual Health Nurse – this position has also been maintained for the reporting period.
- GPs – Our GP service has been reduced this year due to one GP going into semi-retirement and the other going on maternity leave and having a very beautiful baby, for which we congratulate her.



Clinical Team

Newman Clinic

Newman Clinic has now been operating for operating for 16 months now.

This year has been an exciting and productive one, with PAMS Newman turning one year old on the 30th of July. In recognition of the quality and safety of the health care we provide, PAMS Newman was accredited with RACGP standards. Within the last year, our staffing numbers have grown to seventeen employees, including a new Clinical Manager who joined our Team in April. The clinical staff of the PAMS Newman Clinic have been highly sought after by the local community and we have consistently received positive feedback about their experiences our clients have had with our care Team.

Pharmacy Services

In partnership with Hilditch Chemists, we have a fully functioning pharmacy onsite with a qualified pharmacist working Monday to Friday. This is excellent initiative and allows our clients to have medications prescribed and dispensed onsite. Our pharmacist also prepares weekly Webster-pak medication packs for clients who require regular medications.

Dental Services

PAMS understands that oral health is an important part of general health. Poor oral health affects our ability to sleep, eat, and speak, so we have invested in a state-of-the-art dental room and partnered with several services to ensure a high-quality experience for our clients.

WACHS Dental Services - This WA Government provided service provides on-site emergency, preventive, and basic dental care for our clients at least one day a week.

Royal Flying Doctor Service - An RFDS Dentist and Dental Nurse attend the Newman Clinic for two weeks on average every two months to ensure that our clients have additional access to regular dental care.

Student Placements

In addition to the care service partnership, we have agreements with training agencies so that medical students and GP Registrars can undertake placements with us. These placements provide the opportunity for medical students to come to Newman and experience the rewards and challenges of working at a remote Aboriginal Medical Service. In August, we had the pleasure of hosting a 5th year Curtin University medical student named Tas Billah for five weeks and he enjoyed his time here immensely.





Partnerships

There has been a proactive and conscious effort to strengthen many partnerships with other health care agencies to improve client services and outcomes.

A number of Memorandum of Understanding (MOU) agreements were established in 2021-21:

- Ear Science Collaboration - Provide ear and hearing screening and treatment for Aboriginal children through the Ear Bus program.
- WACHS Telehealth - WACHS to provide PAMS access to the Mental Health Emergency Telehealth Service and Tele-Education. This is for patients requiring mental health services attending any of the four remote clinics of Kunawarritji, Jigalong, Parnngurr, and Punmu.
- Kanyirninpa Jukurrpa - PAMS and KJ have partnered together to increase the social, cultural and health benefits to our Martu clients through increased cooperation and collaboration to support programs and activities. A key focus is on country trips where our combined expertise provides the resources to operate extended desert trips for a large number of Martu people.
- WACHS Antenatal and Postnatal Care Provision – an important initiative has been the agreement for WACHS and PAMS to provide improved care for pregnant mothers and newborn babies in the East Pilbara regions. Providing focused maternity services for newly pregnant mums throughout their pregnancy and up until the baby is six weeks old.
- WAGPET Registrar Placements – to support

the next generation of doctors and give them the experience of working in remote areas with Aboriginal peoples. PAMS has paved the way for medical graduates to undertake GP registrar placements in 2022 with our GP's as supervisors.

Integrated Team Care Update

PAMS has partnered with EPIS and the Mawarnkarra Health Service to deliver the Integrated Team Care (ITC) program in the East Pilbara region. The ITC Care Coordinator and the ITC Outreach Worker contribute proactively to improving health outcomes for Aboriginal peoples with chronic health conditions through care coordination, multidisciplinary input, supporting self-management, and accessing culturally appropriate medical and allied health and specialists. As part of their work, the ITC Team assists clients to gain increased knowledge over their own health care and in the process empowering them in their independence.

The Integrated Chronic Disease Care (ICDC) program

The ICDC service provides the East Pilbara communities with access to specialist podiatry, diabetes, and nutrition care input and interventions that are essential for our clients with diabetes, cardiovascular, or respiratory conditions. The visiting ICDC service provides free, individualised, comprehensive and coordinated services and support so clients can better self-manage and improve their quality of life.



Senior Medical Officer

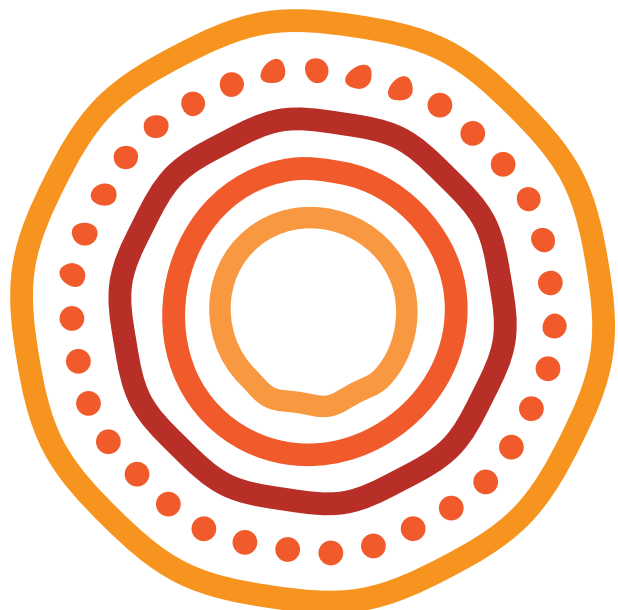
PAMS GPs will provide high quality and sustainable medical care over the next 12 months to promote and protect the Martu and Nyiyaparli peoples medical needs.

GPs will work with the whole PAMS team to complete health checks for adults and children, so we can treat health problems early and help Aboriginal patients reach their best possible health. GPs will continue to provide high quality medical support to the PAMS clinics to treat acute and serious medical problems at the desert community clinics and Newman Clinic.

The GPs with the assistance of the AHWs, RANs and RNs will focus on increasing Aboriginal Health Check completions by 50% over the next

12 months. The GPs with the assistance of the Integrated Team Care Nurse co-ordinator, RANs, and RNs will also aim to increase the chronic disease GP Management Plans and team care arrangement rates by 50% over the next 12 months.

The PAMS GPs will also support the training and education of doctors at PAMS in Aboriginal Health (including medical students, GPs and public health registrars) so that the next generation of doctors will be more culturally competent to work with Aboriginal patients.





Community **Health Programs**

The Programs Team moved from strength to strength through the year with the aim of consolidating and improving on last year's efforts.

We made deliberate steps in 2020-21 to review and refine how we work to enhance productivity while promoting self-care. Emphasis for the year was to deepen sense of unity and connection with the communities and people we work with and for.

PAMS Community Health Programs Team provides services to Punmu, Kunawarritji, Parnngurr, Jigalong and Newman communities. Meeting this service demand is the smallest PAMS team working across the largest catchment. Working collaboratively with Martu, we continued efforts aimed at promoting access and equity to health and wellbeing supports.

A Year of Firsts

As life returned to normal and communities opened, service delivery started to normalise. The Community Health Programs Team emerged with a new sense of purpose and direction. The Programs Team 2020-21 operational priorities centred on enhancing program relevance and effectiveness. In line with best practice, Programs developed a cohesive approach to service delivery resulting in several 'first ever' initiatives and activities.

Newman Presence and Profile

The opening of the Newman Clinic resulted in a significant increase in demand for Newman based services. Unfortunately, increased service expectations did not come with additional funding further stretching staffing capacity. Despite the challenges, the Programs Team worked to promote access to PAMS compliment of services to the Newman community. Highlights from the year include:

- Welcome to Newman
- NAIDOC
- Rowan's Walk
- NDIS Information Stalls
- Remote Community Roadshows

PAMS Community Health Programs Team is energised and excited moving into the new year. The team is determined to services that are culturally relevant and appropriate. We will undoubtedly face challenges and celebrate successes along the way. Regardless, the Community Programs Team will carry a spirit of learning and celebration of Martu resilience and strength moving forward.

Nicholas Haney

Community Programs Manager



Social Emotional Wellbeing (SEWB)

Throughout the 2020-21 period, PAMS SEWB program provided direct support to over 500 individuals through individual and small group interactions as well as on country.

Over the year, the SEWB program worked in line with operational goals placing more emphasis on Martu culture and language. As a result, the program saw an uptake in engagement.

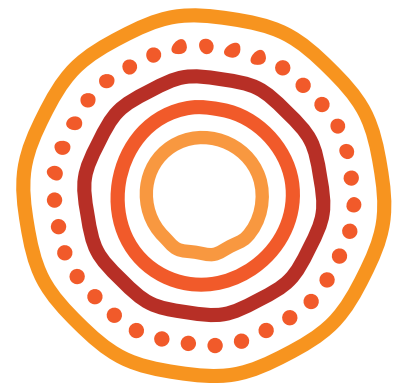
PAMS Social Emotional Wellbeing program facilitated a range of workshops across the service catchment. We are pleased with outcomes gained through collaborative efforts with organisations such as Kanyirnpa Jukurrpa (KJ), Police, Education, Environmental Health Services, Disability Support Services and Justice.

In addition to this, the program worked to enhance sector capacity for service providers and those who regularly support Martu. Working alongside the Be You Coordinator, the SEWB Program supported the development of the first ever Cultural Actions Catalogue. The catalogue outlines the best practice for teachers to engage with youth in promoting positive social emotional wellbeing.

“

The Be You Cultural Actions Catalogue has been developed with communities across the Pilbara and Kimberley to help educators identify short and long-term actions to create inclusive and respectful learning communities that embrace the history and cultures of these regions.

Be You/Beyond Blue Cultural Actions Catalogue pg. 7



Puyu Paki (Tackling Indigenous Smoking)

The Puyu Paki team began working to implement a stimulating approach to population health promotion activities. During the 2020-21 period this saw our efforts grow from general community engagement to targeted educational sessions. Our work with community grew as COVID restrictions lessened but retained bio-security measures. The Puyu Paki team approach to ramping up efforts in population health promotion was proportionate to the growth in staffing. As the team grew, population activities increased to incorporate:

1. Community Information Sessions - Newman, Jigalong, Parnngurr, Kunawarritji and Punmu
2. Education Sessions with youth and general audiences covering:
 - What's in a cigarette?
 - How does it affect you?
 - Passive smoking (families that smoke)
 - How the mob dies from smoking
 - How you feel after quitting smoking

Targeted youth engagement was a key strategy over the past year as PAMS initiated regular school student education sessions and in-depth engagement. This was achieved through a range of partnerships and sponsorships with local sporting groups, youth centres and school holiday programs.

Homework Centre

The TIS team engaged with the Miyanu Mia Homework Centre, in conjunction with the Polly Farmer Foundation to provide education on the health effects of smoking and passive smoke on Aboriginal people. The Polly Farmer supported leadership program for Aboriginal and Torres Strait Islander students supports teachers to aid in developing students to become future leaders.

As a result, youth in attendance expressed desire to work in partnership with the TIS Team to run a smoke free Frisbee Championship for the local primary school students in the future. The shape and feel of the event will be co-designed to ensure success of messaging and participation. This partnership will also allow an opportunity for a Polly Farmer Foundation student to work with PAMS within a School Based Traineeship capacity.



NAIDOC Youth Ball

The TIS Team also worked in conjunction with Newman YMCA/RSAS team in a one-off sponsorship agreement. The agreement saw the Team support young women and men prepare for the black-tie event. During the day the team assisted with the preparation of hair and make-up for the girls. Throughout the night as a sponsor and with TIS Team volunteer support, Puyu Paki Tackling Indigenous Smoking (TIS) was promoted to raise awareness in line with pre-contemplation strategy utilised by the team. This was the first year that the NAIDOC Youth Inclusive Ball was held with 95 youth in attendance.

Marketing

An internal review of the TIS Facebook and related social media accounts was completed, with results indicating the need for a revised approach. Our analysis of the viewing behaviour indicated that many people start viewing information but have limited engagement. To inform next steps, PAMS focused social media content on to the website with emphasis on consolidated access, concise and consistent content. Website analytics for TIS specific posts for the reporting period were:

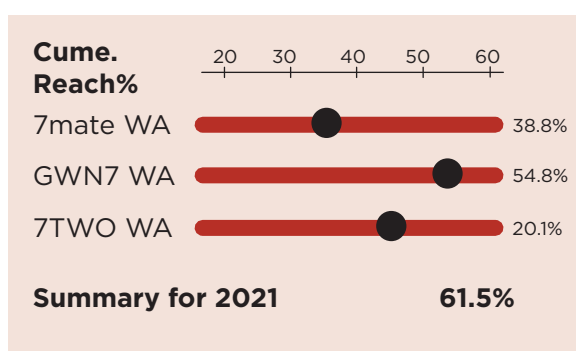
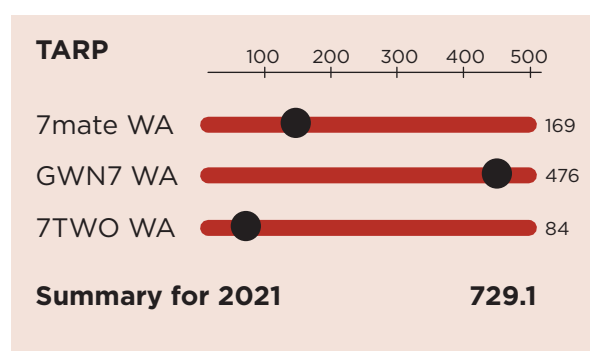
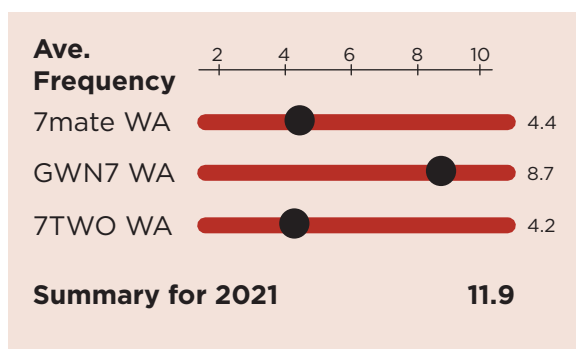
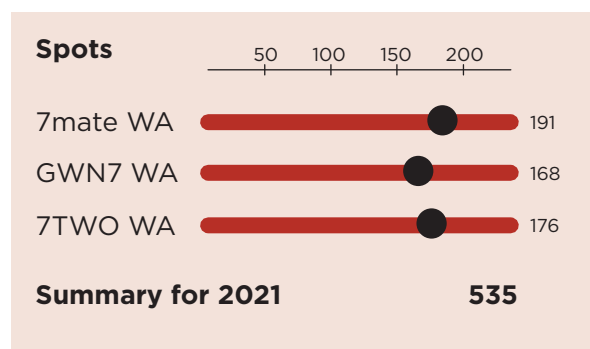


In addition to social media, PAMS television campaign continued transmitting 535 spots over a 6 month period reaching 61.5% of the population, with an average viewing frequency of 11.9 times. Total cumulative views were 1.619 million for the reporting period.



Market	Target	Activity
Western Australia	Total Individuals	Consolidated 28

Year 2021



Total Views 1,619,600

The team has also achieved positive visibility on weekly radio during the financial year. The Newman TIS team are currently conducting weekly radio segments on the Footy Show via the Newman Community radio show every Saturday about the effects of smoking, dangers of smoking, passive smoking, financial effects of smoking. This segment commenced 12 June 2021 and will run until 14 August 2021 as this is the date that the football season finishes. The radio station listenership currently reaches around 3,000 people in Newman.

PAMS TIS team have also provided sponsorships of education sessions, quizzes and activities to further their messages around smoking and the health effects of smoking.

Patient Assisted Transport (PATs)

PAMS Aboriginal Liaison Officer (ALO) PATs supports patients from the remote communities of Punmu, Kunawarritji, Parnngurr and Jigalong to attend specialist appointments. The PATs ALO assists patients to navigate the State Government's PATs Royalties for Regions program administered by the WA Country Health Service (WACHS).

Despite the complexities and limitations of COVID, the program adjusted to support Martu in 2020-21 as they travel to access specialist supports and appointments. Over the last 12 months, the PATs program has coordinated over 273 trips for over 180 clients. This does not include escorts and other support persons which also add to the logistical complexities. Despite the program facing innumerable challenges, we are pleased to have assisted Martu to traverse complex systems that sometimes discourage access to specialist health care.

How Much We Did

PATs ALO organised
over 273 trips
Provided support to
over 180 clients

How We Did It

90% of clients
working with the PATs ALO
report feeling satisfied or
happy with the service.

Impact

As a result of working with
the PATs ALO, **63% of clients**
report knowing about the
PATs Royalties for Regions
PATs program.



Environmental Health

PAMS Environmental Health Team is funded to support families living in the remote communities of Punmu, Kunawarritji, Parnngurr and Jigalong. Environmental Health has been defined by the World Health Organization (WHO) as “The aspects of human health and disease that are determined by factors in the environment.” It includes the theory and practice of assessing and controlling factors in the environment that can potentially affect health.

Despite being a small program, the Environmental Health Team provided over 300 instances of support to remote families. The team assisted families and households to improve living conditions and promote healthy homes and communities through:

1. Safe bathroom checklist – working health hardware
2. Animal health
3. Community pest management
4. Health Promotion – No germs on me
5. Mosquito management – community level prevention/management

Be You

The Be You program promotes mental health and wellbeing, from the early years to 18 by providing educators and schools professional development.

30 June 2021 marked the end of the Be You Pilot program with PAMS. Reflecting on the project, the co-design approach undertaken resulted in the successful implementation of a place-based program in the Pilbara. The pilot project worked in communities to develop a range of tools and resources to turn learning into action. This Beyond Blue initiative works to empower educators to develop practical social and emotional wellbeing skills and knowledge.

The Consultants working on this project in the Pilbara have developed skills, knowledge and had experiences on this project, which have built their capacity and confidence across a variety of areas. These skills and experiences enabled two of the three Consultants in the Pilbara to move into more senior roles supporting the community to have better access to healthcare and wellbeing services.

“I felt really nervous prior to the breakout room, but with great motivation and inspiration from my Coordinator Beck Johnson and Jordie Nirens (Beyond Blue project manager) I was able to be a successful facilitator.”

Consultants in the Pilbara had the opportunity to deliver workshops and sessions on a National stage, elevating their voices, but also those of the communities that they work in. Building individual skills and knowledge, Be You Consultants subsequently felt more confident and capable to engage with educators and other members of schools learning communities in a meaningful once they were able to re-engage face to face.

Some of the webinars and sessions that Be You Consultants attended during this time included:

- Australian College of Applied Psychology’s webinar: how Covid-19, social distancing and isolation can impact on psychological well-being;
- Mental Health Professional Network webinar: Working with children and families during the Coronavirus (COVID-19) outbreak; and
- Pro Bono Australia’s webinar: community engagement in the time of social distancing where participants were introduced to various digital engagement tools including online brainstorming platforms and interactive participant polling software.

The impact in the Pilbara region as a result of the Be You project has been overwhelmingly positive. Schools across the region have a better understanding of how Be You can be incorporated into the way they work, improving social and emotional wellbeing. Pilbara-based schools that participated in the project, demonstrated increased mental health literacy and felt as though their concerns have been heard and acted upon. This resulted in feelings of increased confidence to discuss challenges they are having, and, to work with others to find solutions and resolve issues.

How Much We Did

- 300 contacts with educators and community members
- 62 active Be You wellbeing staff and educators
- 332 Aboriginal Torres Strait Islander students

How We Did It

- Staff been heavily engaged with Menzies School of Health Research from Charles Darwin University
- Fortnightly workshops with Be You Consultants to build capacity and understanding regarding data collection, analysis and participatory action research.

Collaborations/partnerships

- Wirraka Maya
- Marwarankarra
- Beyond Blue
- Charles Darwin University

Impact

- 100% of Consultants report increased confidence to facilitate wellbeing information.
- 67% of Consultants report increased knowledge and use of social and emotional wellbeing resources.
- A further 33% report no significant change.



Disability Support Services (NDIS)

Over the 2020-21 period, PAMS continued progressing as a registered NDIS provider. Our compliment of services assisted over 100 individuals to assess eligibility for the NDIS. PAMS journey into provision of disability support services has been driven by desire to achieve high quality service through solid person-centred practice. Person centred approach keeps the person with a disability at the centre of decision making. At PAMS, this means ensuring anyone with a disability is at the centre of decisions which relate to their life. We achieve this by:

- Listening to what the individual wants;
- Advising them of their rights and services available;
- Assisting the individual to access services they desire and,
- Advocating for the individual's rights to choose and determine what is best for their life.

Support Coordination

The Evidence Access Coordination Planning Program (EACP) works to assist people with disabilities to assess their eligibility for the NDIS, help them navigate through the NDIS access process, and to assist with coordination and development of their NDIS plan. As a service offer alongside Support Coordination, PAMS supports people with disabilities to assess their eligibility to access the NDIS.

Our Support Coordinator works in a person-centred way to ensure the participant has choice and control over the disability supports and services they access. The Support Coordinator assist NDIS participants by working closely with the participant and their family or carers to find the most effective way to achieve the goals in their NDIS plan.

PAMS Remote Community Connectors (RCC) program completes the team. Our Remote Community Connectors engage, inform and assist people living in Aboriginal and Torres Strait Islander remote communities through the National Disability Insurance Scheme (NDIS) pathway process. Together the team provide a wraparound service developed by the participant, for the participant.





Corporate **Services**

Meet the Team

A year on from when the Newman Clinic opened its doors to the public on the 30 July 2020, it has been quite busy yet again for the Corporate Services team who provide operational, logistical and administrative support to PAMS Clinics, Health Programs, all PAMS Staff and visiting Specialists.

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

- Corporate Services Manager
- Corporate Support Officer
- Administration Officer
- Receptionist
- Transport Officer
- Quality Assurance Officer
- CQI and Health Systems Officer
- Senior Assets Property and Maintenance Officer
- Assets Property and Maintenance Officer
- Human Recourses Advisor
- Human Resources Officer
- Human Resources Administrator
- Building Projects Manager
- Finance (outsourced through AHCWA)



People and Culture

Organisational restructure and Recruitment

From November 2020 to date, a number of positions have been introduced resulting in an organizational restructure. PAMS undertook this restructure to maximize operational efficiencies in respective work units/service areas. This led to redefining of the Corporate Services Work Unit and introduction of the Senior Medical Officer Work Unit, resulting in the creation of the following positions:

1. Senior Medical Officer - Appointed
2. Corporate Services Manager - Appointed
3. Corporate Support Officer - Appointed
4. Human Resources Officer - Appointed

In addition to above, all single nurse posts i.e. Punmu, Kunawarritji and Parngurr are proposed to be abolished via recruitment of additional nurses to support these clinics. This decision was made in light of health and safety concerns as well as fatigue management of clinicians.

Other positions created owing to organisational needs and securement of funding are:

1. Deputy Chief Executive Officer
2. Social and Emotional Well-being Project Officer - Appointed
3. Community Liaison Officer 50 D
4. Community Support Officer – Social and Emotional Well-being - Appointed
5. Aboriginal Liaison Officer – Perth - Appointed
6. Transport Officer - Appointed



Employee Engagement, Reward and Recognition

September 2021 witnessed PAMS hosting its first Team Building Event in two years. Named Kujungka (Martu translation for 'All Together'), this event was hosted in Karratha aimed at providing all staff with an opportunity to focus on strategic planning and team engagement.

With approximately 47 staff in attendance and under the facilitation of Mark Weller and Stephen Magwenzi, Kujungka was an educational three days of strategic vision, mission and re-alignment of values.

At Kujungka 2021, PAMS took the opportunity to recognise its long standing team members (Years of Service) as well as introduce the Reward and Recognition Framework.

Based on employee nomination only, the following staff were recognised:

1. Impact on Community - Stephen Farrington
2. Emerging Leader of the Year - Keilani Mill
3. Above and Beyond - Stephen Farrington and Murray Holliday
4. Dedication to their Field - Impact on Community - Rebecca Johnson



Training

Over the last 12 months, there has been a noted increase in staff training, with relevant focus on mandatory training including (not limited) to Advanced Life Support, Provide First Aid, Provide Cardio Pulmonary Resuscitation and Operate and Maintain Four Wheel Drive. A total of 84 training sessions have been attended under mandatory training guidelines.

Cultural Awareness Training has been recommenced with PAMS staff undertaking sessions at least every two years.

Professional development has been a key agenda with many managers, who have prioritised upskilling and continued learning of their staff members via regular conversations, training and development planning as well as nominations (for scholarship based and other opportunities).

Infrastructure

Jigalong Staff Housing

The Jigalong Staff Housing project is awaiting budget approvals from the State Government in September 2021. Concept designs and development approvals are underway to avoid delays once the project funds are released.

What's next for PAMS

- **SEWB (Social and Emotional Wellbeing) Pilot Program**
- **Short stay accommodation in Newman**



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:

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

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)
- NACCHO

Grants

- BHP
- Minderoo Foundation
- Roy Hill





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