PAMS

Puntukurnu Aboriginal Medical Service

Annual Report 2022

Dialysis Opening

Chairperson and
Board of Directors

Focus for the 2021-22 year, with Puntukurnu Aboriginal Medical Service Aboriginal Corporation's (PAMS) Board, CEO, and management was to prioritise advancing growth, governance and operations.

A key accomplishment and first step saw the Board working to finalise PAMS strategic plan. The new plan places PAMS on the path to advance health and wellbeing outcomes of those within the communities in which we serve.

The importance of upstream health focus over the last year continued to grow. We are excited PAMS continued advancing upstream health initiatives such as the Mums and Bubs program. The upstream project supports expecting and new mums to improve health outcomes through tailored cultural support in the clinic, community and hospital.

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, CEO, Management and Staff 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 look forward to another successful year.

Warmest Regards

Melvin Farmer

PAMS Chairperson

Below are our directors who supported our organisation throughout the 2021- 22 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

Office of
the CEO

We are pleased PAMS consistently delivered culturally appropriate, primary health care services to Martu and Nyiyaparli people of East Pilbara post COVID-19 pandemic disruptions. As pandemic border travel restrictions eased, staff were able to take well-deserved leave to see family and friends. Positives gained with the return to routine interstate travel, have been accompanied by workforce shortages in some areas. Overall, PAMS has come out of the pandemic intact and an operationally viable entity. PAMS successfully advanced a many key strategic projects while maintaining focus on the pandemic response.

Strategic Plan

During the year, we concluded formulation of PAMS first strategic plan. We achieved our goal to develop a meaningful plan through consultation with organisational stakeholders. Our wide stakeholder consultation process incorporated feedback from PAMS staff, Board and community members through the AGM.

The final document outlines three strategic domains directing service provision across our business. We will then measure our performance for the next five (5) years through annual operational plans aligned to the overarching strategic plan. Together this will aid PAMS establishing ourselves as a leading health care service provider.

Service Delivery

PAMS Upstream health project is a proactive approach to service delivery. The aim is to increase focus on health promotion and prevention, rather than reactive a Band-Aid approach model. We have collaborated with Telethon Kids Institute (TKI) to fund the Birth on Country support project for an initial two years. This project will better support pregnant mothers from the desert communities of Jigalong, Parnngurr, Punmu and Kunawarritji during the antenatal and postnatal periods. The project is aimed at giving the unborn babies the best chance in life.

Tragically we have seen an increase of Youth Volatile Substance Abuse (VSU) across Newman and remote communities. In response to this growing issue, PAMS Youth Project is designed to support affected youths through intensive family support. Funded over four years by BHP, the youth wellbeing officer provides dedicated holistic harm reduction supports to families.

PAMS achieved a milestone of opening our Nurse-Assisted Dialysis unit in Newman. Opening of the dialysis unit was well attended by representatives from community, their presence was a clear sign of value and support of achieving this goal. It was gratifying seeing Martu and Nyarparli elders' happy faces and speeches of joy, expressing how it felt to see their long aspiration of bringing old people back to Country. The event was attended by the East Pilbara Shire President and the state Pilbara member in attendance. Special mention and appreciation goes to BHP for sponsoring the set up costs, WACHS for specialist clinical support and Purple House for running the site on behalf of PAMS.

Property and Assets

PAMS successfully attracted funding support from the State Government to build six (6) new clinical staff houses in Jigalong. The building project was awarded to the Murray River North, an experienced contractor to deliver the prefabricated units. Unfortunately, due to workforce shortages of tradies Australian wide, the units are being constructed from Darwin instead of Perth. Pre-site works and demolition work have commenced with the first three (3) Units due for delivery before end December 2022.

During this year, PAMS Short-Stay accommodation for Dialysis project picked up pace. We continue working alongside the Shire of East Pilbara, BHP and Creating Communities under the East Newman Master Plan and Government. PAMS collaborations on the Short-Stay project include Karlka and JYAC, who are the Traditional owners and custodians of the land respectively. This project will have a huge impact on the health Outcomes of the First Nations people of East Pilbara by maintaining connection to Country and Culture.

On behalf of the PAMS Board and staff, I would like to thank the Government Agencies, NACCHO, AHCWA, BHP, Shire of East Pilbara, Creating Communities, PAHA and all stakeholders for the support to PAMS.

Warmest Regards

Robby Chibawe

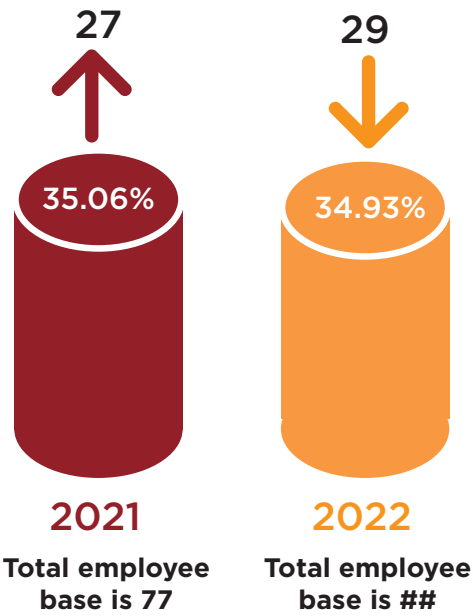
Chief Executive Officer

Focuses for 2021/2022

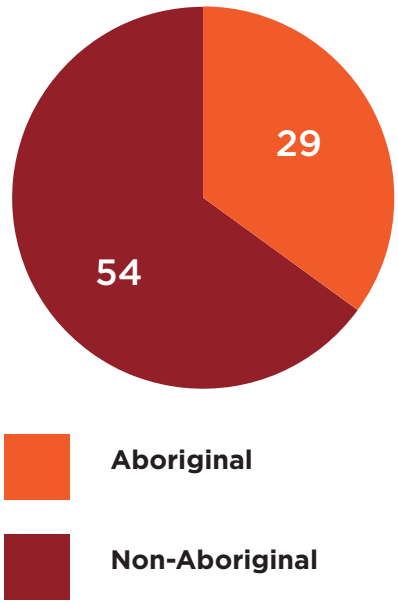
Over the course of this year, we have strived to incorporate the principles of cultural safety, community engagement, multi-disciplinary team approach, and employ a local Aboriginal workforce.

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



Student Placements

Rural GP student Placements – Curtin University

PAMS in partnership with Curtin University provided access to facilities and resources essential to support their learning during an integrated professional practice placement. Throughout the placement students were provided exposure to standards of culturally responsive practice and client care.

COVID-19 Response

Each of the communities served by PAMS experienced impacts of COVID-19 differently. In anticipation of how individuals and families would be affected by border openings and the spread of COVID-19, PAMS implemented the COVID-19 Safety Policy and Procedure.

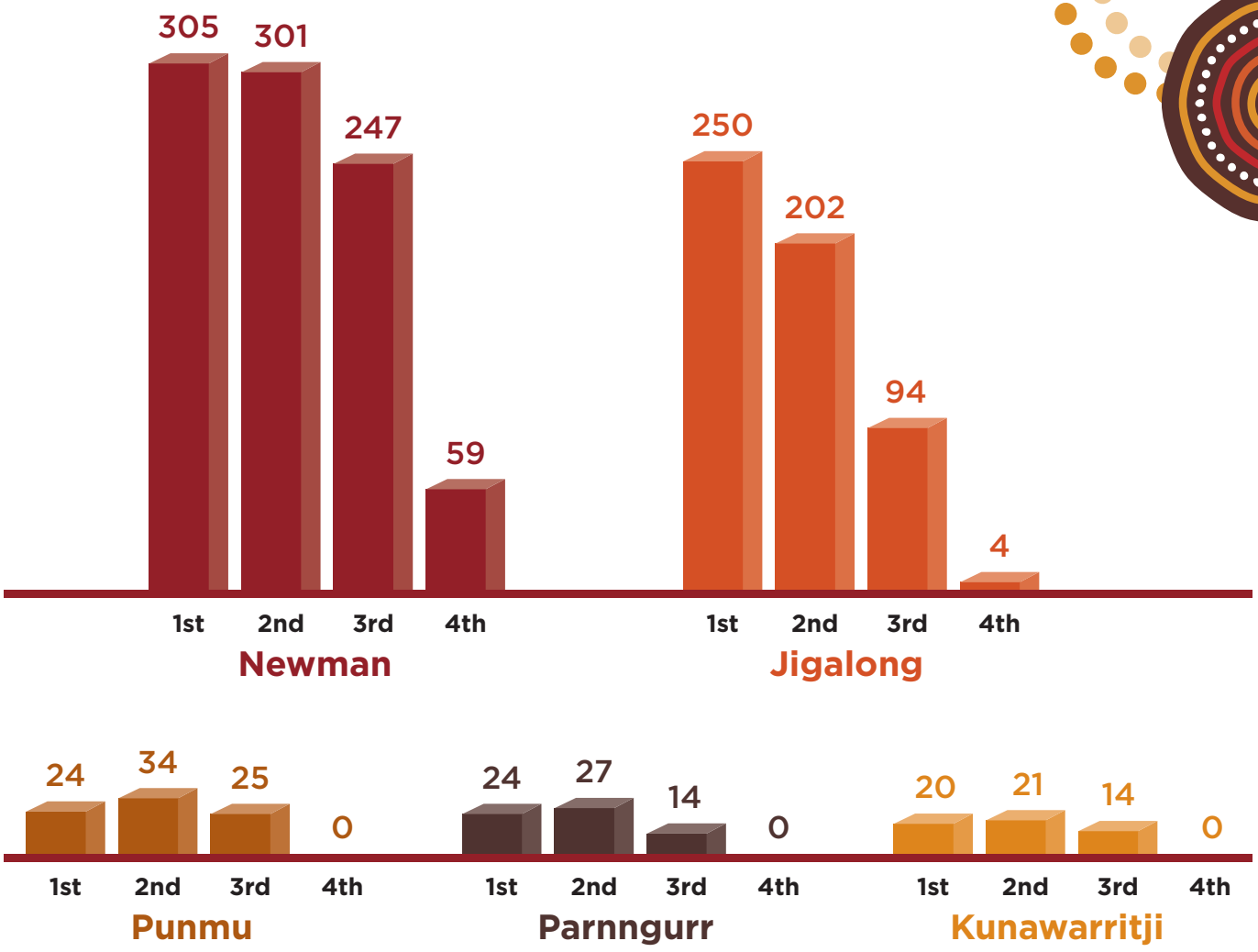
The policy and procedure acknowledged our obligation to take all steps, reasonably practicable, to reduce risks within the workplace.

We are pleased measures taken by PAMS to maintain a safe workplace environment, resulted in slowing the virus spread to staff and community. Steps taken by the organisation to protect staff and patients included compliance with vaccination requirements and use of personal protective equipment.

Our work with community however, saw PAMS developing messaging and resources in language for distribution addressing vaccine concerns, hesitancy or reasons for refusal. Our efforts resulted in significant increase of COVID-19 vaccinations across the communities.

Total Vaccinations

All doses given at a PAMS clinics.



Newly Funded initiatives for 2021/2022

Curtain

Act Belong Commit

AHCWA

WA DOH COVID Ambulatory Care Service

Lotterywest COVID-19 (Portable COVID Vaccine Facilities)

Clinic and Client Connectivity: Newman and Jigalong

TKI

Perinatal Care & Early Childhood Development Project

BHP funded projects with PAMS for 2021/2022

- Youth Wellbeing
- SEWB Project
- Emergency Relief Fund
- General Practitioners
- Pilbara Education Partnership – Early Years Strategy

Key points
from the last year

- Opening of Dialysis in Newman
- Development of PAMS upstream program
- COVID-19 ongoing vaccination initiatives
- Strengthened partnerships
- Remote GP Student placements
- Jigalong staff housing

Clinical

Services

Clinical Services focuses for 2021/2022

At PAMS we continue to work hard at making the pathways into and out of care for clients a positive experience. We have successfully maintained the walk-in schedule designed to ensure we are able to provide access and culturally responsive healthcare.

COVID-19

PAMS was supported with immediate and short-term responses to the COVID-19 outbreak through grants from the National Aboriginal Community Controlled Health Organisation (NACCHO).

Funding provided helped ensure clients, community and staff had access to necessary supports and services. PAMS was able to respond flexibly to a COVID-19 outbreak to meet specific local needs.

The supplementary income over this period assisted PAMS Clinics with additional nurses to administer COVID-19 vaccinations.

Pharmacy

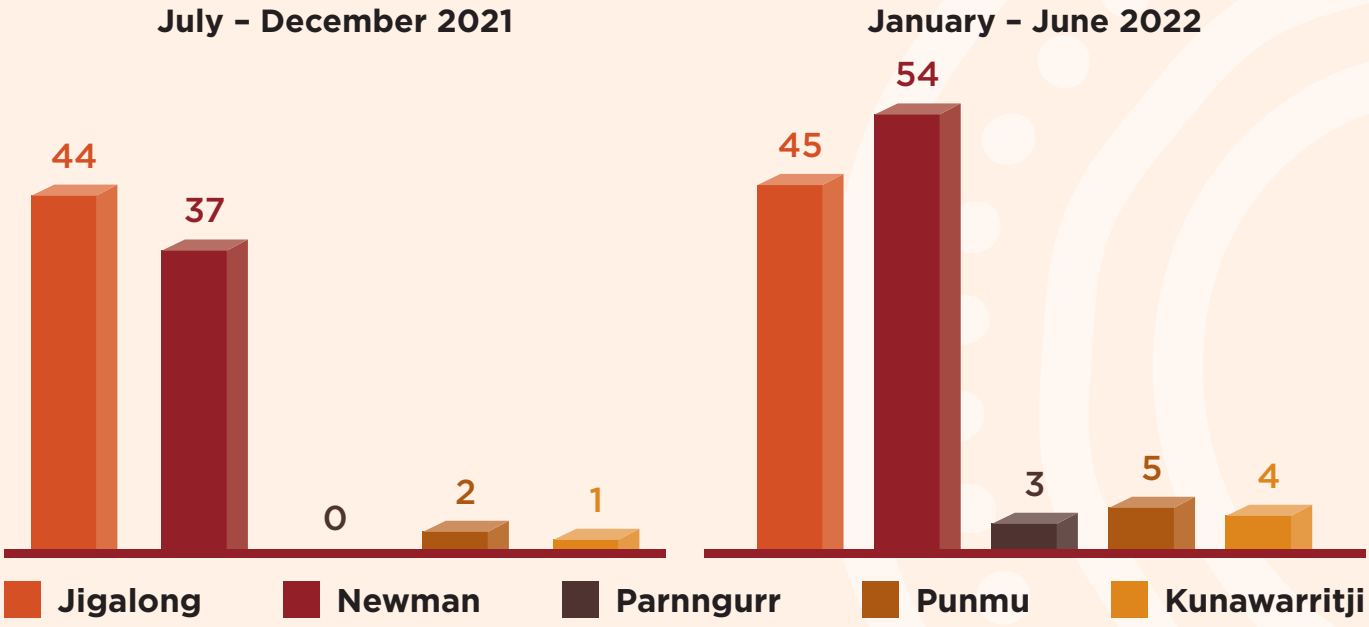
PAMS and Northwest Pharmacy Services continues our mutual agreement to provide professional pharmacy services at our Newman Clinic. The service falls under the PBS 100 schedule medications that allows our Aboriginal and Torres Strait Islander clients to access prescribed medications at no cost.

Dental

A Memorandum of Understanding (MOU) between PAMS and Royal Flying Doctor Service (RFDS), signifies a commitment to cooperatively achieve improved oral health outcomes for adults and children in the Pilbara region. Access to general dental for the community is key to the prevention of chronic disease.

Integrated Team Care

PAMS Integrated Team Care (ITC) Program is a service that contributes to improving health outcomes for Aboriginal and Torres Strait Islander people with chronic health conditions. The ITC program services Newman, Jigalong, Punmu, Kunawarritji and Parnngurr. The team provides access to care coordination, multidisciplinary care and support for self-management.

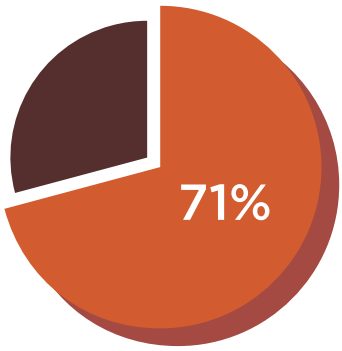


Sexual Health

Adversities brought on by the COVID pandemic provided several challenges for the sexual health Program. To maintain our momentum, the sexual health program worked in collaboration with PAMS teams and external agencies to facilitate delivery and planning of culturally appropriate health promotion events. PAMS relied heavily on partnerships with community to advance education and awareness. We are pleased our ongoing collaboration with WACHS in the delivery of the Baby Basket Project is well received by community. This initiative aims to prevent congenital syphilis while increasing antenatal engagement. Our coordinated and collaborative efforts aid to increase knowledge and reducing stigma associated with sexual health.

The sexual health program continues to be an effective aspect of clinical care at PAMS. Point of care testing continued across all remote sites for Syphilis,TTANGO2 and other STIs as part of the test, treat and screen model of care utilised at PAMS.

As we learn through continued consultation, we anticipate taking larger steps toward improvements and outcomes for all PAMS clients.



71% of clients between the ages of 15 and 40 have had STI/BBV testing in the last year

Integrated Chronic Disease Care

The Integrated Chronic Disease Care (ICDC) program aims to bring allied health services to the people. PAMS and Panaceum MOU is a commitment to work cooperatively to address the health needs of clients in the Western Desert region. Panaceum group liaises with appropriate medical, allied health and community services to co-ordinate care provided to PAMS clients.

Clients in the Western Desert have access to physio, podiatry, dietician and diabetic educator's in a way that is culturally appropriate and responsive.

Child health

We are delighted to have a Child Health Nurse at Newman Clinic to help reach the best outcomes for the children. The period from pre-conception and conception through the early years of a child's life are crucial. PAMS regional Child Health program model provides comprehensive and holistic assessments while ensuring collaboration and integration of service delivery.

Senior Medical Officer

PAMS employs General Practitioners to provide high quality primary care, including acute care, chronic disease management, disease prevention and health promotion across the whole lifespan for Martu and Nyiyaparli people. We work closely with our Remote Area Nurses, as well as being supported by practice nurses and Aboriginal Health Workers in our Newman clinic and other services such as Integrated Team Care.

The 2021/2022 financial year has been a time of some change in the medical workforce in PAMS. However, we are working well at present with four doctors across the organisation and are actively recruiting to fill vacancies at the Newman clinic.

Areas of focus over this period have included strengthening our antenatal care, promoting COVID vaccination, sexual health and chronic disease management. We are working proactively to build a stronger relationship with WA Health to reduce gaps in care. We have continued to work closely with our visiting specialist services such as renal, Ear Science Australia, diabetes education, Women's Health, optometry and audiology.

Drawing on our strong relationships with Curtin Medical School, Notre Dame Medical School and University of Western Australia, we continue to offer opportunities to medical students. We hope the experience of learning at PAMS will help improve their cultural competency and inspire a love for rural and remote medicine to help fill workforce shortages into the future.

Into the next 12 months, we have a busy agenda planned, including a focus on improving our completion rates for Aboriginal and Torres Strait Islander Health Checks, GP Management Plans and Team Care Arrangements. We will be continuing to work actively in the area of sexual health to improve our screening and treatment rates. We are also focussing on better communication between clinical and programs staff at PAMS to improve service delivery.

Services
Provided

PAMS continued to deliver services to the communities of Newman, Jigalong, Parnngurr, Punmu, and Kunawarritji throughout the 2021-2022 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

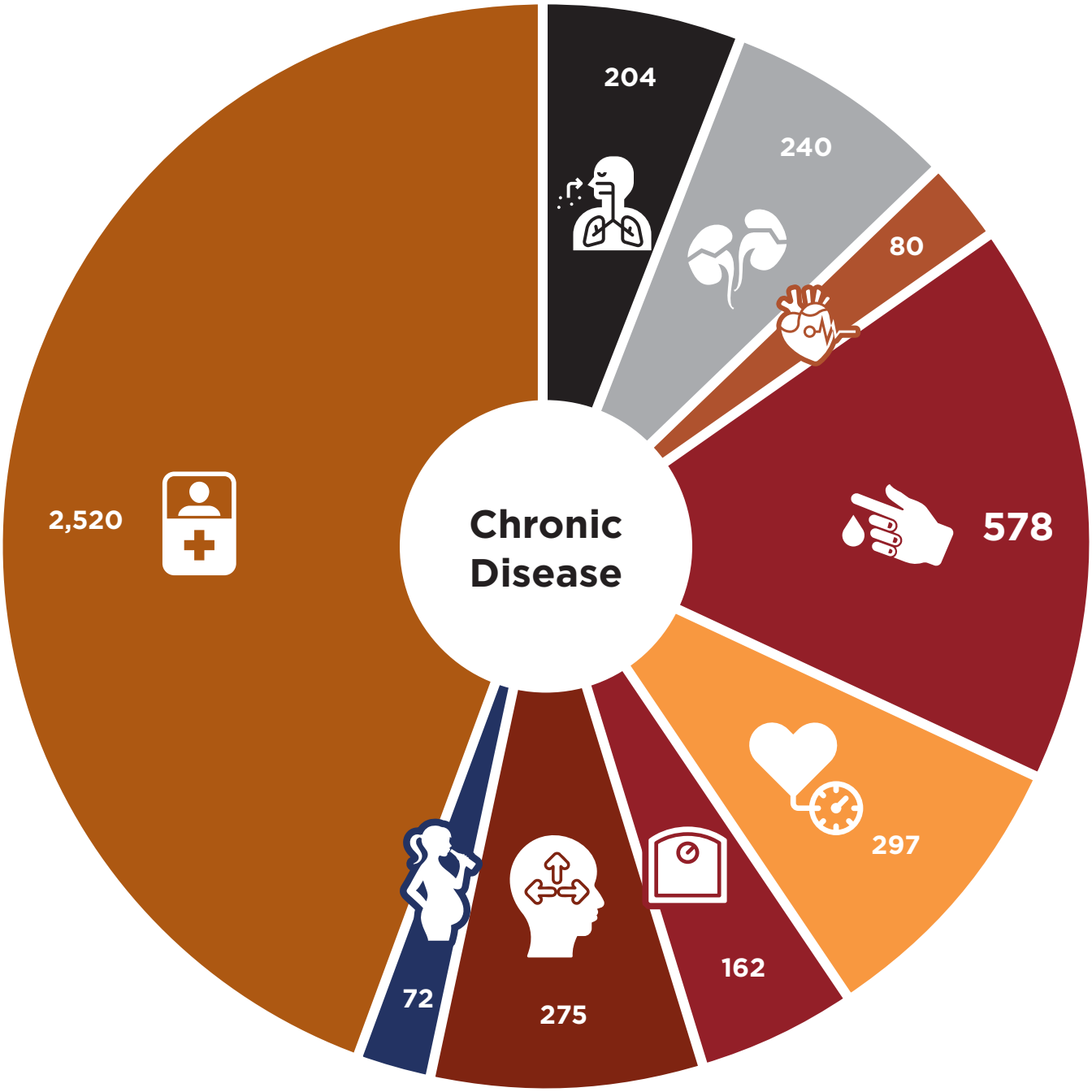
Integrated Team Care (ITC)

Patient
Access

Total patient access numbers: 42,518
Total Male | Puntu: 13,563
Total Female | Wanti: 24,403
Total Clients all PAMS clinics: 4,581

PAMS

Clients (4,581)



- Respiratory
- Renal
- Cardiac
- Diabetes
- Hypertension
- Obesity
- Psychological
- Foetal Alcohol Syndrome (FASD)
- Other

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.

Visiting Specialists / Yarralnayajuya Nyawa

- Renal Physician support
- Ear Health Services
- Pediatrician
- Women's Health GP Visits
- Eye Health Services
- Hospital Physiotherapist and Occupational Therapist
- COVID Clinic with RFDS
- Dental services
- Palliative Care Team
- Allied Health Services (Podiatrist, Diabetic Educator, Physiotherapist)
- Patches

Newman
Dialysis Unit Opens

The Elders vision of having a dialysis unit in Newman came to fruition this year. A strong collaboration between PAMS and Purple House has seen the service established. It is the first nurse assisted dialysis service run by Aboriginal Community Controlled Health Organisations, in the Pilbara.

Overcoming many obstacles, the operational licence was granted in mid-April 2022 and the dialysis service commenced the very next day.

> **Can talk to family and to connect with them, too far away in Hedland.**
>
> **Newman Dialysis patron**

Trialling a mixed model service, we are providing dialysis on both long term and short term (respite) basis. This allows the flexibility to support people, needing dialysis, with life and health demands.

The unit has 4 chairs and is open 6 days a week. In the 5 months since opening there has been a steady increase in people receiving treatment. Five people are receiving treatment on a long-term basis, there have been 9 people receive respite service and further respite service offered to another 4. Total number of dialysis treatments during this period – 379.

We strive to operate at capacity so as many people as possible can have time with family, spend time on country and attend cultural events.

The benefits of dialysis closer to home are not just for the individual but the family and community.

> **Been a long struggle, talk every year and I have been asking for dialysis. It brings me happiness.**
>
> **Newman Dialysis patron**

As dialysis patients need treatment 3 times a week reliable transport to and from dialysis is an important aspect of care. The 4WD / wheelchair buses have been essential, allowing patients with limited mobility to access respite treatment in Newman and to travel to community to be with family.

Patient and community engagement has been essential and continues to be a priority to ensure an understanding of the service and its limitations. Group and individual sessions have been held in Hedland, Perth and Jigalong.

Use of traditional bush medicines are important to our clients, Purple House Bush Balms, help to relieve muscle cramps and skin issues which can be troublesome issues

As the service settles into full swing we will take the opportunity to improve the dialysis service and the health of our clients. We will do this through;

- remaining flexible and open to service requests
- being strong advocates and providing support for those who are suitable for kidney transplant
- incorporating client experiences in messaging which addresses inconsistent and incorrect information about chronic kidney disease
- identifying training opportunities for local people

> **Allowed me to do important cultural work like chatting with the younger people.**
>
> **Newman Dialysis patron**

Upstream
Health Project

PAMS in collaboration with Telethon Kids Institute, funded the Upstream Health Project.

The 2 year pilot project focuses on prevention and health promotion, to improve the health and wellbeing of Martu and Nyiyaparli people.

The Upstream Health Project commences with a focus recognising the importance of the pre-pregnancy, pregnancy and early childhood stages. The pilot is inspired by an initiative from the Institute of Urban Indigenous Health (IUIH) in Brisbane. It aims to create the environments needed for babies and children to start life with strong foundations, while supporting women in their role as mothers.

PAMS and TKI model will establish a support network of perinatal care and early childhood development that is culturally secure, trauma-informed and client centred.

The project addresses significant shortfalls in care, by providing access to maternity care, accommodation and support in Hedland.

Community

Health Programs

Community Health Programs focuses for 2021/2022

PAMS Community Health Programs Team provides services to Punmu, Kunawarritji, Parnngurr, Jigalong and Newman communities. PAMS Community Health Programs Team remains energised by a deeper sense of purpose and connection with Martu and Nyiyaparli.

The team is determined and devoted to ensure services reflect what is wanted, in the way it is wanted and by the right people. The Community Programs Team made significant steps to being able to demonstrate impacts of our efforts.

Setting key priority areas or an operational plan, the team identified ways to improve productivity, reporting and outcomes. More importantly, the Programs Team recognised improved cultural knowledge of Martu and Nyiyaparli would result in meaningful outcomes and improved connections with clinics.

Priority Area 1 - Connection to Remote Clinics

Not fully understanding health information is common for most people. Closing the health gap for Aboriginal people requires an ability for Programs to translate medical information, issues or directions from physicians meaningfully.

To achieve this, the Programs Team prioritised quarterly joint initiatives with remote clinical staff.

Connection to Remote Clinics	Program and Clinic staff co-facilitate quarterly activity	*Activities co-facilitated* • COVID Resource Development (videos, flyers) • COVID Awareness Campaigns • NAIDOC – Event • Apology Day - Workshops • PAMS NAIDOC BBQ (included clinic staff) • SEWB support to RAN • Women's Group • Engagement with school and community • Community BBQ • Assistance in the clinics during trips • Women's Group • Healthy Relationships Event

Priority Area 2 - PAMS Community Programs Initiatives Recognised and Implemented

Consultation and feedback underpin successful development, facilitation and evaluation of programs. Despite good intentions or motivation to get things done, the team recognised consultation and feedback processes should be improved.

To begin improving our understanding of culture, the agreed action was to ensure clear pathways for stakeholder consultation and feedback.

The team worked to collect information through general and targeted consultations such as meetings in schools, community events and family based discussions. Themes were collated with a sessions developed and facilitated. The programs team's motivation is to be a recognised lead provider of community-based services.

Being or appearing 'busy' was not enough for the PAMS Programs Team, so to facilitate a shift thinking, the team held workshops internal workshops that included:

- Introduction to Results Based Accountability Performance Measurement;
- Grant reporting workshop; and
- Communicare integration review.

How we are listening and learning

- Martu and Nyiyaparli framework towards recruitment, retention and utilisation of the NDIS.
- Jiji participatory service planning – Engaging families, children in school

The team continues working to improve consistency and quality of reporting for 2022-23 financial year.

Community Programs Initiatives Recognised and Implemented	**Stakeholder/ Consultation feedback categorised to inform service delivery**	***Prior to facilitation to ensure appropriateness, services and projects must demonstrate:*** 1. General Community Engagement (education/ information/rapport) 2. Targeted Consultation (program/service design/ outcome evaluation)
	Sessions Delivered From Consultations	***Professional Development Workshop*** ***BE YOU – Social Emotional Wellbeing Information & Education Sessions*** • Newman Primary • South Newman Primary • Newman Senior High • Jigalong, Parnngurr, Punmu, • Quitskills - Newman, Jigalong • Young Women's Self Care – Remote Sessions • Information Sessions (NDIS) – Newman and Remote Communities

Priority Area 3 - Consistent Remote Community Presence

PAMS Community Health Programs core funding supports Martu living in the remote communities. Since opening the Newman Hub the team has experienced an increase in requests for supports.

Unfortunately, the increased demand did not accompany an increase in core funding, requiring the team to maximise efficiencies while reducing likelihood of program drift. The team identified practice improvements aimed at preserving and enhancing outreach supports. These included:

- Development of the remote community engagement calendar, with outreach planned quarterly.
- Implement and align communications with the communication plan – To be developed
- Commenced 2021-22 with development and use of Programs Travel Calendar.

The team continues working to enhance planning in advance of programs and travel.

Priority Area 4 - Inter-program knowledge (sustainability and capacity)

The Programs Team explored strategies that may further improve knowledge management as part of continuous improvement.

To begin addressing this gap, consensus was to work toward shared understanding of funded program outcomes among the internal and external stakeholders. To achieve this, the team began work to:

- Develop PowerPoint and alternative presentations;
- Facilitate information sessions delivered to key internal stakeholders; and
- Tailored information sessions delivered to external stakeholders.

A range of groups including staff, Newman and remote community stakeholders attended information sessions on funded programs including Patient Journey, Disability Services and Environmental Health.

Currently the team is working to complete remainder of program presentations over the 2022-23 financial year.

Priority Area 5 - Program and Practice Innovation

Being a recognised leader in Community Programs requires we maintain an appetite for innovation. The PAMS Programs Team model behaviours that normalise and promote learning that leads to innovation. This reporting period saw the team commence initiatives designed to begin building evidence toward being best practice.

- COVID Mental Health
- Healthy Homes
- Martu and Nyiyaparli Cultural Framework: Business and Service Development

Providing Martu and Nyiyaparli informed, outcome driven and on-country supports is not an easy task for a team of ten, across an area larger than the state of Victoria. Despite this, the team is determined to ensure services are culturally compliant, relevant and timely moving into the New Year.

We are proud of our steps that will better evidence impacts of our efforts into the future.

Social Emotional Well-Being (SEWB)

Our SEWB program recognises the interconnectedness of identity and emotional wellbeing. We achieve this through an integrated model that recognises there is no one 'program' that facilitates change or supports individuals, families and communities. The SEWB program aims to provide services that:

- Improve emotional health and wellbeing;
- Enhance supports so people are positioned to better manage the different aspects of their lives;
- Increase knowledge and use of services supporting individuals at risk of developing mental health issues, and
- Increase community understanding of, and response to, mental health issues that affect individuals and families.

2021-22	Session Total	Attendees Total
Community Engagement	109	1,299
Individual Client Service	151	333

Challenges of COVID required the program to adjust providing supports that designed to provide education on looking after yourself, isolation and how to access supports.

Supported by funding from BHP, our SEWB program gathered information on the concerns of impacts of COVID on remote communities. The initiative encouraged community members have greater understanding of COVID, address vaccine hesitation and maintain wellbeing. More importantly, PAMS was able to develop tailored digital media to combat COVID miseducation.

The SEWB program was crucial to driving the year of listening and learning. The SEWB program over the past year facilitated activities that will result in PAMS first ever Martu and Nyiyaparli Cultural Framework. The project aims to facilitate understanding of two mutually complex systems, culture and government funding systems of compliance. The when completed, the framework will offer a preliminary glimpse into steps required to develop mutually compliant and relevant services.

The Puntukurnu Aboriginal Medical Service (PAMS) Martu Cultural Framework: Business and Service Development project involves four phases:

1. Establishment of a project reference group
2. Design
3. Data collection and analysis
4. Reporting and review

Our approach is replicable across WA and the nationally guided by a fundamental philosophy honouring the unique cultural and spiritual opportunities provided by working with Martu and Nyiyaparli people. Essentially, it acknowledges health goes beyond the physical but extends to the social, emotional and cultural well-being of the whole community.

Youth Wellbeing

The Youth Officer and On Country program is a new collaboration between Puntukurnu Aboriginal Medical Service (PAMS) and Kanyirninpa Jukurrpa (KJ). The initiative works to reduce Martu youth volatile substance abuse and anti-social behaviours. The Youth Health and Wellbeing Officer (YHWO) PAMS works in tandem with the KJ Intensive On Country Camps and Trips.

Program development and implementation facilitates creation of outcome driven activities that are meaningful to the youth and families through a cultural lens.

The targeted initiative aims to support at risk youth in primarily in Newman and Jigalong underpinned by:

1. Family and Community Education
2. Clinical intervention
3. Intensive family support

Western Australian Regional Aboriginal Community Liaison Officer Program (CLO)

The SEWB team was boosted by the addition of two programs, the Western Australian Regional Aboriginal Community Liaison Officer Program (CLO) and Act Belong Commit.

The CLO does specific activities to support and improve outcomes for Aboriginal communities across the Pilbara. The CLO aims to bring together Wirraka Maya, Mawarnkarra and Puntukurnu Aboriginal Medical Services to drive Pilbara Regional Aboriginal Suicide Prevention Plan initiatives. Further supported by activity seed funding, the CLO works to affect change in three streams, Prevention / Early Intervention; Support and Aftercare; and Postvention.

- Prevention / Early Intervention aims to promote wellbeing and prevent the development of suicidal behaviour.
- The Support /Aftercare Priority stream aims to provide early and effective support to reduce suicide and quality care following a suicide attempt.
- Postvention refers to intervention after a suspected death by suicide to support impacted individuals and communities. It aims to assist people who are bereaved or affected (family, friends, professionals and peers) to recover from trauma, major stressors, grief and loss.

Tackling Indigenous Smoking – Puyu Paki

The Tackling Indigenous Smoking (TIS) program aims to improve the health of Aboriginal and Torres Strait Islander people by reducing the prevalence of tobacco use through population health promotion activities.

COVID effect on PAMS services and stakeholders across the catchment was significant requiring project and staff to adjust operations. At times, the TIS team were required to adjust from collaborative open working conditions, to working from home. Sometimes these adjustments felt isolating as access to communities were reduced. Despite the challenges of COVID, the TIS team found a massive success in community engagement and education.

Over the past 12 months the TIS team has worked to significantly raise its' profile promoting a noticeable shift in community attitudes toward smoking.The team facilitated Quitskills Remote training in Jigalong for two days the first time in a remote community serviced by PAMS. The virtual session was ran in conjunction with Cancer Council SA and Jigalong community in the Jigalong Youth Centre.

Coinciding with National Youth Week April 2022, the Puyu Paki program facilitated a series of Yabu Music workshops in Newman and Jigalong. Yabu Band is an Indigenous Australian rock, roots band formed in 1998 in Kalgoorlie. Puyu Paki led the workshops in partnership with Headspace, YMCA, Shire of East Pilbara Youth Centre and Save the Children. Music workshops were designed to encourage youth to create quit smoking, give up smoking, health effects of smoking and COVID themed songs. Songs completed in the workshops Newman and Jigalong youth with the Yabu band members, will be utilised in radio and social media campaigns.

> **"My dad smokes outside of our house but he smokes inside the car – do I need to tell him that he shouldn't smoke in the car while us kids are in the car.**
>
> **Newman Youth Participant**

The Puyu Paki team are conducted weekly radio advertisements featuring Liam Ryan from the West Coast Eagles (WCE), and Michael Walters from the Fremantle Dockers (FD). The Triple M studio in Perth aired the radio advertisements across the Pilbara and Perth regions. Smoking cessation messaging reached across the Pilbara.

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.

We are excited Puntukurnu Aboriginal Medical Service, environmental health program received funding for a 2022-23 pilot program. The Jigalong pilot utilises a family-centric structure and approach to achieve outcomes.

Participants in the Healthy Homes project will be supported to increase theoretical and practical understanding of the principles of environmental health alongside practical strategies that may be utilised in the home.

In line with cultural protocols, participants will be male and female family leaders. Coordinated by PAMS' Environmental Health Coordinator, Healthy Homes Officers (family leaders) will complete a two-week period of orientation and training for engaged family representatives. The Program will be delivered via a series of rolling 10 week project/programs.

During the one-year trial, PAMS will deliver family sessions are facilitated in a relaxed way covering:

What	Why	When	How	Who
Priority areas (kitchen, bedding, bathroom)	Health issues prevented	How often to clean or check	How to clean or check	To talk to if you have questions

Patient Journey

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).

Disability Services

Evidence Access Coordination Planning (EACP)

Our compliment of disability support services assists individuals to assess eligibility, connect and utilise supports on the NDIS. PAMS disability support services is driven 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.

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.

Remote Community Connectors (RCC)

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.

Support Coordination

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.

Corporate

Services

Corporate Services focuses for 2021/2022

The year 2021-22 was another dynamic, exciting and transformational year for the Corporate Services team, responsible for providing administrative and logistical support across the entire organisation, workplaces and external stakeholders. These include the functions of Assets and Property, Continuous Quality improvement, Corporate Support, Finance, Governance and Human Resources, with a broad ethnic and gender mix across the team.

Corporate Services has continued to remodel itself, most recently through the amplified functions of Corporate Support and Governance and with Finance and Human Resources coming on site at Newman, previously outsourced to Aboriginal Health Council of Western Australia (AHCWA), with PAMS assuming full responsibility for all functions with the commencement in July 2022.

Corporate Services has been addressing significant development, structural asset improvements and upgrades, spearheading transformation and strategic developments. As this has evolved, the Corporate Services team has expanded, currently consisting of fourteen positions, one vacancy and scope for future development. As the organisation and network has grown significantly in the past year, Corporate services is leading major building and development works and assisted in the setup of the new Programs Office and improvements to Remote facilities and the Newman clinic. Exciting further developments are in hand, addressed elsewhere in this annual report.

Improvements

Systems and automation have been key drivers within the Corporate Services workspace; an example is the implementation of Human Force which has made use of paper-based timesheets and forms redundant, with employees able to clock in (real time), view rosters and submit leave applications with the touch of a button.

Our governance, works in progress and Asset management systems have been or continue to be automated, through the utilization of Logiqc, managed by our Quality Assurance officer. Finance department is investigating further automation of record keeping and Corporate Services supports all of the clinics through dedicated software, managed by a Corporate Support team member.

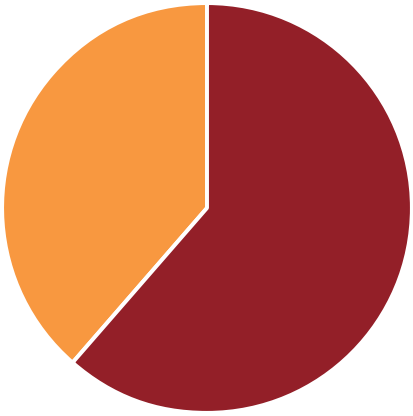
Further electronic processes and record enhancements are being developed or investigated across all facets of Corporate Services within Assets, Compliance, Finance, Governance and Human Resources.

Annual Shapshot – Our Human Resources (Across Pams)

Age

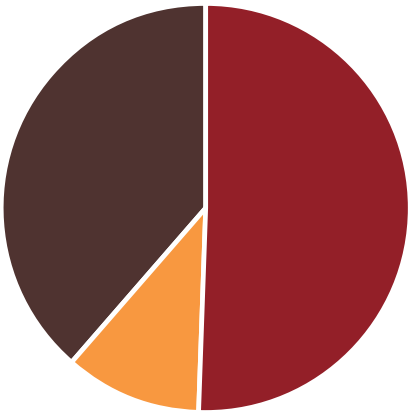
- 18-30
- 31-45
- 46-60
- 61+

Gender



- Male
- Female

Employment Status



- Full Time
- Part Time
- Casual

Training/staff development

Professional development remained a key agenda, with priority to upskilling and continued learning of staff members via regular conversations as well as training and development planning.

Staff also attended over 48 individual professional development courses, including (but not limited to) Maternity Emergency Course, Chronic Disease Update, Circle of Security, ASIST (Suicide Prevention), Medicare Compliance and Investigations Training.

Within the last 12 months, employees participated in a range of training and professional development courses. With a focus on maintaining organizational compliance and managing risks, 108 individual training sessions were delivered for Provide First Aid, CPR, Cultural Awareness, and Operate and Maintain a Four Wheel Drive.

PAMS scholarship nomination for Aboriginal staff members, has led to a positive outcome this year with one of the nominees completing her Diploma of Enrolled Nursing and achieving registration of practice with Australian Health Practitioners Regulation Agency.

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
- Wirraka Maya Health Service Aboriginal Corporation
- Mawarnkarra Health Service
- Curtin University
- Telethon Kids Institute

Memberships:

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

Funding Bodies:

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

Grants:

- BHP
- Roy Hill

PAMS Highlights for 2021/2022

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