



Nunyarra Aboriginal Health Service Inc

~Respecting Culture, Acknowledging Diversity~

www.nunyarra.org.au

2016 Shutdown Report

**5 DAY QUALITY, TRAINING, ACCREDITATION AND TEAM BUILDING
'SHUTDOWN'**

Monday 25th to Friday 29th July 2016

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What is 'Shutdown'?

'Shutdown' is a week long activity that is predominant on Nunyara's calendar and it's held every year. In 2016 we decided not to hold the 'Shutdown' early in the year due to conflicting obligations and community needs. 2016 is the first of 4 years we have held it mid year, but judging from feedback it will revert back to the first quarter in 2017.

This year Nunyara closed down to clients from the 25th to the 29th of July.

During the 'Shutdown' staff undertake activities like training and development, information sessions, work health and safety activities, team building, education, planning, accreditation activities and so on.

Monday 25th July

Today we had Jorge Navas, the State Secretary of the Health Services Union (HSU) meet with us and discuss our 'draft enterprise agreement' which was an adaptation from a Government Health Agreement that we have been working with for over 3 years to mould into a document that was acceptable and appropriate for our staff and service. 9 staff were present at this meeting and Jorge discussed Nunyara's transition to Aboriginal community control in 2012, and how that process demonstrated a lack of acknowledgement from the State in terms of how, at that time, we were treated differently than other transitioning services. Discussion was held about whether we wanted to recognize our history under the auspice of Health or whether we wanted to start from a clean slate in terms of what Agreement would be a more appropriate starting point. Given the Nunyara Boards determination to shift from Health to a fully functioning Aboriginal Community Controlled Service in 2012, even if we did have to 'go it alone', the team made a decision to review a more appropriate Agreement template, which Jorge will forward for consideration and input. The staff decision to scrap the draft Health Agreement was identical to the decision made by the Nunyara Board at their last meeting, so this outcome was a positive step forward. In the interim Nunyara staff are covered under the terms and conditions of the Aboriginal community Controlled Health Services Award 2010 (ACCHS 2010), and as far as pay rates go, Nunyara has adopted the ACCHS 2010 rates of pay but will pay above award at the evening shift rate. Staff have, and will continue to convert over to these rates of pay.



Jorge also discussed the benefits of membership with the HSU including professional indemnity insurance, journey insurance, super home loans, and professional services, and staff were keen to join.

After we met with Jorge we shared lunch and then staff undertook online training.

Online Food Safety Training includes the following modules:

- Overview
- Foodborne Illness
- Temperature Control
- Food Receipt
- Potentially Hazardous Food
- Contamination Of Food
- Food Handling Skills & Knowledge
- Food Storage

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- Food Processing
- Food Display
- Food disposal
- Health of persons handling food
- General Duties Of Food Businesses
- Cleaning And Sanitising Equipment
- Temperature Measuring Devices
- Animals and Pests
- Food Packaging
- Food Transportation
- Food Recall
- Hygiene Of Food Handlers
- Cleanliness
- Structure, Design And Maintenance
- Single Use Items
- Management Control Techniques

The food safety training takes about 90 minutes to complete.



Tuesday 26th July



This morning we had Barry Hammond from Eyre Peninsula Fire and Safety meet with 11 staff and he provided education on different fire extinguishers, their purposes and demonstrated how they should be used.

The team went outside for a practical exercise in the car park and we put out a variety of different fires including a stove top with a fire blanket, a gas ignition fire and a contained paper fire. Barry offered a discount for staff to purchase a 3kg powder extinguisher and fire blanket for \$35.00 for use at home. 10 of the 11 staff purchased at least one pack of extinguisher and blanket, some two. Nunyara offered staff to have the amount deducted from their pay as the offer from Eyre Peninsula Fire and Safety was not only generous, but also sensible to have our staff equipped to be safe if they do encounter a small fire at home or in the car.

Online training was undertaken by everyone for the rest of today, with some completing hand hygiene training. This activity takes a little over 20 minutes for non clinical staff and 45 minutes for clinical staff.



Wednesday 27th July

On Wednesday Mark from Eyre Safety and Training met with the team to talk about Manual Handling, Fire Safety, and report to staff briefly on our annual Safety Appraisal. 12 staff were present for this session. Safety appraisals are a qualified assessment of existence of the fundamentals of a safety system in the business. The appraisal focuses on inspecting the workplace to ensure

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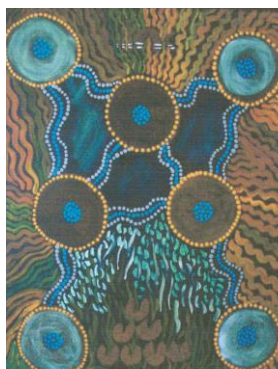
safety systems exist, good practices are being followed and that the primary requirements of taking a systematic approach to managing safety in the business are in place. Mark undertakes a photographic assessment of the workplace to identify potential issues and to assist Nunyara comply with the broad requirements of legislation. Staff at Nunyara can then prioritise areas for improvement by documenting in the hazard register and addressing systematically. Cindy and Mark undertook the Safety Appraisal on Monday and Mark reported back to staff some of the priority areas today, using photos to demonstrate. One area of high importance was the storage of cleaning chemicals. A commitment to improve this issue has been made. Mark provides a detailed report to us about the Safety Appraisal.



The Manual Handling session focussed on preventative techniques, our responsibilities as employees, responsibilities of the employer and demonstrated in a practical sense good techniques for lifting, moving, carrying. The team watched a video about poor manual handling practices and broke into groups to do an exercise. Mark advised a short YouTube video called 'Child's Play' would be a good follow up to the manual handling exercise.

The Fire Safety Session was interesting. After making arrangements with the security company to enable our alarms for an audible mock test, the alarms didn't go off. Then the air horn didn't work. So, after staff were told there was an 'alarm', everyone proceeded to the evacuation point in the alley way. This exercise highlighted another high priority for the hazard register and work will commence on ensuring these issues are ironed out immediately. We will also check the duress alarm.

Again, lunch was served and shared before the next session.



**Aboriginal Cultural
Awareness Program**

Noel Jackson arrived at lunch time ready to deliver a short Cultural Awareness session. 14 attended this session including 2 staff from Gowrie SA. Noel introduced himself and acknowledged the Barngala people as the traditional owners. Noel covered many topics including pre colonial history, reconciliation, his own personal history, Aboriginal Australia and the diversity that exists across this country. Noel explained the moiety system for Adnyamathanha people and gave the team a practical exercise to do. A video – 'Why me' was shown and highlighted the inequities that still exist today for Aboriginal people, particularly the Stolen Generation. The film tells the stories of five stolen children who, as adults, are trying to get on with their lives. Powerful re-enactments of key moments from

the 1950s and 60s establish an emotional link to the journey of the children. The film also has a focus on South Australian Missions and services such as Link Up.

Feedback from the session was positive:

- I learned from the Cultural Awareness workshop a lot of Aboriginal history that I did not know. I knew of the Stolen Generation, but not really understood the impact on families both then and still now. Very touching and emotional, gave a new meaning to the history

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- I learned things that had never occurred to me before. It stirred up feelings of deep sadness and sorrow. My heart broke for first of all the parents, grandparents and family members of the stolen children. Then as the children became adults and told their story, my heart broke again. The 'coming home' was particularly powerful in stirring emotions of sorrow yet joy because of the sense of finally belonging. Thank you Noel for opening my eyes. I wept yesterday and weep inside for the terrible travesty against Aboriginal people. The 'family tree' and who belongs where and why was great, and it made me understand so much more of the family dynamics. Thank you again.
- It was helpful to hear again the impact on individuals of the Stolen Generation. Best presentation regarding kinship relationships that I have seen. Upsetting that a lot of bad things have happened within my lifetime and confusing to know what to do about it and frustrating knowing that it all will not, or cant be changed by one person, but what to do, how should I feel.
- I felt very emotional after seeing first hand the pain the Stolen Generation felt, I was surprised that this is still happening not all that long ago. I found the presentation of Noels traditional family structures very interesting but at the same time felt sad that many of these cultural beliefs may have been lost for other groups. I felt closer to my workmates after seeing this and participating in Noels workshop.
- I really enjoyed the session held with Noel yesterday – the highlight was explaining how the family tree works with the Aboriginal Culture. It brought up mixed feelings and felt sad watching the movie – mother instincts feelings with removal of children. Overall the session was interesting and I enjoyed it and would recommend it to other services.
- Noels Cultural Awareness training was very excellent and over whelming. It touched my and other peoples hearts, and the feelings of being teary. Overall it was a tremendous workshop, would love to go to another one.
- The session we had with you yesterday Noel was very good, informative, and impressive.
- I found the session enlightening and both tragic regarding past history. I guess it highlights the need to be aware of past histories and atrocities but have the strength to move on and hopefully be stronger one day.
- Noel, I really appreciate what you taught us yesterday. It gave me a whole new understanding of things we were told, and things I never knew.



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Thursday 28th July

On Thursday 12 staff and 5 visitors, (from Cowell and Cleve Hospitals), attended a morning session with Michael Larkin from Aboriginal Health Council of South Australia (AHCSA), and Rob Gerrie from Drug and Alcohol Services South Australia (DASSA). Rob and Michael delivered an education session about the Clean Needle Program. Nunyara has been interested in facilitating a Clean Needle Program from the service for a number of years and today's session was also about Nunyara signing up to deliver the program.



The presentation delivered by Michael and Rob was very informative and interesting. Topics covered included:

- Injecting drug use
- Blood borne viruses
- Site operation including legislation, duty of care and confidentiality
- Working with clients
- Equipment supply and disposal

Resources were handed out and packs were explained.

Nunyara staff will implement an action plan to strategise the delivery of the program from our service that includes further staff training, implementation of policy and procedures and client care.



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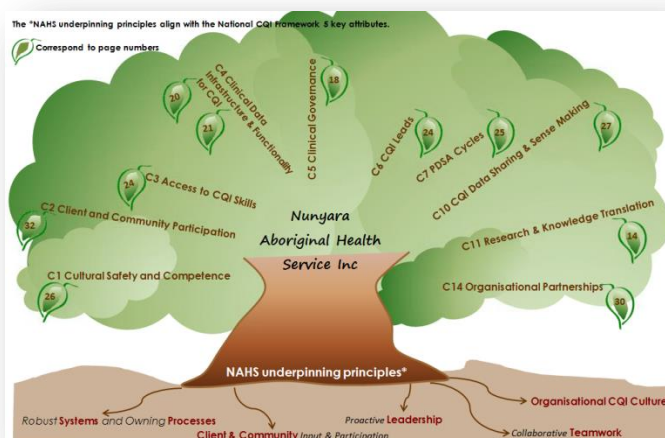
Lunch was shared with the whole group and Polly Paerata, Statewide CQI (Continuous Quality Improvement) Co-ordinator, Aboriginal Health Council of South Australia prepared for her session 'Introduction to CQI' to 12 Nunyara staff, including the Network Operations Manager who was onsite today. Polly defined CQI, discussed with the team the benefits of CQI, why do CQI, tools to help and what it all means for Nunyara. We watched a video on Closing the Gap and thought about how we can improve outcomes for Aboriginal people in the work we do. Another short clip followed, 'the German Coast Guard', and afterwards we split into small groups to do an exercise on how responses in the clip could have been much better.



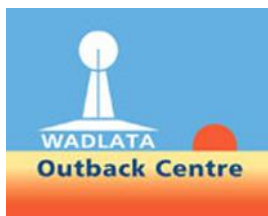
We discussed at length who is responsible for CQI (and agreed it was the whole team that made something work well), and Polly left us handouts with additional resources to check out later on.

The group referred to the Nunyara 16/17 Action and CQI Plan, and we discussed the national components and the Nunyara guiding principals. We looked at strategies for improvement in the action plan and Polly walked the group through undertaking a PDSA (Plan, Do, Study, Act) Cycle in 2 groups.

We then undertook a PDSA cycle in a large group and it focussed on improving flu vaccinations in older people.



Friday 29th July



On Friday we finished off online training, checked emails and phone messages in the morning, and left for Port Augusta around 10.30am. We arrived at Wadlata Outback Centre and undertook a tour through the 'Tunnel of Time'. We went through the jaws of Ripper the giant prehistoric Lizard and saw

how the creation of the Flinders Rangers and Outback occurred. There were interpretive displays focussing on what the land means to the Traditional owners, and the early Europeans who settled in Northern Flinders Rangers. There was interactive equipment that could be used, and real life size models and displays that made the tour feel real.



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We had lunch in the Outback Tuckerbox at Wadlata and then moved on for a tour of



**Pika Wiya Health Service
Aboriginal Corporation**

Pika Wiya Aboriginal Health Service Aboriginal Corporation, where we were met by CEO Alan Morris. Alan introduced himself as only being

at Pika Wiya for 9 weeks and took the group through the Admin area, showing us where everyone sat and who did what. Alan then took us over to the Learning Centre and we met Verity who told us all about the facility. Moving back over the clinic area, the Nunyara team were amazed at the size of the clinic and the facilities there. We met a few staff on the tour, and Alan, although only having been there for a short time, was very knowledgeable, proud of the service, and discussed openly his vision for Pika Wiya's future. We did have a photo taken in the Pika Wiya town Clinic; however, it didn't turn out that well. Thank you Alan for the tour on such short notice!

The final leg of our 'Shutdown' week was on the way home. We called into the Australian Arid lands Botanic Garden on the Stuart Highway. The Australian Arid Lands Botanic Garden was established in 1993, with the Garden officially opening in 1996, to research, conserve and promote the wider appreciation of Australia's arid zone flora. Located on the shores of Upper Spencer Gulf with spectacular views to the ancient Flinders Ranges, the Garden showcases a diverse collection of arid zone habitats in a picturesque setting of more than 250 hectares. There are 4 walking trails of differing complexity and length. The scenery and smells of the native plants was awesome and it was a great way to finish off the week.



**AUSTRALIAN ARID LANDS
BOTANIC GARDEN**

