

Locum CHN Work with NHC:

Some important information to read before you begin work in NHC Clinics

March 2023

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1. YOUR CURRICULUM VITAE:

Nganampa Health Council (NHC) needs to know about your clinical qualifications, experience and about your ability to cope with this remote indigenous environment. A concise but comprehensive CV will help us determine your ability to work in certain communities and areas.

2. YOUR CONTACT DETAILS:

If you are interested in locum work with NHC, please ensure that we have your current telephone – landline and mobile and email address.

3. CONTACTING NHC REGARDING WORK:

For all questions related to Locum CHN work with NHC please contact:

Vivien Hammond

Clinical Services Manager

Email: vivien.hammond@palya.org.au

Mobile: 0400 099657

Efax: 0881256741

4. Nursing & Midwifery Board of Australia (NMBA - AHPRA):

You must be registered with the Nurses & Midwifery Board of Australia to work in any NHC clinics. To apply for registration access the NMBA – AHPRA website:

Telephone: 1300 419 495 within Australia
+61 3 8708 9001 outside Australia

Opening Hours: Monday to Friday 09:00am – 05:00pm (local time).

Website: <http://www.nursingmidwiferyboard.gov.au/>

5. National Police Clearance (NPC) / SA DCSI Child-related Work Screen:

All NHC staff must have a current National Police check (NPC) prior to commencement of work. If you have a current NPC, **please fax a copy of your NPC to the NHC - CSM on 0881256741.**

If you do not have a current NPC you are able to apply for the police clearance on line -

<https://www.nationalcrimecheck.com.au/>

Please email / forward the police clearance when it comes through to you.

If you are accepted for locum work with NHC we will register and pay for your DCSI Child related work screening. You will receive an email outlining what you need to do in relation to the completion of the screen. You will find more information about the screening process via this link

<https://screening.sa.gov.au/types-of-check/child-related-employment>

6. ANANGU PITJANTJATJARA YANKUNYTJATJARA (APY) LANDS:

The APY Lands is located in the far north-western region of South Australia. It covers approximately 103,000 sq. kms and has a population of approximately 3,500 Anangu people. The land is freehold land controlled by the Anangu people.

All visitors to the APY Lands require a permit to travel and work on the Lands. NHC applies for and maintains records of all staff requiring permits. The permits are renewed annually or revoked at the completion of your contract. APY Lands Council require a Police Clearance that is less than one year old. Visitors must apply for a permit through APY Lands Council (<http://www.anangu.com.au/permits.html>)

Alcohol is banned. NHC employees bringing alcohol or other illegal substances on to the Lands face instant dismissal and removal from the APY Lands.

More specific information about individual communities can be found when completing the NHC Onboarding and Safety course 2022.

7. PREPARATION FOR THE WORK ON THE APY LANDS:

Your safety is important to us:

- You will be working in extremely remote and isolated indigenous communities. You will be living and working with people that you do not know and who live a very different lifestyle to many Australians. It is important that you begin to understand culture and common behaviours before working on the Lands.
 - NHC has an onboarding module available through the NHC Kineo elearning site. Please ensure that you have completed the module and have considered your answers to the Scenarios at the end of the course. One of the experienced nurses will go through the scenarios during the first week of your employment. You will receive an email providing a link to the site and your log in details when you have accepted your contract.
 - You are required to follow NHC policies and procedures at all times – in particular those that relate to your safety and the safety of your colleagues
- Nganampa Health Council provides some of the safest living and working conditions in remote area health
 - The houses are secure and regularly maintained
 - The clinics are secure and regularly maintained
 - All clinics have an on-call laptop. Communicare (the patient operating system) has been set up so that any patient who poses a potential risk has a security alert in place which is the first thing you should see when you check the patient name
 - All triage staff who may be working at the front of the clinic carry personal duress alarms to be used to call the attention of other staff when needed
 - No drugs or treatments are to be kept in the living quarters.
- All NHC clinical staff are required to be compliant with the current Australian Immunisation Standards for Health Care Workers working in remote indigenous communities
<https://immunisationhandbook.health.gov.au/vaccination-for-special-risk-groups/vaccination-for-people-at-occupational-risk>

Cultural Safety:

If you have not recently done a cultural safety course the following link will take you to a free on-line course: <http://lms.wacrh.uwa.edu.au/login/index.php>.

CRANA also offer an online course: <https://crana.org.au/learning-opportunities/online-courses/introduction-to-culturally-safe-and-inclusive-practice>

If you already have a similar or equivalent certificate please forward the certificate to the Clinical Services Manager

Please read the section entitled *Culturally Appropriate Behaviour / Safety & Working with ALO's, AHW's and the AHM's* for more information

Occupational Health and Safety

After you accept your contract NHC will receive access to the NHC Kineo portal. You are required to complete the modules

- NHC provides additional paid time to complete the required onboarding and OHS modules prior to your commencement. If you already have current certificates covering the same or similar topics please forward these to the Clinical Services Manager
- Please refer to the document entitled Locum CHN elearning. This document shows the Kineo modules available to you. The modules which have a red star beside the title are to be completed prior to or soon after commencing your contract

NHC has an On Call Support Worker system:

- All after hours health related consultations are screened on the phone by the nurse to determine if this is an urgent after hours call

- You have a laptop which provides you with access to communicate where you are able to look up the patient history and check for security alerts
- You are NEVER to open your gate to people seeking attention and in particular people behaving aggressively or suspiciously. These clients are to be directed to the police.

NHC STAFF SAFETY POLICIES AND GUIDELINES:

Nganampa Health Council has written policies and guidelines about staff safety. You will receive a copy of the current clinical staff safety policy prior to starting your first contract. You will see these policies in the Resources section of the Onboarding model in the NHC Kineo site. The policies can also be accessed on the NHC intranet site when you are working in the clinics. The titles to search for are:

- SAFETY AND SECURITY PROTOCOLS

In addition to the guidelines below please also see the Nganampa Health Council policy titled “Occupational Health Welfare and Safety” (also available from the Intranet site).

Please refer to Clause 8.4 of the Nganampa Health Council Community Health Nursing Staff, Australian Nursing Federation Workplace Agreement 2023 and to the Nganampa Health Council Employee Code of Conduct.

Some universal & local considerations and precautions

- **Personal safety is each person’s right and responsibility**
- **The employer has a duty of care to make your workplace as safe as is practicable**
- **Nganampa Health Council affirms that the personal safety of the staff is its first responsibility in any work situations**
- **Absolute personal safety can never be guaranteed**
- **Working safely and following all directions in regards to safety are paramount**

You should be MORE, not less, vigilant about your safety in this environment. This environment differs because of a number of factors including:

- Remoteness
- You do not know people well
- You may be misunderstanding or misreading the cultural context
- Police presence is transient and call response times can be lengthy
- You cannot depend on an immediate response to calls for assistance

REMEMBER:

- ❖ Individuals are usually more vulnerable when working or acting alone. No NHC staff member should work in the clinics alone
- ❖ It is important to think of the possible implications / consequences of being alone with a person of the opposite sex
- ❖ Do not give a lift to or walk alone with a person of the opposite sex that you do not know well or trust. You would not do it in an urban environment ... why would you do that here?
- ❖ Do not assume that because a person is young that you will be safe. There have been serious incidents involving children and young teenagers in the past
- ❖ Your actions will always impact on your work colleagues

VIGILANT PERSONAL APPROACH SAFETY AT WORK AND HOME:

- If you would not do it in an urban environment – DO NOT DO IT HERE!
- Get to know your local community
- Find out where helpful and responsible members of the community live
- Do not make assumptions about people – ask your colleagues advice and always think carefully before acting

- Ask for the phone numbers of people you might call on for support or advice – work colleagues, police or other responsible people in the community.
- Observe an appropriate dress code at all times. See above.
- Avoid walking alone at any time
- Do not offer lifts to people that you do not know
- Respect cross cultural differences:
 - Never interfere or become involved in family or community fighting
 - It has nothing to do with you
 - Walk away and if necessary phone the police
 - You will be called for medical assistance when the time is right
- Never interfere in the disciplining of children
 - Always seek out the appropriate family caregivers in any matters to do with children
- People under the influence of alcohol, petrol and other drugs can behave unpredictably and sometimes aggressively:
 - Always adopt a non-confrontational approach
 - Avoid getting involved in conversations with substance effected people when out in the community

SAFETY AT YOUR ACCOMMODATION:

- Your accommodation is your personal space and an area of security for you
- Keep your security cage doors locked at all times – keep your keys on your person
- Identify visitors and callers and their purpose before opening your door
- Do not respond to a beeping car horn. Always require individuals to present at your door
- It is absolutely inappropriate to entertain community people of the opposite sex at your accommodation
- Your **accommodation is not a “safe house”** for community members seeking refuge from domestic violence. Seek advice from experienced colleagues in such situations. Refer the caller to the police.
- Your **accommodation is not a “Clinic”**. **Patients requiring assessment and treatment MUST be taken to the clinic.**
 - Do not see patients inside your accommodation or in your security cage. This gives people the wrong impression, develops unsafe expectations and is clinically inappropriate in most situations.
 - Medical supplies must not be kept in your accommodation.
 - Ensure that the condom dispensers at the clinic and in your community are regularly re-stocked. Do not dispense condoms from your accommodation.
 - Check with experienced staff about particular individuals to be cautious about. Have an agreed team approach and a “Management Plan” documented in communicate for these individuals.

SAFETY IN THE WORKPLACE:

- Know the layout of the building:
 - Identify the various exits in the clinic and which exits are the emergency exits.
- Difficult or agitated patients:
 - Seek advice about agitated patient management from more experienced colleagues – observe their approach
 - Always ensure that you are able to exit a room when doing any consultation
 - Where possible, seek assistance from a Health Worker of the same sex or a patient in the clinic
 - Never leave a colleague alone in the clinic

- It is often wise to treat known aggressive, difficult or substance-affected patients as soon as they arrive in the clinic and try to get them out of the clinic quickly. People will understand if you do this. Explain why you have allowed the person to “jump the queue”.
- Secure the clinic when you leave:
 - The person on call that day is responsible for ensuring that the clinic is locked and secure at the end of the working day.
 - Check that the outside lights are on as you leave the clinic at the end of the day
- Control movement in and out of the clinic – after hours:
 - Limit the number of people in the clinic when you are working after hours
 - Make sure that you are able to see all people in the clinic while you are caring for a patient and specifically ask any escorts or people waiting to be seen NOT to let other people in to the clinic
- **On-call and working in the clinic– after hours:**
 - The “Safety and Security Protocols” document discusses after hours on call work in detail. Please read through this document carefully and check with your colleagues if you are unclear on anything.

REPORTING INCIDENTS:

- All incidents of assaults or threats to safety are treated seriously
- All assaults and / or threats need to be reported to the General Manager
- Staff are strongly encouraged to report all threats or incidents of violence to the police
- Nganampa Health Council reserves the right to discuss all incidents to the police

8. Clinical Experience:

This work can be clinically demanding and often difficult. You need to be able to work at an advanced clinical level with confidence. Please read the information below before you commit to taking locum contracts.

There really is no substitute for diverse clinical experience. In general the consensus is that 3 years post graduate experience would be the minimum, with a balance between Emergency, adult acute medical and paediatrics in a setting where you have dealt with and managed a range of complex clinical presentations.

You should have well consolidated basic nursing clinical skills and should be moving towards an advanced clinical competence. You should have excellent advanced clinical assessment skills - both adult and paediatric and you should feel confident to triage, initiate and manage appropriate first line emergency care.

You should also have sound medication calculation, Pharmacotherapeutics and dispensing skills. Skills like venepuncture, IV cannulation, basic plastering, suturing and Point of Care equipment are used regularly in this setting.

Primary Health Care skills are an advantage. Experience in women's / men's health, infant and child growth monitoring, chronic disease management and public health screening is useful.

Other skills:

- Good IT skills and previous experience with Patient Information Management Systems is a big advantage. NHC clinics and programs use Communicare. All patient records are electronic – paperless.
- Previous experience with ordering and managing stock helps
- Good organisational and administrative skills
- An ability to be flexible and adaptable is very important
- All vehicles used by clinic staff are 4WD and manual transmission cars. **You must have a manual license and be a confident driver** to handle the rough, corrugated, dirt roads on the APY Lands.

Reference Material and courses

1. Knowing **CARPA and the "Women's Business Manual"** inside out and back to front will help you a lot. Click on or copy and paste to your browser this link: <https://remotephcmanuals.com.au/> to access the manuals **Nganampa Health Council (NHC) uses the CARPA and the Women's Business Manual (WBM) as standard treatment manuals. Deviations from these protocols require consultation with NHC Medical Officers.**
2. Vaccinations are an important part of primary health care. You need to have completed an accredited Vaccine Provider Certificate before you can give vaccinations in NHC Clinics. South Australian regulations require successful completion of the SA online Immunisation course. The course attracts 40 CPD, costs \$225.00 which is reimbursable when you are contracted to one of the NHC clinics. The online course is easily accessible via this link: <https://www.sahealth.sa.gov.au/wps/wcm/connect/public+content/sa+health+internet/clinical+resources/clinical+programs+and+practice+guidelines/immunisation+for+health+professionals/immunisation+provider+information/immunisation+provider+training+and+education/un+derstanding+vaccines+and+the+national+immunisation+program>
3. Remote Area Health Corps (RAHC) have a free elearning suit of relevant remote area learning modules which provide a general basis for some aspects of nursing in remote areas <http://www.rahc.com.au/elearning>
4. The Council of Remote Area Nurses of Australia (CRANA) *Plus* is an organisation for remote area nurses. The organisation provides a number of important services for remote nurses. Some of the services provided are:
 - a. The Bush Support Service provide a 24-hour confidential support to people in the bush - <https://crana.org.au/workforce-support/bush-support-services/>

- b. an e-learning program that is relevant to nurses new to remote area nursing and to RANs who need to update and maintain competencies: <https://crana.org.au/learning-opportunities/overview>
 - c. Short courses preparatory to commencing work in remote areas - <https://crana.org.au/learning-opportunities/online-courses/>
 - d. *Clinical Procedures Manual for remote and rural practice*. This contains information and instructions related to most procedures you are likely to be confronted with in an emergencies or unusual circumstances. You can access this manual via <https://remotephcmanuals.com.au/>
5. Australian College of Emergency Nurses (ACEN) Courses are also good value. <https://acen.com.au/course/>
 6. The Centre for Remote Health - cnr Simpson & Skinner Streets, PO Box 4066 Alice Springs NT 0871, Ph 08 8951 4700 Fax: 08 8951 4777 Email: crh@flinders.edu.au They run longer certificate, diploma, masters courses for remote nurses - <http://www.crh.org.au/content/view/12/9/> . They also do short course modules that can be credited towards certificates etc.

9. COMMUNICARE (PIMS) TRAINING:

All new CHN's receive a brief 90 minute introduction to the computerised Patient Information Management System used by all NHC Clinics. This system is called Communicare.

The training may be arranged for the afternoon that you arrive at/ fly into Alice Springs. If this is the case your first contract will start on the date before you travel out to the APY Lands. You will be paid for 3 hours to cover the training and motel to office travel time. This needs to be put on your timesheet.

The training will be conducted at the NHC office at 3 Wilkinson Street (unless otherwise arranged). You should catch a taxi to the office from the airport if time is limited or your motel and for the return trip. Please keep the receipts for reimbursement, copy and fax them to Vivien Hammond for approval. They will be emailed Yvonne at NHC Accounts for reimbursement.

During COVID outbreaks that affect the NT or SA some training will be done at the Clinic when you arrive on site. Please contact the Communicare trainer when you arrive at the clinic to confirm the time of your training.

9. NHC CODE OF CONDUCT:

The reputation of Nganampa Health Council and the quality of the services it provides are significantly influenced by the professional attitude and behaviour of staff. This Code of Conduct outlines the standards and behaviour which Nganampa Health Council requires as a condition of employment.

- Employees are expected to behave in a way which contributes to a safe and supportive work environment free from discrimination or harassment. All employees have a right to be treated fairly and with respect by their colleagues.
- Employees are expected to take reasonable care to protect their own health and safety and the health and safety of others.
- Employees are expected to perform their duties to the best of their ability as described in their job descriptions and contracts of employment.
- Work Wiya Pay Wiya. Timesheets must be an accurate reflection of the hours that the individual employee has worked.
- Employees are obliged to follow and support the policies and procedures of the Health Council that are accessible from Employment Hero.
- Employees are expected to be responsible and accountable in the use of finances, equipment, facilities, vehicles and purchase order books.
- Employees are expected to treat clients, other employees and members of the Health Committee, with fairness, courtesy, consideration and respect.
- Employees are required to report any serious offences that they have been charged or convicted of in line with the relevant policy to the Health Services Manager.

- Employees should use language that will not offend other employees, clients or visitors.
- Employees should be scrupulous in their use of confidential information to ensure that privacy of individuals is maintained.
- Employees are required to seek the approval of the Executive Director, Medical Director or Health Services Manager as appropriate before commenting to the media on any aspect of the Health Council's present or past activities.

10. NHC immunisation requirements

Before you are able to commence work with NHC you are required to complete the NHC Immunisation Record form and provide the relevant evidence of immunity or vaccination.

Covid Vaccination -

What follows provides information and outlines the rationale for the general vaccination requirements:

- The purpose of the NHC immunisation requirements is to ensure that staff have commenced or attained appropriate coverage against vaccine preventable infections prior to commencing work
- NHC immunisation requirements are documented on the form "NHC Immunisation record" and the associated Instruction form
- You are responsible for all costs associated with attaining compliance with these requirements
- Compliance with these requirements is essential prior to commencing employment with NHC and may mean that you need vaccination and/or serological testing immediately
- NHC strongly recommends that you be immunised against Hepatitis A. If you do not satisfy the hepatitis A recommendations you should, depending on your circumstances, and **prior** to commencing work with NHC:
 - Commence or complete a course of hepatitis A immunisations
- If you do not satisfy the hepatitis B recommendations you must, depending on your circumstances, and **prior** to commencing work with NHC:
 - Commence a course of hepatitis B immunisations, or
 - Continue a course of hepatitis B immunisations or undertake hepatitis B boosting to demonstrate immunity, or
 - Provide evidence that you are a "non-responder" to hepatitis B vaccine (as defined in *National Health and Medical Research Council Australian Immunisation Handbook (current edition)*)
 - If you have undertaken one of these actions, and you have completed all of the other vaccine requirements, you will be allowed to commence work but will be classified as "unprotected" against hepatitis B in the interim
- Employees who are classified as "non-responders" to hepatitis B vaccine will be given appropriate information about managing their risk of infection, the consequences of infection and optimum management in the event of an exposure
- You are expected to have achieved compliance with the hepatitis B immunisation policy prior to you first contract
- Failure to attain compliance with the policy may mean that you will be unable to work in NHC clinics
- Please forward the completed NHC immunisation form to the Clinical Services Manager Vivien Hammond, as soon as possible. Your form will be assessed for compliance with the policy. **Do not send forms which are obviously incomplete**
- A copy of your immunisation form will be retained in your personnel file. The original form will be returned to you and should be used to record your employment related immunisations. It is your responsibility to ensure that your personnel record is updated if required
- Your immunisation record will be made available to an NHC medical officer in the event that you are involved in a biohazard incident (either as the donor or recipient) and where immediate medical management is advisable. You are required to follow the NHC protocol(s) related to a biohazard incident

11. PRE-EMPLOYMENT PAPERWORK & PAYROLL REGISTRATION

NHC will accept digitally signed and completed documents. This will save printing and scanning / faxing a lot of paperwork. Adobe Fill and Sign can be downloaded free to laptops and mobile devices -

<https://itunes.apple.com/au/app/adobe-fill-sign/id950099951?mt=8> or

https://play.google.com/store/apps/details?id=com.adobe.fas&hl=en_AU

- **The contract** - You will receive a contract by email that has your name and the agreed dates of your locum contract. Please read the contract carefully. If you are happy with the contract, initial and date each page and then sign the last page and return the COMPLETE document. **Fax: 0881256741 or email vivien.hammond@palya.org.au** A copy of the contract will go to Payroll office.
- **Pharmacy Guidelines** - You will also receive NHC Pharmacy S4 & S8. Please read the information, complete the form and return them to:
Vivien Hammond – Clinical Services Manager
Fax: 0881256741 or email vivien.hammond@palya.org.au
- **Payroll Office – online registration – Employment Hero** - You will also receive an automated email from the software system used by HR – Employment Hero. Please complete the registration process and upload the required documentation to the system. Documentation will include:
 - Tax File Number Declaration Form (TFNDF)
 - Personnel Record
 - Superannuation information
 - Bank Account information
 - Police Clearance
 - WWCC
 - Drivers Licence

Phone Payroll – 08 8950 6828 for any pay related enquiries. The Payroll Officer will contact you in relation to entering your timesheets etc.

12. TRAVEL ARRANGEMENTS:

NHC will organise and pay for travel and accommodation expenses related to your locum destination. This usually involves flying to Alice Springs from the capital city closest to your residence. An ETicket in your name will be forwarded to you by email. **It is important that the name on your ETicket is the same as the name on your photo ID – please ensure that your CV and documentation use the name used on your passport and drivers licence.** A summary of arrangements made for accommodation in Alice Springs and transport to the APY Lands and your clinic, will be emailed to you.

It is important that you read your travel documents / E-tickets etc carefully so that you know where you need to go and what you need to do in order to reach your destination on time. Please check that the dates and times are correct on all documents emailed to you.

Please use the airport shuttle bus for your transport when moving between the Alice Springs airport and your motel unless asked to go directly to the NHC office by Taxi. Keep the receipt for reimbursement.

When travelling to Clinics via the mail plane, please book a **Taxi – 131008** to pick you up outside your accommodation at least 60 minutes prior to the check in time on the day of the flight out to the APY Lands. The Taxi service in Alice Springs is not always reliable. The fare is approximately \$45.00. Please keep your receipt and claim reimbursement when you reach your destination.

The mail plane flight will be in a small aircraft and depending on your destination can take between 2 – 5 hours. **Please note that these planes cannot fit the very large suitcases in the luggage hold.** Use medium sized bags and /or cases. There is a **20kg luggage weight limit** and limited “carry on” luggage permitted. If your luggage exceeds 20 kgs there is a risk that it will not get on the mail plane.

If your locum placement is at Iwantja (Indulkana) you will travel from Alice Springs to the Indulkana bus stop via the Greyhound bus. You will receive an ETicket that will need to be printed and presented to the bus driver. Please read the information on the Eticket and ensure that you are at the bus stop at least 30 minutes prior to the departure time.

If you prefer to drive in your own car to the APY Lands you need to be aware that the roads can be very rough, in some places 4WD's are recommended and that only Diesel and OPAL fuel is available on the Lands. See the notes on Motor Vehicle safety. Petrol cars are likely to be a target for petrol sniffers.

For those nurses using private transport to travel to the community NHC will reimburse the equivalent of return air travel – both the Qantas flights and the NTAS - mail plane and 2 night's accommodation @ \$200.00 per night.

13. CHANGES TO TRAVEL ARRANGEMENTS:

Please do not make any alterations or cancellations to travel arrangements without contacting the person who has made your original bookings. This will ensure NHC does not incur any unnecessary costs, that you get to and from your destinations smoothly and that people are able to contact you with last minute changes or in an emergency.

Usually the person to contact is the Clinical Services Manager who can be contacted by phone on 0400099657 or Fax 0881256741 or email vivien.hammond@palya.org.au

14. TELEPHONES & TELEPHONE ACCOUNTS

4G Mobile phone coverage is available in the six main communities. All clinics and NHC residences have landline telephones and internet access via wireless modem. The clinics have faxes and ADSL with a redundant satellite Internet connection.

While you are working on the APY Lands, you will be staying at one of the full time nurses' homes or NHC visitors' houses. You will use your home phone for work purposes when you are on call.

15. INTERNET & NHC INTRANET ACCESS – PASSWORDS

All NHC APY Lands residences have wireless internet access. All wireless internet services in the clinics and in the houses are password protected. You will need to talk to the full time nurse at your clinic to get the wireless information for your accommodation. Wireless access within the clinics will need to be approved and organised through the IT consultant - 0429 908 070. You are able to use the clinic computers to access your personal emails outside of clinic hours.

You will need a password to access the NHC intranet site (intra.palya.org.au). The NHC Intranet contains all policies, procedures, forms and relevant clinical references. You should spend time exploring the intranet when you have time at the clinic.

When you have your password you will be able to download clinical and administrative forms, access clinical reference material and other NHC information. The intranet contains some information which is confidential in nature and which Nganampa Health Council retains intellectual property rights in. As a result we are strict on the need for all staff to have their own password to access the intranet site and that password remains confidential.

On the day that you arrive at the Clinic you should contact IT Support - 0429 908 070. IT Support will ask you to provide a password, will then establish an intranet account, an email address and will advise you of the log on details.

Please do not share passwords with other staff members. All authorised NHC staff have their own passwords. If you believe other staff members know your log on details, please contact IT Support so your password can be changed.

Unauthorised and inappropriate access to the internet in the clinics should be reported to the Health Services Manager immediately. Breaches of security will be dealt with according to NHC policies and procedures. These policies are accessible through the intranet.

16. APPROPRIATE DRESS CODE:

Uniforms are NOT required. Appropriate casual, clean and safe clothing should be worn at work. Shoes MUST meet OHS standards.

When working with people who have different cultural beliefs it is important to show respect for that person's culture and to adapt your behaviour so as not to offend. You should observe an appropriate dress code at all times.

Appropriate dress for a remote Aboriginal community is different to appropriate dress elsewhere in rural or urban Australia.

Below are some examples of suitable dress. By following these guidelines your experience should be more enjoyable and a better cultural exchange can occur.

- **Bottoms** – Jeans, knee length loose fitting skirts or loose fitting $\frac{3}{4}$ length trousers.
- **Tops** - Loose fitting shirts with long or short sleeves. Should not be low cut or see through.

If you are lucky enough to be on the APY Lands when the water holes are full, shorts and T-shirts are best worn instead of bathers for swimming.

Tight fitting jeans/trousers, short skirts and shorts above the knee are not appropriate dress.

Wear sensible, comfortable and safe clothing:

Footwear – while working it important that you wear comfortable shoes or sandals that cover most of your feet and that protect your feet.

Jewellery – neck chains and large “loop” earrings are not advisable while working.

You may choose to bring other clothes for wear in Alice Springs or Yulara Resort.

17. ACCOMMODATION

Nganampa Health Council provides accommodation for its employees. This accommodation may vary between communities, but the houses are furnished with basic essentials that include cookware, crockery, bedding/linen, cleaning equipment and cutlery.

Because many of the houses are homes to full time staff while they are working on the APY Lands, an amount of personal equipment is amassed over a period of time. This equipment includes television, speaker systems and artifacts, none of which are Nganampa Health's property. However, relieving staff are sometimes able to use some of these items providing they are treated with respect. Please be aware that you are often living in someone else's home and that either they will return when you leave or other staff will come to live there.

Accommodation should be left clean and tidy both for the relieving personnel and the returning full time staff members.

As a minimum, on departure, you should: -

- Vacuum/Sweep and mop all floors
- Wash and put away the dishes
- Clean oven and refrigerator
- Strip bed and wash all linen. Either remake bed or place fresh linen on top.
- Clean Bathroom and Toilet
- Remove your rubbish from house and surrounds.
- Water plants (if required)
- Do not bring patients into the house – under any circumstances
- Do not rearrange the furniture
- Do not smoke in the house
- Replace any items that you use
- Please ensure that the house is fully secured at all times

Animals are not allowed inside any NHC accommodation unless permission to do this has been given by the full time nurse who occupies the house you are staying in. Please remember animals can damage property and leave unpleasant odours and hair.

If you have permission from the nurse you are replacing to bring pets with you please ensure that the house is thoroughly cleaned and sprayed with insect surface spray before you leave.

You are **not required** to look after any staff animals. The owners are responsible for making appropriate arrangements for the animals care while they are on leave

Many of the animals in the community may be malnourished or unwell. **PLEASE DO NOT feed community animals or encourage them around staff houses or the clinic.** This creates on-going and often unpleasant problems for staff returning from leave. NHC does have a dog health programme more information about this programme can be found on the Nganampa Health Council website – UPK web page <https://www.nganampahealth.com.au/nganampa-health-upk>

18. FOOD, GROCERIES, SHOPPING

All communities where clinics are located have a general shop. These shops have a reasonable range of food and general supplies. It is easy to buy all that you need for basic, simple living from these shops. The community shops are more expensive and have less choice than the supermarkets in major cities.

You may choose to organise a bush order from one of the supermarkets in Adelaide. You will need to complete an online order and organise delivery of the order to Mai Wiru / Toll Express.

Your Bush Order must be clearly labelled with your name & Clinic e.g. Locum CHN “Mary Doe”, “Blogg” Clinic, “Blogg Community” APY Lands. The order must be packed appropriately for transport under the correct temperatures by the supermarket.

It should be communicated to suppliers that all deliveries for the Mai Wiru Freight service must be delivered to:

Toll Express Refrigerated

6-20 Johansson Rd; Wingfield

By 11.00am each Tuesday to make that week’s truck service.

All cartons and pallets must be clearly labelled with the receiving Agency name and APY Community.

More information and freight Charges can be found on the Mai Wiru Website - <https://maiwiru.org.au/services/bush-orders-apy-lands>

19. OUT OF WORK HOURS / LEISURE

All of the communities are very remote. You will be at least 450 - 500kms from the nearest regional town – Alice Springs or Coober Pedy. Unless you have your own vehicle travel between communities and into town is difficult and expensive to travel in and out of the Lands.

You need to think about how you will occupy yourself when you are not working. Most houses have TV but the reception can be limited at times. The communities are small between 200 & 650 people. There is not a lot to do within the community.

If you like to walk please talk to staff in the clinic and to Anangu about where you are able to walk and any particular safety precautions that you may need to take

20. MOTOR VEHICLE SAFETY

Some vehicles driven by clinic staff are manual transmission – 4WD Toyota’s.

You must have a current manual transmission driver’s license and be comfortable driving on rough, unsealed roads.

Some important safety considerations for bush travelling:

- Check that both fuel tanks are full
- Check that the windscreen wiper water bottle is full
- Check that you have 2 spare tyres
- Check that the two spare tyres have air in them
- Check that a jack handle and wheel brace are in the vehicle before a trip.

- Ensure spare tyre(s) is tied down securely
- Find out EXACTLY what road to use and STICK TO IT!
- You should travel with a shovel
- Think about the need to take a satellite phone
- Always carry drinking water for you & your passengers when travelling
- Make sure you connect the jacks lifting mechanism squarely on the flat part of the axle.
- Advise the clinic/office staff when you are leaving, what road you will travel on and what your destination is.
- Call those same staff when you arrive at the destination to say all is well.
- Keep your body clear of the vehicle when changing a tyre.
- Change a tyre when the vehicle is on flat ground.
- If you are unable to fix the vehicle – **STAY WITH THE VEHICLE DO NOT START WALKING**. If you have informed people where you are going, on what road you will travel and your ETA someone will be able to locate you.

Each clinic should have a separate list for emergency/ clinical retrievals – these lists are additional to any other equipment necessary for YOUR survival.

21. Culturally Appropriate Behaviours / Safety

Meeting and Greeting People

Aboriginal people do not say hello to each other every time they meet. If you run into the same person several times in the day do not be surprised or hurt if they do not acknowledge you each time they see you. It is OK for you to say hello or acknowledge them but don't be pushy and ask lots of questions as this can seem rude in Aboriginal culture. Some Aboriginal people will shake hands and others will not. Don't be upset if they don't.

It is considered bad manners to ask somebody directly what their name is. It is better to quietly ask another person what that person's name is. Ask the Health Worker if they are around and not busy. Don't be surprised if you are not told the Aboriginal person's name. They will often tell you themselves later in the conversation or at another time. Names, especially their Pitjantjatjara name are seen as a private possession and not used freely. They may choose to tell you their English name rather than their Pitjantjatjara name. You will often hear others calling each other by Minyma(woman) Wati (man) Kunga (girl) tjilpi (old man) etc. Do not be upset if they call you by these terms as well as this is considered good manners. If you are single and do not have children they will usually call you kunga not Minyma.

Visiting or Leaving People

It is best not to visit people at their home or camps unless you have been invited or need to visit to see someone who is sick. If possible take the Health Worker with you.

When you arrive at a camp or house approach slowly and make some noise when you are a fair distance away, to catch people's attention. If you are in the Toyota beep the horn a couple of times and wait. If on foot stand a fair way back and sing out "Palya" and wait till invited into the camp or until someone comes out. Do not enter a person's yard at night without them being around as camp dogs are very protective, especially at night.

When you are visiting someone do not be offended if you are told to leave, as it is normal for Aboriginal people to say, "you can go now". In Aboriginal culture is OK for the visitor or the host to decide when it is good to leave. If you have been visiting and have to go just say, "I am going now or Ngayulu ananyi (I'm going)"

If you have people visiting you and you want them to go just say "You'll have to go now as I have some stuff I need to do".

Relationships Between Men and Women

Men most often spend time with men and women more often spend time with women. When you see men and women together it is most probably that they are family. It is best not to touch a person of the opposite sex in public and do not join a group of the opposite sex unless invited. Do not work in private

with just one person of the opposite sex unless you have checked if it is OK. It may be best to have a second person present or to leave the door open.

It is not common to see men and women touching or showing signs of affection in public though you will see it between the same sexes. If a person of the same sex as you holds your hand or touches you it shows that they are comfortable with you and that they are being friendly.

It is not acceptable for a person of the opposite sex to visit you by himself or herself or if you are alone. They will not expect to be invited into your home if you are alone and you should hold your conversation outside or through the screen door if you are uncomfortable. Generally if they want to see you because they are sick there will be others around. If you don't feel safe get them to come to the clinic with the Health Worker or somebody else. It is not good manners for Aboriginal men to visit single females at night and they will not be offended if you tell them to come back some time with their family or just say "no it is dark you can't visit" or "I am busy". If you allow people of the opposite sex to visit you when you are by yourself then be aware that there will be gossip about what you were doing. Don't go off out bush with someone from the opposite sex if it is just them or if you don't know them.

Where You Can and Can't Walk

When you first arrive it is important to check where you can and can't go. There are areas that will be men's country and areas that are women's country and therefore not open to the opposite sex. Others areas may be sacred and only certain people can go there. Always check with Anangu not whitefellas. If you want to go out bush it is best to go with Anangu or to check with Anangu before you go, if it is OK to go there. Tell them exactly where you want to go and find out who is the person for that area whom you need to get permission from. DO NOT wander anywhere or camp anywhere without checking with Anangu first. Do not wander too close to anyone else's camp in the community.

Dressing Properly

When working with people who have different cultural beliefs, it is important to show respect for that person's culture and to adapt your behaviour so as not to offend. You should observe an appropriate dress code at all times. Appropriate dress for a remote Aboriginal community is different to appropriate dress elsewhere in rural or urban Australia. By following these guidelines your experience should be more enjoyable and a better cultural exchange can occur.

Women should always cover the upper thigh. Longer skirts are better than short skirts or shorts. They should be long enough to keep your thighs and knees covered when sitting on the ground. Trousers are better than shorts. Short shorts are not acceptable and long shorts should reach the knee. Generally few women wear trousers though younger girls are starting to wear trousers and longer shorts now. Short skirts and shorts above the knee are not appropriate dress.

Occasionally in summer following rain you can swim and it is best to swim fully clothed if swimming with Anangu.

Long trousers are better for men but shorts can be worn.

You may choose to bring other clothes for wear in Alice Springs or at the Yulara Resort.

THINGS NOT TO DO:

Eye to Eye Contact

Do not stare for too long at people. It is better to look away and only glance occasionally at the person. It is rude to stare for a long time and eye-to-eye contact makes Anangu very uncomfortable.

Visiting While People Are Eating

There are not set meal times and Anangu eat when they feel like it usually depending on store hours. If you are visiting while some adults are eating sit so that you are not observing them and don't stay too long. Do not take photographs while people are eating.

Questions

Avoid asking lots of questions, especially direct questions. Learn by observing rather than by questioning.

Avoidance Relationships

Be aware that there may be avoidance relationships between certain people e.g. man and his mother-in-law. Always check about these if you suspect. It generally means that the people cannot speak to each other or touch each other but may mean that they cannot be in the same room or travel in the same vehicle or cannot treat the person if they are sick.

When Someone Dies

When someone dies you cannot use their name or other names that may be similar for a period of time following the death. The length of time will vary. The more important the person the longer the time period will be. You use the word Kunmanara instead of the name. If your name is similar to someone who dies or has died then you will be addressed as Kunmanara or you may choose to use your middle name. Pictures of the person who has died should be put away. Not so long ago they were burnt but now keep them somewhere safe and don't be surprised if family asks you for a copy at a later date. You will notice that close relatives will have cut their hair very short. This is customary and don't comment on it.

Ceremonial Business

You will notice during this period that many people are painted (their bodies and their hair). You should not comment on this. You may also notice that young men may be missing a front tooth. Do not comment on this, as it is part of ceremonial business.

Taking Photographs

Always ask before taking photographs of people or scenery.

People

It is important always to get permission from people prior to taking photos. If they say no then don't try to sneak a photo. It is good always to get a copy and give the person his or her own photo. Young children love having their photo taken and will pose for hours. On the other hand, old people do not like having their photos taken though on special occasions or celebrations may say yes. Be very careful about asking and giving them a copy if you promise. When someone dies put the photos somewhere safe and not on general display.

Scenery

It is important to check before taking photos of scenery, as it is important not to take photos of sacred sites or other areas that Anangu may wish not to have photos taken. It is always best to check with Anangu before taking any photo.

Shaming

It is really important not to shame someone and especially not to do this in front of others. If you are talking to a person about something that they may find shameful speak to them in private.

22. WORKING WITH ANANGU LIAISON OFFICERS, HEALTH WORKERS & HEALTH ANANGU CLINIC MANAGERS

Role of ALO & AHW

The ALO & AHWs are part of the health team working together to deliver primary health care within the community. Their level of numeracy and literacy in English will directly impact on the way they contribute to the team. Some will be more clinical than others who have less numeracy and literacy in English. All will be important in ensuring that the service that is delivered to Anangu is culturally appropriate and sensitive. They will have extensive knowledge of family groups, where they live, who is related to who, who is the appropriate person to talk to about specific problems, who is the appropriate responsible family member to accompany a patient to town for treatment etc. Some will be good teachers and very useful in working with groups on health promotion i.e. school health programs, women's or men's groups while others may be shy and find this difficult. Most of our AHWs are undertaking training in either Certificate 2 or Certificate 3 in Aboriginal Primary Health Care and should not be expected to act independently. A small number of our current AHWs have completed Certificate 2 and a small number have completed Certificate 3. There should always be supervision of clinical practice. Where AHWs are working in communities without a RN this supervision should be through phone contact and by the RN when they are on site.

Role of AHM

The AHM is the manager of the clinic and acts as a liaison between the community and clinic. They are there to support you in times of trouble and work with staff and community to sort out any issues that arise. Many AHMs spend a lot of time out in the community and at meetings representing Nganampa Health. It is important that you make the Anangu Clinic Manager feel welcome in the clinic and keep them up to date with what is happening. The Anangu Clinic Manager often has a long history with Nganampa Health and has a broad knowledge of health issues generally. They are not clinicians, and though on occasion they may give you a hand with language or a difficult customer this is not part of their role. They are part of the Health Board and as such are part of the decision making arm of Nganampa Health and help set the future goals of the organisation.

How to work best with ALOs, AHWs and AHM

ALOs, AHWs and AHMs may not always have fluent spoken English though usually they have a reasonable understanding of English. English is often their 4th or 5th Language. They are your eyes and ears within the community and it is important that you develop a relationship with them that is built on openness, respect and trust.

People work better when they have a relationship with the RNs. It is important that you value the knowledge and skills in language and culture that they have as these are just as important as clinical skills in enabling you to work effectively within the community. They have detailed knowledge of the community and family groups within the community and how things work culturally. It is essential that you utilise their knowledge so that you work in a culturally safe manner. The key is to **work together** valuing the knowledge and skills that you both bring. While the AHM is often out and about you can always contact them in the community should the need arise so make sure you know where they live.

Anangu Liaison Officers and Health Workers prefer to work in partnership rather than independently as this offers them some protection from payback and family disputes. There are a group of people who ALOs and AHWs are unable to see as they have an avoidance relationship with them. There is also about half of the community who may not feel comfortable seeing them as they are not the same skin group. Ideally within the clinic staff there should be ALOs and AHWs from both skin groups but this does not always happen as obviously people work better with people who are the same skin group. Often you will find that ALOs and AHWs working in a clinic are the same skin group. If unsure of whether they can see someone always ask.

AHWs are all at different levels of training. Please talk to the Health Workers and find out what level of training they are at and what you can reasonably expect of them at work.

23. NHC EBA LOCUM WAGE BREAKDOWN

2023 Nganampa Health Council Nurses EA rates of pay

Nurses EA Level / Pay Point	2023 Base Salary	20% Casual Loading	Additional Work Allowance 2022 - 39.38% Base Salary	District Allowance	Locum Total Salary	Per Hr Rate
Level 2 - Pay Point 1	\$111,487.83	\$22,297.57	\$43,903.91	\$6,000.00	\$183,689.31	\$92.96
Level 2 - Pay Point 2	\$120,176.53	\$24,035.31	\$47,325.52	\$6,000.00	\$197,537.36	\$99.96
Level 2 - Pay Point 3	\$124,375.84	\$24,875.17	\$48,979.20	\$6,000.00	\$204,230.21	\$103.36

24. CHECK LIST – WORKING WITH NHC:

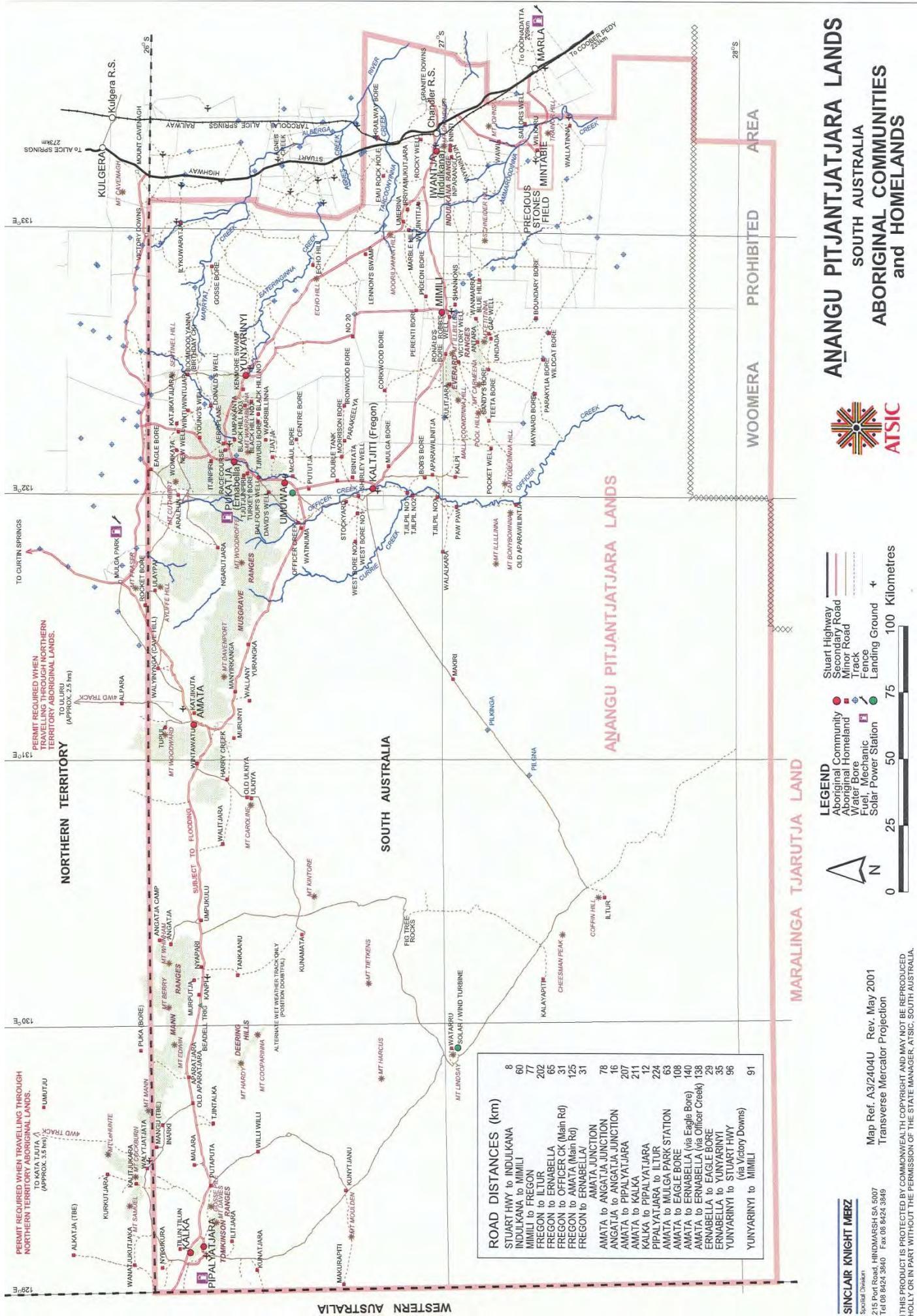
	Have you?	Yes	No
1	Emailed your: <ul style="list-style-type: none"> • up-to-date CV, including referees • clear copy of your driver’s license • current National Police Certificate • your completed NHC immunisation record including your Covid Vaccination status and supporting documentation 		
2	Given NHC your most recent contact details including mobile & email		
3	Emailed / faxed your AHPRA – NMBA current registration:		
4	Emailed / faxed your signed Job Description & Pharmacy Guidelines:		
5	Emailed / faxed your signed Locum Contract: - initialled & dated each page & signed the last page of the contract		
6	Emailed/ faxed your signed the pharmacy guidelines		
7	Completed your Employment Hero enrolment / uploaded the documentation		
8	Received + Checked your travel & accommodation details: - ETickets to Alice Springs - check date and depart times - Motel name and address + dates booked - Arrangements for travel to the community: NTAS Air – book taxi for early next day Greyhound bus - check location of bus depot - Check return arrangements are made		
9	Packed appropriate clothes and gear – see the information document ** Luggage limits - Qantas 23kg / NTAS 20kgs & size limit		
10	Read the NHC general information package / Safety protocol		
11	Accessed your NHC Kineo account the online learning site & Completed the required Modules		
12	Got your driver’s license - manual		
13	Got NHC contact details if there are travel problems on the way Vivien Hammond - 0400099657 Human Resources - 0414 862 853 NTAS - 08 8953 1444		
14	Got arrangements to go NHC office to: - Finalise HR and Payroll documentation - if not complete - Attend Communicare training in Alice Springs		
15	Planned for grocery shopping in Alice - remember luggage limits		

CSM Contact details:

Email = vivien.hammond@palya.org.au
 Fax = 0881256741 (Efax / confidential)
 Mobile = 0400099657

Got everything? ... Well done!

We look forward to working with you and hope that you enjoy your experiences on the APY Lands and with Nganampa Health Council.



ANANGU PITJANTJATJARA LANDS
 SOUTH AUSTRALIA
ABORIGINAL COMMUNITIES
 and **HOMELANDS**



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 Transverse Mercator Projection

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