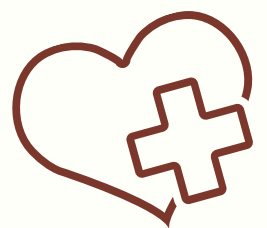




2021 - 2023

# COMMUNITY HEALTH VISION

**A Shared Vision For Maintaining  
A Healthy Cloncurry Community**



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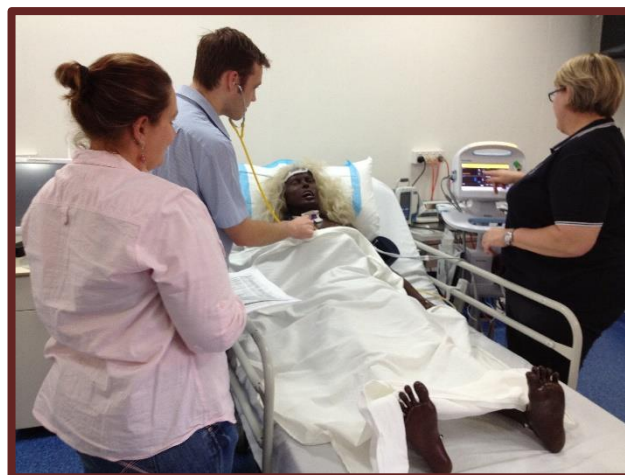
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## Strategic Health Vision

A holistic approach bringing together all health, allied health and lifestyle-related agencies is needed to make Cloncurry Shire the best that it can be in providing a healthy, happy, and sustainable lifestyle for residents and visitors.

Performance of health agencies intimately linked to their ability to recruit and retain long-term local staff. This is in turn linked to the lifestyle and support facilities available in the Shire making the community a place people want to stay.



Led by Council, the Cloncurry community will:

- Continue to advocate for urgent operational health necessities and upgrade of hospital and allied health facilities
- Continue to advocate for broader community needs including increased surety of longer-term health funding commitments and reductions in excessive travel costs
- Create the community facilities needed to support improved public health, wellness, and lifestyle in an effort to make Cloncurry the best possible place to live
- Work to better coordinate and build synergy between health agencies to provide the highest possible levels of healthcare, remove duplication, fill gaps, and share resources. A key part of this will be support to the Community Advisory Network (CAN)
- Build a connected, informed, active and well community



## Council's Commitment

Cloncurry Shire Council is the guardian of the Cloncurry community and its wellbeing. We believe it is the responsibility of leaders in the community to constantly strive towards improvement, growth, and prosperity. Council has again proudly teamed with health service providers to look forwards to set the foundations needed to make our Shire a healthy and liveable community.



*'I want Cloncurry to be the Healthiest town in Queensland...' Mayor Greg Campbell*

Collectively with local health service providers, Council shares the common objective of providing quality services and facilities to build and maintain the health and wellbeing of people in our communities. Despite the many different perspectives of the organisations and individuals involved in developing this vision, Council has been impressed with the unity of views and the willingness of different agencies to commit to working together as a whole of community group to improve the quality of life for our residents and our visitors.

This Shire-wide vision for a healthy, happy, and active community is based In the strong collaboration between health and lifestyle providers of all types and representing both different levels of government, commercial and for-purpose operators. It really is a shared vision.

This is a key planning and advocacy document for Council and will guide our ongoing work to make Cloncurry Shire a place we can be proud to call home and one which welcomes new people, giving everyone the facilities and services, they need.

This is the third edition of the vision, each one based on the successes and learnings from those gone before. Council takes a leading role in both directly providing some health-related services and working to create and support an environment where other agencies are able to best undertake their different roles. Council achieves this by:

- Providing housing and subsidised rental of building and facilities
- Providing community access vehicles
- Providing access to Council Facilities at reduced rates for health and community organisations
- Undertaking minor repairs and infrastructure upgrades to support health and community organisations
- Providing dedicated staff to support the community, including a newly appointed Community Integration Officer
- Creating a liveable and attractive community with a range of enabling services to support a health and active community
- Seeking and supporting others to seek third party grants
- Advocating on behalf of the community to improve the quality of life in the Shire on issues including airfares, other government services, opportunities for new development
- Cloncurry is strategically placed to service health needs for Julia Creek to the East and the Gulf Country to the North

It was very clear from the various feedback and input for this health vision that a major upgrade at the Cloncurry Hospital is a priority of the highest order for the community.

**Mayor Greg Campbell, Cloncurry Shire Council**

## Community Overview

The Shire of Cloncurry is the local government area in Northwest Queensland covering an area of 47,971 square kilometres and standing at the crossroads of the region providing access to The Gulf, Mount Isa (119km west) and the Northern Territory, Dajarra and Boulia, Longreach, and Townsville (770km to the east). The Cloncurry Shire encompasses the traditional lands of the Mitakoodi people along with parts of Kalkadoon, Pitta Pitta, and Wanamara lands.

European settlement of the Shire followed the expedition of Burke and Wills in 1861 when the explorers named a significant river flowing north into the Gulf of Carpentaria “Cloncurry” for Burke’s cousin, Lady Elizabeth Cloncurry.



The township of Cloncurry was founded in May 1867 by Ernest Henry (the first European to appreciate the vast mineral wealth of the district) and has been the administrative centre and major population ever since, with the area gazetted a local government entity in 1884.

Known as the “Friendly Heart of the Great North West”, the Shire celebrated its 150th anniversary in 2017. The Shire played a pivotal role in the establishment of two Australian icons – QANTAS and the Royal Flying Doctor Service.

Still built upon strong pastoral and mining backgrounds, today Cloncurry’s core industries include grazing, copper and gold mining, transport and mining services with a vibrant tourism industry also emerging.

The 2016 Census reports that 3,031 people live in the Shire (most in Cloncurry or Dajarra), making it the second most populated local government area in the region. This population count does not consider the many large FIFO mining operations throughout the district and the growing number of visitors (especially self-drive grey nomads) arriving each year. This population is estimated at an additional 1,500-2,000 people that are based in Cloncurry throughout the year. While not permanent residents and therefore not generally considered by policy makers and funding agencies, these groups are consumers of local health services.

Located within Queensland Health’s Northwest Hospital and Health Service (NWHHS), the Shire has a range of community health, allied health and well-being agencies and services. These are listed later in this document.

Queensland Health has been approached to provide Cloncurry specifics statistics; however, no response was received.



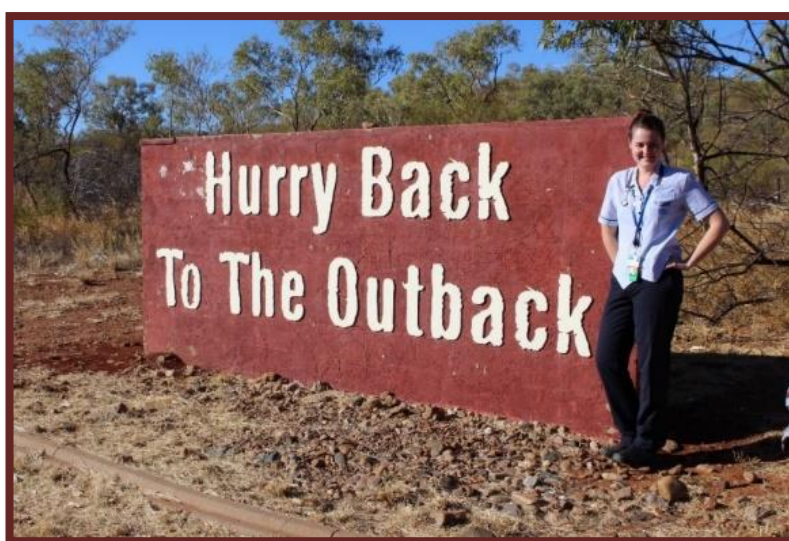


## Participating Agencies and Providers

All the health and health-related agencies and organisations active in and around Cloncurry Shire (whether located in Cloncurry or providing remote services into the Shire) were invited to participate in framing this vision.

Participating Agencies and Providers	
Blue Care	Ramsay Street General Practice
Centacare	Home and Community Care
Cloncurry Aged Care Annex	LifeFlight
Cloncurry Community Health	McKinlay Shire Council
Cloncurry Justice Association Inc	Mitakoodi Aboriginal Corporation
Cloncurry Multipurpose Health Service	Mount Isa Centre for Rural & Remote Health – James Cook University
Cloncurry Pharmacy	North West Hospital and Health Service
Cloncurry Shire Council	North West Local Ambulance Service Network
Community Advisory Network	North West Remote Health
Dajarra Health Centre	Queensland Health
District Health Community Council	Queensland Police-Citizens Youth
Welfare Association	Rural Health Management Services
Royal Flying Doctor Service	Western Queensland Primary Health Network
Hospital Auxiliary	*

\*Note that Cannington Mine (South32), Phosphate Hill (Incitec Pivot), and Ernest Henry Mine (Evolution Mining) were also invited and attended, providing significant input and wisdom. As they are not dedicated health and wellbeing agencies, they are not further discussed in this document, but Cloncurry Council acknowledges their contribution to the Shire and the need for health and wellbeing planning to include consideration of these and other significant employers.



*Received: JCU Centre for Rural and Remote Health*

## Methodology

Based on participation in framing the previous Cloncurry Health Vision and on local knowledge of any changes in the local health landscape, a list of organisations was developed by Council and participants were invited to attend a half-day workshop on 26 May 2021.

A short online survey was circulated to invitees to provide updated information and a starting point for face-to-face discussions. The outputs of this forum are the basis of this vision document. A copy of the raw input is contained in Appendix A.

Follow up meetings were held with individuals and organisations to provide more in-depth information or clarification of comments or proposed solutions.



Health Vision Workshop held on 26 May 2021 in the Cloncurry Shire Hall.

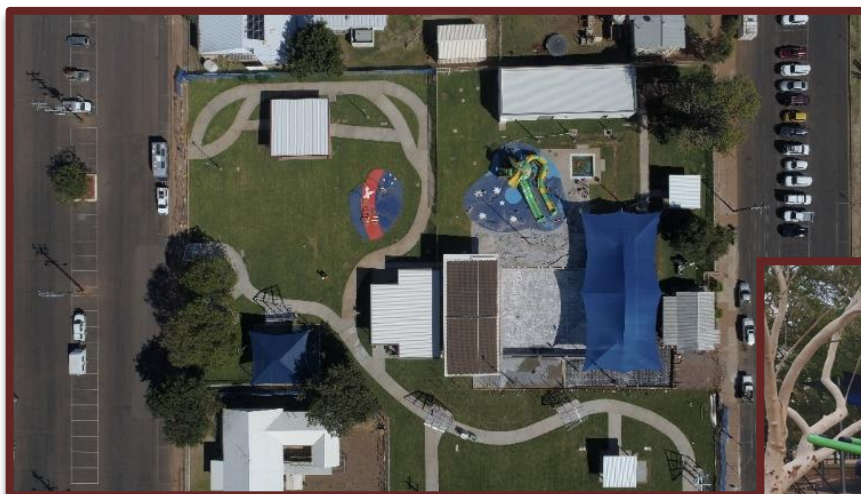
## Progress Against 2018 Goals

Participants to the forum worked through the strategic goals within the focus areas of the 2018-2020 Health Vision and rated them by consensus.

FOCUS AREA	STRATEGIC GOAL	MET	MORE PROGRESS REQUIRED	NOT MET
Advocacy, Lobbying and Support	Play an active role in the continued lobbying airlines to reduce airfares	✓		
	Coordinate health service providers to: <ul style="list-style-type: none"> <li>○ Include My Community Directory weblink on websites and social media as a source for consumers to see what services are available in communities</li> <li>○ Cross-promote events and education via social media channels and newsletters</li> </ul>		✓	
	Continue to play an active role in and make health-related programs part of strategic focus and continue to budget for small grants for locally developed health and wellbeing programs		✓	
	Continue to seek grants to support larger programs aligning with local population health needs and statistics		✓	
Funding, Programs, and Services	Secure on-going permanent social worker service			✓
	Secure regular visiting ultrasound service			✓
	Increase security measures for hospital staff	✓		
	Improve public and private controlled disability access to services	✓		
	Secure a designated service to assist community members with filling in forms and basic administration		✓	
	Maintain and increase utilisation of a community bus in Dajarra for accessing health, sporting, and wellbeing activities			✓
	Identify opportunities and encourage a collaborative approach to funding			✓
	Lobby for funding to secure a Sport and Recreation Officer or service provider to facilitate community-based sport and recreation activities.	✓		
	Advocate for Blue Care to return management of service to Cloncurry to maximise service outcomes		✓	
	Support and build the profile and use of Meals on Wheels to support the community network	✓		
	Complete upgrades to Cloncurry Hospital Wards including but not limited to installation of ensuites to each room			✓



<b>Infrastructure and Equipment</b>	Secure access to additional suitable clean and quality rental housing for visiting practitioners and health providers in Cloncurry and Dajarra		✓	
	Secure suitable housing for medical students in Dajarra		✓	
	Secure funding and install community accessible health related infrastructure such as walking paths, exercise, and playground equipment		✓	
	Complete upgrades to carpark and access roads/walkways at Cloncurry Hospital	✓		
	Upgrade Dajarra sporting oval to allow for increased and safer use	✓		
	Commence research and planning for the funding and building of new accommodation infrastructure for aging population to ensure elderly are able to stay independent as long as possible			✓
<b>Wages, Staff Retention and Attraction</b>	Carry out marketing and promotional activities promoting the liveability of the Shire and identify service and social gaps to assist in decreasing the length of time it takes to recruit staff	✓		
	Identify opportunities for students and trainees to be rotated through services to cover gaps (re-deployment) in order to maintain a stable workforce in remote areas	✓		
	Identify community, service, social and infrastructure gaps that attribute to difficulties finding permanent long term medical practitioners and devise solutions		✓	



Florence Clark Park Redevelopment Project and Mary Kathleen Park Exercise Station completed in 2020.



## Priorities

Participants in the Health Vision Forum identified several ongoing and emerging priorities to form the basis in this renewed Health Vision.

The priorities are actionable by Council, health providers, and in some cases, collectives including some or all local agencies. The priorities are also both operational and strategic, in some cases requiring input from government and other agencies outside the Shire.

Priorities		Deliverables	Key Measures	Action Required
1.	<b>Cloncurry Hospital – Major Upgrade</b>	Major upgrade to Hospital Wards to include /Accident and Emergency/Outpatients /Ambulance Access	<ul style="list-style-type: none"> <li>✓ Infection Control</li> <li>✓ Trauma Response</li> <li>✓ Serviceability</li> <li>✓ Patient Care</li> </ul>	<ul style="list-style-type: none"> <li>○ Design and Planning</li> <li>○ Prioritisation by Northwest Hospital Health Service</li> <li>○ Funding for upgrade</li> <li>○ Implementation</li> </ul>
2.	<b>Health Services</b>	Renal Chairs Operational Low Risk Births Mental Health Services Social Worker Domestic Violence and Alcohol, And Drugs	<ul style="list-style-type: none"> <li>✓ Patient health improvement</li> <li>✓ Liveability</li> <li>✓ Reduce suicide rates especially in youth</li> <li>✓ Reduce drug use</li> </ul>	<ul style="list-style-type: none"> <li>○ Complete installation of renal chairs</li> <li>○ Finalise study for low-risk births</li> <li>○ Build trust in staff/personnel</li> <li>○ Regular permanent staff for mental health/ATODS</li> </ul>
3.	<b>Accommodation Options</b>	Fit for current expectations for health and community staff	<ul style="list-style-type: none"> <li>✓ Attraction and retention of staff</li> <li>✓ Liveability</li> </ul>	<ul style="list-style-type: none"> <li>○ State Government to provide list of needs</li> <li>○ State Government investment</li> <li>○ Council implements housing project pilot</li> </ul>
4.	<b>Aged Care Services</b>		<ul style="list-style-type: none"> <li>✓ Improved quality of life for seniors</li> </ul>	<ul style="list-style-type: none"> <li>○ Blue Care leadership returned to Cloncurry</li> <li>○ Range of services for seniors improved</li> <li>○ HACC/Bluecare minimum service levels developed</li> </ul>

## Ongoing Operational Priorities

Significant ongoing need for North West Hospital and Health Service to provide infrastructure upgrades to the Cloncurry Multipurpose Health Service facilities, specifically providing wards and rooms with ensuite facilities, improving shade around the site for both people and parking, addressing site security issues, improving ambulance access, upgrade of the Accident and Emergency department, and improvements to the outpatient's clinic

Significant ongoing need for North West Hospital and Health Service to provide upgraded services through the Cloncurry Multipurpose Health Service and Community Health Centre, especially a permanent social worker, and local mental health capacity workers.

Council and relevant agencies to urgently improve aged care services (community, in-home and residential) throughout the Shire

Council and others to provide appropriate and safe accommodation in Cloncurry and Dajarra for visiting and permanent health staff, students and others working in the health areas

Council to continue to advocate for Blue Care to return management of local services to Cloncurry





<b>Ongoing Strategic Priorities</b>	
Council will continue lobbying government and operators to reduce predatory transport costs	
Council will lobby for an increase in integration and coordination of community health services, especially mental health, through provision of added staff capacity	
Council will drive lobbying for continuity and certainty of funding for local services, noting that a cycle based on short-term grants inhibits the development and effective provision of services	
Council will drive efforts to improve health staff attraction, recruitment, and retention through making Cloncurry a more liveable community with better access to exercise and lifestyle activity, and ongoing enhancements to community facilities	
All agencies will work collaboratively to provide more equitable access to health and related services in outlying communities across the Shire (notably Dajarra)	
All agencies will share responsibility for building greater coordination of and collaboration between health services and provision in the shire. This includes sharing of resources and knowledge, reinvigorating and refocusing the Community Advisory Network, regular high-level meetings to progress this health vision, and foster better engagement with the community	
<b>Ongoing Emerging Priorities</b>	
There is a need for a coordinated approach to local aged care which brings together the multiple agencies involved, map services and gaps, and work to enhance holistic in-home and residential services including meals, cleaning, and regular health checks	
There is a need for Council to lead a coordinated approach to developing and maintaining community accommodation both for general and crisis situations	
The community requires improved access to healthy lifestyle and exercise options including a replacement multi-use facility, after school and vacation care, outdoor exercise and recreation options, longer pool hours, support to clubs/groups, improved disability access to facilities/businesses	
There is an urgent need to review and map the range and style of service provision across the Shire to ensure that enhancements by agencies outside Cloncurry to tele-health, low-risk birthing, dental, visiting specialists, and other initiatives don't reduce current access or capacity in the Shire	
There is a need across all service providers and agencies for better education and promotion of health and lifestyle opportunities. Improving community health literacy, supporting community members with managing health administration, and greater engagement is critical	
Dajarra is emerging as a specific area of concern for the effective provision of health and community services	

## Focus Areas

Within the emerging priorities identified, several key focus areas became apparent. Service mapping and provision should focus on:

- Youth services, including both wellbeing and developmental
- Specialist support services, including domestic violence, mental health, and drug and alcohol support
- Filling current staffing and service delivery gaps, including maternity, dialysis, dental, social worker, and nursing vacancies
- Community lifestyle and wellbeing facilities, notably the development of a multi-use community hub to improve health outcomes and reduce population transience
- Appropriate and safe accommodation across the Shire
- Proactive and collaborative sharing of resources where practical, including sharing staff, accommodation, infrastructure, transport, and program funding
- Community transport, focussed on better use of current equipment and staff to support medical appointments, school, aged care and community connectivity across the Shire and links to other centres
- Working to build funding and program continuity across the health sector

## Key Projects

In addition to the actions by other agencies (notably North West Hospital and Health Service), participants in developing this Health Vision overwhelmingly identified two projects as keys to improving health and lifestyle outcomes for the Shire, these being a fit-for-purpose community hub and a mechanism to ensure better ongoing coordination of health offerings to eliminate gaps and duplication.

### Key Project One

#### Cloncurry Hospital Upgrade

While this project is a Queensland Health responsibility through the North West Hospital and Health Service, it is identified as a significant infrastructure requirement to ensure the provision of safe, efficient, and suitable medical treatment for residents of the Shire. Council will continue to strongly lobby the Queensland Government to release funds and resources to rectify the situation. Cloncurry Hospital is overdue for upgrade and is progressively becoming less fit for purpose. Specific upgrades required to improve safety and patient outcomes are:

- A new Ambulance entry adjacent to the Accident & Emergency area
- Update of the Accident & Emergency area and wards in line with current best practice (including ensuite facilities and working areas for clinicians)
- Dedicated facilities to support visiting specialists
- ICT upgrades to allow effective e-health (records, tele-health, etc)
- Renewed focus on facilities and staffing for paediatric, maternity, renal and palliative services
- A new Ambulance entry adjacent to the Accident & Emergency area

Bringing local hospital services up to the standard expected in the 21st century would reduce the load on Mount Isa and Townsville hospitals.

## Key Project Two

### Community Hub

At present the largest community facility in the Shire is the Alfred Traeger Cultural Centre (part of John Flynn Place) from which PCYC currently operates. The non-airconditioned space offers capacity for netball, basketball, dodgeball, volleyball, a chillout room and boxing area and is only accessible to the community when PCYC personnel are in attendance.

Participants agreed that there is a significant need for a fit-for-purpose community hub to provide year-round facilities for a range of health, lifestyle and community development services including PCYC, youth space, gymnasium, adventure training, vacation care, outside school hours care, kindergarten, theatre, shared space for community groups, community kitchen, post disaster facility, and function as a pavilion/facility for larger events at John Flynn Place and for the Cloncurry Show.

## Key Project Three

### Health Agency Collaboration

Participants identified the need for ongoing high-level coordination of health agencies in the Shire, potentially through the reorganisation of the existing but dormant Community Advisory Network (CAN).

It is proposed that each agency appoint a single senior representative to CAN to maximise continuity and ability to negotiate. That a single lead agency be identified and resourced appropriately to support a dedicated CAN Chair. That the terms of reference for CAN be reviewed and updated to better reflect community need.

Once re-established, that CAN develop a robust communication and consultation plan, comprehensively map the gaps and duplication in local health provision, implement more effective local resource usage, inform, and consult with the community, advocate for enhancements in local health care, target innovative ways to recruit and retain health staff in the Shire, and regularly report back to members and the community.

\*Note that the raw input into these two projects from forum participants is contained in the supporting documents.





## Consolidated Outputs from Forum Participants & Community Survey

### What Priorities are still valid and need progress?

- Hospital infrastructure upgrade – wards and rooms with ensuite facilities, shade, security, ambulance access, accident and emergency, outpatient's clinic
- Hospital services upgrade – permanent social worker, local mental health capacity
- Appropriate accommodation in Cloncurry and Dajarra for visiting and permanent health staff, students and in general across the Shire.
- Better access to health and related services in outlying communities (Dajarra etc)
- Aged care enhancements – residential and in-home
- Greater coordination of and collaboration between health services and provision in the Shire – sharing of resources and knowledge, reinvigorating, and refocusing the CAN, regular high-level meetings to progress, better engagement with the community.
- Improving staff attraction, recruitment, and retention through making Cloncurry a more liveable community – better access to exercise and lifestyle activity, continued lobbying on transport costs, working to enhance shire facilities.
- Continue lobbying for continuity and certainty of funding for local services – short-term grants inhibit the development and effective provision of services.

### What needs have emerged since the last health vision?

- A coordinated approach to local aged care – enhancing in-home services with meals, cleaning, and regular health checks.
- Community accommodation – crisis and general
- Improved community access to healthy lifestyle and exercise options including a replacement multi-use facility, after school and vacation care, outdoor exercise and recreation options, longer pool hours, support to clubs/groups, improved disability access to facilities/businesses.
- Review range and style of provision for services – tele-health, low-risk birthing, dental, visiting specialists, etc – ensuring that enhancements do not reduce current access or capacity.
- Better education and promotion of health and lifestyle opportunities – improve health literacy.
- Consider Dajarra for specific health planning attention (is this a shared vision?)

### Highest immediate priorities for Cloncurry Health

- Youth services – both wellbeing and developmental
- Specialist support services – DV, mental health, and drug and alcohol support
- Fill current staffing/service gaps – maternity, dialysis, dental, social worker, nurses
- Community lifestyle and wellbeing facilities – especially a multi-use community hub – both to improve health outcomes but also to reduce transience of population
- Accommodation
- Resource sharing - staff, accommodation, infrastructure, transport, and funding.
- Community transport (better using current equipment and staff) to support medical appointments, school, aged care, community connectivity.
- Funding and program continuity

## Appendix A ~ Supporting Material

### Cloncurry Health Services and Facilities

Note: This detail has been provided by the agencies themselves. Readers should confirm details directly with the relevant agency.

#### Cloncurry Hospital Multipurpose Health Service:

<ul style="list-style-type: none"> <li>○ Structured and patient-focussed service offering safe, timely and quality management of patients and/or clients requiring admitted and non-admitted patient care.</li> <li>○ Organised approach to the delivery of care to maximise patient outcomes.</li> <li>○ Emergency department (resuscitation and stabilisation prior to referral to a secondary or tertiary hospital)</li> <li>○ Cloncurry MPHS incorporates the Hospital and Community Health. The Hospital is a 15 bed Acute ward, Accident and Emergency</li> <li>○ 15 bed general ward</li> <li>○ General Practice Clinics</li> <li>○ 10 bed Aged Care - flexible high/low care residents, Outreach Midwife, Pharmacy and Xray. A range of visiting specialists include but not limited to - Paediatrician, Obstetrician and Gynaecologist, General Surgeon, Woman's Health Nurse, Renal Nurse Practitioner</li> </ul>	<ul style="list-style-type: none"> <li>○ Basic radiography</li> <li>○ Pharmacy</li> <li>○ Morgue</li> <li>○ Pathology Sample Collection</li> <li>○ Visiting specialists including- Obstetrics and Gynaecology, Paediatrician, Endocrinologist Respiratory Physician, Vascular Surgeon, General Surgeon</li> <li>○ Community Advisory Network - Bimonthly Consumer Advisory Network meetings chaired by consumer</li> <li>○ Working in conjunction with the Hospital are visiting health services including - Aged Care Assessment Team, Sexual Health, Chronic Disease Strategies, Diabetes, Mental Health, Alcohol and Drug, School Health, Child and Youth Health, Women's Health, Palliative Care, Physiotherapy, Dietician, Telehealth, Optometrist, Podiatry and Oral Health</li> </ul>
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*Cloncurry Multipurpose Health Service provides rural and remote hospital services including a 15 - bed inpatient facility, 10 bed residential aged care facility, emergency department and outpatient department. The inpatient service is led by a medical superintendent, supported by nursing staff and other health teams. The aged care service offers en suite bedrooms, a multipurpose room, lounge room, dining, and a dining room. The facility provides an environment which promotes and enhances the quality of life by offering high quality residential care tailored to each patient. The Community health services provide aged care assessment team, sexual health, chronic disease management, diabetes education, mental health, alcohol and drug service, school health, child and youth health, women's health, palliative care, physiotherapy, dietician, and optometry services. Allied health services are also provided through North and West Remote Health Services. A hospital-based radiology service is also offered with the support of trained nursing staff within the hospital.*

### North West Hospital and Health Service:

- Overseen by a local Hospital and Health Board with responsibility for providing public hospital and health services within north-western Queensland and the Gulf of Carpentaria
- Provide public health services and achieve health system outcomes as defined in the Service Agreement with Queensland Health as manager of the public hospital system
- Responsible for the direct management of the facilities within the services geographical boundaries including the Cloncurry Multipurpose Health Service and Community Healthcare Centre

### North and West Remote Health:

- Health promotion
- Productive collaborations with the community and with private and public service providers
- Range of health services including Allied Health and other health related services including. visiting:

<ul style="list-style-type: none"> <li>○ Psychologist</li> <li>○ Diabetes education</li> <li>○ Dietician</li> <li>○ Physiotherapist</li> <li>○ Podiatrist</li> </ul>	<ul style="list-style-type: none"> <li>○ Occupational therapist</li> <li>○ Speech pathologist</li> <li>○ Continence advisor</li> <li>○ Dementia advisor</li> <li>○ Care support workers</li> </ul>
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*“NWRH provide fortnightly Speech Pathology, Dietetics, Podiatry, Exercise Physiology, Physiotherapy and Family Mental Health Support services to Cloncurry. We are fortunate to also have an Occupational Therapist and Mental Health Professional who reside in Cloncurry providing weekly services. NWRH, from June 2021, will be providing weekly, in home and community based aged care and disability support, including domestic assistance, social support and group activities in Cloncurry. Within the Cloncurry Shire, NWRH also provide monthly allied health services to the township of Dajarra, along with a locally employed community member who delivers Community Aged and Disability services. These services are inclusive of meal delivery, home and yard maintenance, transport, individual social support, social support group, personal care, flexible respite, and domestic assistance. This service allows elderly clients to have fortnightly trips to Mount Isa and support for shopping, appointments, banking. NWRH services aim to be accessible to all members of the community. Whilst we provide clinic-based services at Scarr Street and Dajarra PHC, we also offer home visits, and school visits as required. NWRH are funded by the WQPHN, Department of Health and are registered NDIS providers, leaving our eligibility criteria open for anyone to access our services.”*



**Ramsay Street General Practice:**

- Remote rural general practice
- Accredited facility
- GP training practice
- Remote rural medical student placement facility
- QML Pathology Occupational, indigenous, women's, children's, and men's health
- Minor procedures
- Family medical
- Travel medicine
- Covid-19 Vaccinations
- Respiratory Clinic

**Centacare:**

- Remote Area Integrated Family Support Service
- Cloncurry Community Support Service-Neighbourhood Centre and the Family Intervention Service (programs to assist individuals, families, and communities)

**Community Health Centre:**

- Auspice and house audiologist, podiatrist, dietician, kidney, women's health, children's health, optometry, antenatal, ATODS and mental health services
- Child, school, and flu vaccinations
- Health promotion and awareness of visiting health services
- Support school nurse promotions
- School hearing clinics
- Home nursing referrals
- Dental services
- Vaccination service

**Outreach Pharmacist:**

- Support and education to nurses filling the pharmacy role in rural and remote hospitals and actively practising pharmacist when visiting including - ward rounds, dispensing, providing education to patients regarding medication, medication reviews and checks, referral of patients for Home Medication Reviews, assisting other health professionals in appropriate medication choices for patients and medication action plans of inpatients

**Cloncurry Pharmacy:**

- Retail supplier of medical, prescription medicines, health, and beauty supplies

**Centre for Rural & Remote Health, James Cook University:**

- Deliver and Manage General Practice Training to the Northwest Region
- Encourage students of medicine, nursing, and other health professions to pursue a career in rural practice.
- Provide opportunities for students to practise their clinical skills in a rural environment.
- Support health professionals currently practising in rural settings.
- One of the national networks of eleven University Departments of Rural Health (UDRH) and the only one in Queensland

**Cloncurry Justice Association:**

- Centrelink Agency
- Assistance and support for indigenous people to gather information and link with court services, ATODS, Anglicare, Community Health and Centacare
- Night Patrol Program - assistance to return to a safe location after dark.

**Home and Community Care:**

- Services which support frail people aged 65 years and over and Aboriginal and Torres Strait Islander people aged 50 years and over and their carers whose capacity for independent living is at risk of premature or inappropriate admission to long term residential care
- Host activities and lunches

**Blue Care:**

- Community nursing service
- Day respite centre
- Meals on wheels

**LifeFlight:**

- Inter hospital transfer facility from Cloncurry
- Pre-hospital to Mount Isa Hospital
- Pre-hospital emergency
- Air ambulance service
- Regional Rescue
- Build support for larger helicopter

**PCYC Cloncurry:**

- Youth development through programs and/or sports and recreation
- Chillout Program - aimed at providing diversionary tactics for under 17-year-olds - a time when binge drinking is prevalent and alcohol education
- Stronger, healthier communities through youth development
- Short term funding restricts growth and consistency
- Adult sport and recreational programs

**Queensland Ambulance Service:**

- Pre-hospital medical care (primarily in an emergency and semi-urgent environment)
- QAS also facilitates, in coordination with Queensland Health, RFDS, and other providers, a coordinated inter-facility patient transfer system moving patients between Cloncurry and Mount Isa for appointments and on-going care
- Events – Races, Rodeos, etc.

**Royal Flying Doctor Service:**

- Retrieval service – moving patients from hospital, health clinics coordinated through Retrieval Services QLD (RSQ)
- 24-hour telephone line – health services
- Emergency evacuation from properties
- Medical chest management and prescription – medical supplies for needed conditions.
- Training placements for student medical officers and student nurses
- Primary Health clinics in outlying communities
- Aeromedical retrievals from Cloncurry Hospital and surrounding properties, 24/7 telehealth to remote properties, communities, and clinics
- The need for strategic strips to facilitate all
- weather retrievals/visits

**Queensland Police Service:**

- Preserve peace and good order in all areas of Queensland
- Protect and support the Queensland community
- Prevent and detect crime
- Uphold the law
- Administer the law fairly and efficiently and bring offenders to justice
- Provide security at the Cloncurry Hospital

**St Andrew's Garden Settlement:**

- Providing independent living/accommodation for those over 50 in the community
- 27 units owned and operated by the Cloncurry Shire Council
- 3 double and 24 single units
- Located close to services to support those who may require extra health service support but can still live independently including meals on wheels

**Western Queensland Primary Health Network (PHN):**

- Partnering and commissioning health services to initiate and embed programs that will assist patient health outcomes, cease duplication of services, enhance service delivery and access to services in the Western Queensland corridor (NW, CW, and SW HHS regions)
- Develops Health Needs Assessments, Annual planning processes and Commissioning Framework, identifying strategic and local needs
- Work with health partners and communities, Community Advisory Networks and Clinical Chapters to ensure needs are being met on the ground

## Highest immediate priorities for Cloncurry health

### Group 1

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|---|---|
| <ul style="list-style-type: none"> <li>○ Community-based aged care services</li> <li>○ Multi-purpose community centre</li> <li>○ Local support services for drugs/alcohol/DV</li> </ul> | <ul style="list-style-type: none"> <li>○ Health education – including school-based</li> <li>○ Developing community health and lifestyle infrastructure</li> </ul> |
|---|---|

### Group 2

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|---|--|
| <ul style="list-style-type: none"> <li>○ Support services – transport, after school/vacation care, aged care, allied health, mental health</li> <li>○ Mental health services</li> <li>○ Youth services</li> </ul> | <ul style="list-style-type: none"> <li>○ Housing – for aged care, allied health, and medical staff</li> <li>○ Facilities – better access to community facilities (longer hours) and more facilities</li> </ul> |
|---|--|

### Group 3

- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>○ Accommodation</li> <li>○ Fill existing permanent health positions – dentist, social worker, nurses, etc</li> <li>○ Transport services – shared use to support medical appointments, school, aged care, community connectivity</li> </ul> | <ul style="list-style-type: none"> <li>○ Child and youth services – well-being (activities, drop-in centres, activity hub, mental health) and developmental (assessment and intervention support)</li> <li>○ Obstetrics</li> </ul> |
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### Group 4

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|---|---|
| <ul style="list-style-type: none"> <li>○ Early childhood health intervention – speech therapy, occupational therapy, mental health, allied health</li> <li>○ Funding continuity – to allow services to plan more effectively and recruit/retain staff</li> <li>○ Resource sharing – looking at and better using the pool of staff, accommodation, infrastructure, transport, and funding. Potentially a user-pays system</li> </ul> | <ul style="list-style-type: none"> <li>○ Drive the deliverables from the maternity and dialysis plans, progress dentistry (PPR)</li> <li>○ Reduce transiency in the local population – increasing permanent residents through better facilities and lifestyle will improve recruitment and retention of health staff</li> </ul> |
|---|---|



## How would we operationalise the most impactful projects?

<b>Community Facility:</b>	<ul style="list-style-type: none"> <li>○ Establish a steering committee</li> <li>○ Initial scoping and design</li> <li>○ Community consultation</li> <li>○ Redesign based on feedback</li> <li>○ Concept, preliminary and detailed design</li> <li>○ Develop Services Agreement – potentially PCYC, OSHC, schools, Scouts, etc.</li> <li>○ Apply for and secure funding</li> <li>○ Build and manage facility – manage fees and charges</li> <li>○ Monitor benefits</li> <li>○ Win an award for a great project</li> </ul>
<b>Community Hub:</b>	<ul style="list-style-type: none"> <li>○ Community consultation to understand usage – OSHC, vacation care, kindy, children's/youth activities, hire/activity spaces, chillout zone/s, kitchen, etc – in an airconditioned all-climate venue</li> <li>○ Design and build</li> <li>○ Secure funding – grants, Council, private/philanthropic</li> <li>○ Hire staff and operate</li> </ul>
<b>Health Agency Collaboration:</b>	<ul style="list-style-type: none"> <li>○ All agencies communicate and nominate a suitable lead agency</li> <li>○ Appoint and resource lead agency to monitor and support the needs</li> <li>○ Develop and implement a communication plan to get feedback from key users</li> <li>○ Report performance back to all agencies in the collective</li> </ul>
<b>Health Services Mapping and Rationalisation:</b>	<ul style="list-style-type: none"> <li>○ Create a communication strategy</li> <li>○ Community advocacy and consultation</li> <li>○ Elect/appoint a dedicated CAN Chair</li> <li>○ Revisit CAN terms of reference and membership</li> <li>○ Identify and implement ways to better use local resources</li> <li>○ Targeted recruitment to best meet community needs</li> </ul>



# COMMUNITY HEALTH VISION 2022-2024



Cloncurry Shire Council harnesses a vision to achieve leading health care for the people of the Cloncurry Shire.



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