

Community Health Network Meeting 17th September 2025

NORFOLK ISLAND HEALTH AND RESIDENTIAL AGED CARE SERVICE

Supporting Health & Wellbeing and Excellence in Care for Our Community, by Our People, with Our Partners

- *Welcome*
- *NIHRACS Mission, Values, Strategy*
- *Strategy in Action: Now & into the Future*
- *Community Consultation*
- *Questions and/or Considerations*



NIHRACS Mission, Goal & Values

Our mission:

*Supporting Health, Wellbeing and Excellence in Care,
For our Community, By our People, With our Partners*

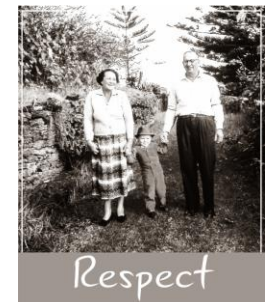
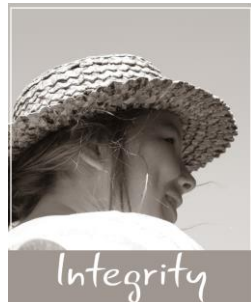
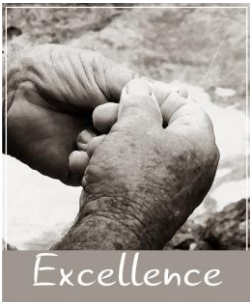
Our goal:

With health promotion and education at our core, NIHRACS will deliver safe, high-quality, person-centered care, across the lifespan to all who live on or visit Norfolk Island.

We will deliver this through a dedicated appropriately skilled team, contemporary facilities and equipment.

This care will be supported by strong governance, input from our community and effective integrated service partnerships on island and abroad.

This goal is underpinned by Our Values:





Strategy in action: Now & into the Future

Strategic Priorities 2022- 2027:

- Health and wellbeing
- Safe, high-quality, person-centred care
- Workforce
- Infrastructure and assets
- Governance and partnerships
- Systems and technology
- Coordinated communication and engagement

Strategy in Action: Health and Wellbeing

Priority	Progress to Date	Looking Forward
<p>Health & Wellbeing</p>	<ul style="list-style-type: none"> • Health promotion plan has been reviewed and activities continue: <ul style="list-style-type: none"> • Community Garden • NI Active and Creative Kids • Helmet Heroes • Healthy Cooking Demonstrations / Education • Health Literacy Project • Linkwell Project Launch • 2025 Health & Wellbeing Expo • Beyond Norfolk • Ongoing incorporation of Health and Wellbeing, and, Health Literacy into all aspects of NIHRACS services, • Coordination / consolidation of community engagement and communication e.g. Network meetings, Radio Sport Fortnightly, Weekly print / online and email media articles 	<ul style="list-style-type: none"> • LinkWell pilot underway • Boot Scooting • 2025 Avenue of Stars – time for reflection 

Strategy in Action: Safe, High-Quality, Person-Centred Care

Priority	Progress to Date	Looking Forward
<p>Safe, High-Quality, Person-Centred Care</p>	<ul style="list-style-type: none"> • NSQHS: Ongoing focus on Short Notice Assessment (SNAP) readiness • The Integrated Health and Aged Care Services Module – starts 1 Nov • Models of Care development progress: <ul style="list-style-type: none"> • Child youth and families • Maternal and Neonatal • Mental Health Adult & Child Youth Mental Health Services • Clinical Subspecialty services: <ul style="list-style-type: none"> -ophthalmology, psychiatry, respiratory, • Oral health • Allied Health: Physio, Social Work, Podiatry • State Support Services: <ul style="list-style-type: none"> • Tertiary services off island • Telehealth services for Endocrinology, Paediatrics, Geriatrics, Nephrology, Cardiology, eCYMHS 	<ul style="list-style-type: none"> • Continued Model of Care development: <ul style="list-style-type: none"> - Maternal and Neonatal - Child Youth and Families: Now 0-25 - Mental Health (CYMH and Adult) -other clinical subspecialties (risk prioritised) • Adolescent Health Service – Dr Luke Sammartino 16 – 25 year • MPS Reforms: new clinical and allied health services planned from 1 Nov. 25

Workforce

Priority	Progress to Date	Looking Forward
Workforce	<ul style="list-style-type: none"> • Ongoing Implementation of the: <ul style="list-style-type: none"> • Evexia Culture Action Plan • NIHRACS Workforce Plan 2024 -2027 • Plan implementation focus currently is on progressing: <ul style="list-style-type: none"> • New organisational structure & corresponding business plan and budget • A focus on flexible, values based and mission driven planning and governance • Understand and support by our Partners, Funding and Governing Bodies • Opportunities to build Workforce Culture and Capability <ul style="list-style-type: none"> • Ongoing staff development, education and capability opportunities • Staff Updates weekly 	<ul style="list-style-type: none"> • Launching / consolidating NIHRACS Streams: <ul style="list-style-type: none"> • Governance • Community & Ambulatory Care Services • Emergency, Inpatient, Resident Care Services • People and Culture • Information and Technology Services • Support Services • Finance & Administration To support this: <ul style="list-style-type: none"> • CACS Project • Recruitment to key roles: ITS Manager, Finance & Admin Manager, Education & Training Coordinator • Focus on recruitment v agency staff (nursing / allied health/ medical)



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Teamwork Respect Integrity Excellence

Priority	Progress to Date	Looking Forward
Infrastructure and Assets	<ul style="list-style-type: none">• Randa upgrades• Fire Safety upgrades / infrastructure: smoke and fire rated walls, emergency evacuation pathway works nearing commencement.• New Laundry Construction commenced – relocated Back Office Staff to Mawson• Ongoing improvements to palliative care room• Asset and inventory management process improvement• Ongoing planning with DITRDCSA for new RAC• Airconditioning installation progresses in GP consulting rooms and some patient areas• Critical and clinical equipment funding• Pathology collections• Finance and Admin in Smithy's	<ul style="list-style-type: none">• Residential Aged Care development• Consolidation of use of NIHRACS areas and relocation in readiness for new RAC Build• Clinical / critical equipment procurement• Solar installation

Strategy in Action:

Priority	Progress to Date	Looking Forward
Governance and Partnerships	<ul style="list-style-type: none"> • Strategic Planning Framework • Development / consolidation of Corporate and Clinical Governance Frameworks • <i>Epidemiology study by BN Public Health Unit – underway</i> • <i>Ongoing consolidation and integration of governance structures & aligned committee review</i> • Ongoing partnership activities with DITRDCA and QH /MNH including provision of staff mentors / support 	<ul style="list-style-type: none"> • Development / consolidation of specific components of governance framework including: <ul style="list-style-type: none"> • WHS and Wellbeing, • Asset Management and Procurement, • Finance and Performance • ANAO Audits
Systems and Technology	<ul style="list-style-type: none"> • Review of ICT infrastructure and gap analysis • eNRMC grant • Planning and funding to consolidate ICT upgrades and future ready systems • FIMS system upgrades 	<ul style="list-style-type: none"> • Leecare Launch November 2025
Coordinated Communication and Engagement	<ul style="list-style-type: none"> • Community Engagement Framework and supporting measures / responsibilities • Promotion of feedback mechanisms: increase in feedback numbers 	<ul style="list-style-type: none"> • Community Representatives & Volunteers

Community Consultation

Bembair yoo fall...



Prevent falls



Call, doo fall !

Call, don't fall !

1

Stop side yoo es

Stay where you are



2

Press ar bael

Push the nurse
call bell



3

**Dem moosa yah f'
halp yoo**

Wait for help, your nurse
is on the way



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Teamwork Respect Integrity Excellence

A graphic featuring the text 'CALL FOR ARTISTS' in a bold, white, sans-serif font with a black outline. The text is centered over a background of colorful paint splatters in shades of red, orange, yellow, blue, and teal. The splatters are irregular and layered, creating a vibrant, artistic effect.

CALL FOR ARTISTS

Pathology collection room



Any questions?