BOORLOO–PERTH

Workshop

2025



qaams

Quality Assurance for Aboriginal &
Torres Strait Islander Medical Services

qaams

Quality Assurance for Aboriginal &
Torres Strait Islander Medical Services

Acknowledgement of Country

The Perth Convention and Exhibition Centre acknowledges the Whadjuk Nyoongar people as the Traditional Owners of the lands and waters where PCEC is situated today, and pay their respect to Elders past and present.

QAAMS would like to acknowledge that the land we meet on today is the Traditional Lands of the Whadjuk Nyoongar people, and that we respect their spiritual relationship with this country.

We also acknowledge the Whadjuk Nyoongar people as the Custodians of the greater Perth region, and that their cultural and heritage beliefs are still as important to the living Whadjuk Nyoongar people today.





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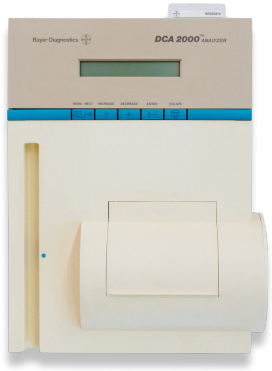
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QAAMS

A BRIEF HISTORY

The QAAMS Program (Quality Assurance for Aboriginal and Torres Strait Islander Medical Services) began with a simple bus ride through the red heart of the country. In 1997, at a conference on renal disease at Uluru, Mark Shephard sat beside Janet Streatfield from the Department of Health and Aged Care. Their conversation planted the seed for what would become one of Australia's most enduring and culturally grounded point-of-care testing (POCT) programs.

QAAMS officially commenced in July 1999, enrolling 48 Aboriginal medical services to trial on-site HbA1c testing using the DCA 2000 device. From the outset, a team of committed individuals including health workers, scientists, administrators and community members, came together with a shared goal of improving the lives of people living with diabetes.



FROM THEN TO NOW!
THE DCA 2000 AND
THE ATELLICA DCA



As the program grew, so too did its vision. A Medicare rebate for HbA1c testing, introduced in December 2000, recognised the clinical value of the program and provided financial sustainability for participating services. In 2006, Urine ACR testing was added, enabling earlier detection of kidney disease and broadening the scope of care QAAMS could support.

SIEMENS

RCPAQAP
The Royal College of Pathologists of Australasia
Quality Assurance Programs

In 2006, two major milestones shaped the future of QAAMS: the formation of the QAAMS Program Management Group (QPMG) and the inaugural QAAMS Leaders Team, now known as the QAAMS National Leadership Forum (QNLF). The QNLF is comprised of respected First Nations Health Professionals from each state and territory – it has become the cultural heart of QAAMS. Their ongoing input ensures the program remains not only clinically effective, but culturally safe and community led.

Twenty-six years on, QAAMS remains strong. Over 220 services now take part in the program. Many of the original participants are still active, a testament to the program's lasting impact. And while the faces may have changed, the purpose has not. QAAMS continues to deliver accurate, on-the-spot results for diabetes care.

THERE ARE CURRENTLY OVER 220 MEDICAL SERVICES ENROLLED IN THE QAAMS PROGRAM FROM ALL OVER AUSTRALIA.

THE QAAMS MAP WAS DEVELOPED WITH THE ASSISTANCE OF THE QAAMS NATIONAL LEADERSHIP FORUM



Through workshops, training resources, newsletters and face-to-face support, QAAMS has created a national network of connected services and skilled operators. It has brought quality pathology testing into remote clinics, urban health centres, and everywhere in between – places where a timely result can mean the difference between complication and control.

As we reflect on this milestone, we acknowledge the First Nations health workers, the QNLF, clients, families, and communities who have shaped QAAMS over the past quarter century. Their dedication has made QAAMS not just a program, but a story of strength, resilience, and community-led care.

Australian Indigenous HealthInfoNet

Australian Government Services Australia

diabeteswa®

WHAT'S ON THIS WEEK

Participants who completed early bird registrations are eligible to win a limited edition QAAMS cap, to be drawn during the workshop closing ceremony. Be there!





Join us for a memorable Workshop Dinner at the stunning Goodwood Restaurant at Optus Stadium! Enjoy a delicious meal while taking in the breathtaking views, surrounded by great company. The highlight of the evening will be a performance by the talented Rhys Bedford, bringing live entertainment to cap off the day's events. It's the perfect chance to relax, connect, and celebrate together—don't miss it!



Be sure to visit the exhibitor booths at the QAAMS Workshop, where you can connect with key organisations supporting point-of-care testing and Indigenous health. Services Australia and Siemens Healthineers will provide insights into funding and cutting-edge diagnostic technology, while the Australian Indigenous Health*InfoNet* offers valuable resources on Indigenous health research. Diabetes WA, Derbal Yerrigan, and Moorditj Koort Aboriginal Health and Wellness Centre will also be on hand, so pop in and say Hi! Don't miss this opportunity to network and explore the latest in healthcare innovation!





The highlight of the QAAMS Workshop is always the hands-on training, this year focusing on the Atellica DCA. Attendees will refine their skills in point-of-care testing for HbA1c and Urine ACR on the new device, in preparation for their health services transition in coming years. The QAAMS Team, as well as other experts, will be on hand to guide you, answer questions, and share best practice. Plus, by participating, you'll earn 10.5 hours towards your CPD, making it a valuable learning opportunity.



QAAMS 2025 WORKSHOP PROGRAM

DAY 1 - WEDNESDAY 14TH MAY

Time	Event	Room
8:30 - 9:15	Registrations	Southern Foyer
9:15 - 9:30	Welcome to Country - Neville Collard	M5
9:30 - 10:30	Opening Notes and QAAMS National Leadership Forum	M5
10:30 - 11:00	**Morning Tea**	Foyer & M8
11:00 - 12:00	**Presentations** Prof. Mark Shephard - QAAMS Derbarl Yerrigan Health Service Mawarnkarra Aboriginal Medical Service	M5
12:00 - 12:30	Workshop Group Photo	Foyer
12:30 - 1:30	**Lunch**	Foyer & M8
1:30 - 2:45	HbA1c Training Session 1	M6 & M7
2:45 - 3:00	**Afternoon Tea**	Foyer & M8
3:00 - 4:45	HbA1c Training Session 2	M6 & M7
4:45 - 5:45	**Free Time**	
5:45 - 6:15	Buses to Workshop Dinner	See Ticket Info
6:15 - 9:00	Workshop Dinner	Optus Stadium

QAAMS 2025 WORKSHOP PROGRAM

DAY 2 - THURSDAY 15TH MAY

Time	Event	Room
9:15 - 9:30	Welcome & Opening Notes	M5
9:30 - 10:30	**Presentations** Dr Caitlyn White - AHCWA Services Australia Australian Indigenous Health*InfoNet*	M5
10:30 - 10:45	**Morning Tea**	Foyer & M8
10:45 - 12:15	Urine ACR Training Session 1	M6 & M7
12:15 - 1:15	**Lunch**	Foyer & M8
1:15 - 3:00	Urine ACR Training Session 2	M6 & M7
3:00 - 3:15	**Afternoon Tea**	Foyer & M8
3:15 - 4:00	Closing Remarks and Certificate Presentation	M5



QAAMS National Leadership Forum

National Leaders

Christopher O'Brien, National Leader

Senior Cultural Educator Lower Eastern NSW – JCTS NSW and ACT
Joint Colleges Training Services (JCTS)



Christopher is a Yorta Yorta "freshwater" man from country 'Cummeroogunja; (aka Cummeragunja) located across the Murray River of southern New South Wales and northern Victoria. His 'totem' is the 'Long-necked Turtle' of the Murray River. He's a direct descendant of William Cooper – "Father NAIDOC" who's his third great-grandfather (Ngapa-Grandfather) who established the Aboriginal Advancement League (1957), the oldest/long-standing Aboriginal rights organisations in Australia – still operating today! Christopher has operated in numerous domains including; governance, senior management, hospitality, aged and disability, and primary health care in (and beyond) Aboriginal community-controlled health organisations and services, and further in GP education and training spanning over 25years combined!

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Jade Kelly, Deputy National Leader

Mallee Districts Aboriginal Service, Mildura



Jade is a Muthi Muthi lady from Balranald NSW. She is a Credentialled Diabetes Educator providing services at Mildura Aboriginal Health Service. Currently Jade also does some private clinic work as well as some work for Diabetes Victoria. Jade has worked in Aboriginal medical services across Victoria and NSW since 2007, providing diabetes outreach services at Dareton, Balranald, Swan Hill, Robinvale and Mildura. Jade has completed a Bachelor of Nursing and a Graduate Certificate in Diabetes Education. Her passions are Diabetes Care and Care Coordination.

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Western Australia



Helen Edwards, State Leader
Wirraka Maya Health Service

Helen is originally from Geraldton in WA. She has worked at Wirraka Maya Health Service Aboriginal Corporation in an Aboriginal Health Worker/Practitioner role for ten years. In 2007 Helen completed her Certificate III in Primary Health as an Aboriginal Health Worker and in 2009 her Certificate IV. She has been an Aboriginal Health Practitioner since 2013. Helen loves her current job, helping her people and educating them about their health.

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Robyn Willock, Deputy Leader
Geraldton Regional Aboriginal Medical Service



Robyn was born in Geraldton and completed her health worker training at Wirraka Maya Health Service in South Hedland. She then went on to complete her studies in Enrolled Nursing through Marr Moorditj Training in Perth. Currently, Robyn is the Clinical Manager at Geraldton Regional Aboriginal Medical Service. In her spare time, Robyn loves to travel, enjoys camping and driving 'out bush' and fancies a spot of fishing.

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Milton Franco
QAAMS State Liaison

Milton joined the International Centre for Point of Care Testing in February 2023 as part of the Respiratory Infection Testing Program. He joined the QAAMS Team in February 2025 and is eager to meet our amazing participants from across the country. In his free time, he is currently training for a marathon, which is scheduled to take place in 2026.

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Northern Territory

Rrapa Dhurrkay, State Leader
Miwatj Health Aboriginal Corporation



Elizabeth is from Galiwinku Island, North East Arnhem Land. Her tribe is Wangurri and she speaks Yolngu Matha. Elizabeth has been an Aboriginal Health Worker/Practitioner for 18 years. From 1998 to 2004 Elizabeth worked as an Aboriginal Health Worker at Galiwinku, Elcho Island. In 2004 and 2005 she worked for the Menzies School of Health Research on the Audit and Best Practice for Chronic Disease Study. Elizabeth has studied at the Batchelor Institute in the NT. She has completed a Certificate III and IV in Primary Healthcare and a Diploma, Advanced Diploma and Bachelor's Degree in Primary Healthcare. In 2015 she completed a Diploma of Management.

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Gwen Dhamarrandji, Deputy Leader
Miwatj Health Aboriginal Corporation

Hello, my name is Gwen and I am a proud Yolngu lady from Galiwin'ku, Elcho Island, North East of Darwin. I work for the Miwatj Aboriginal Health Corporation. I am a registered Aboriginal Health Practitioner who has been working in the Chronic Disease Program for many years now. I have also recently completed my ALS (Advanced Life Support) training.

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Jae Williams
QAAMS State Liason



Jae joined the QAAMS Team in January 2025 as Scientific Officer for the Northern Territory and South Australia. Since joining the International Centre for Point-of-Care Testing in July 2022, she has supported staff across Australia with training, troubleshooting, and quality management. With a background in diagnostic pathology, she brings keen attention to detail, a passion for quality management, and a strong commitment to community. Outside work, she enjoys time with her dog and baking bread.

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Victoria & Tasmania



Jade Kelly, Deputy National and State Leader
Mallee Districts Aboriginal Service, Mildura

Jade is a Muthi Muthi lady from Balranald NSW. She is a Credentialled Diabetes Educator providing services at Mildura Aboriginal Health Service. Currently Jade also does some private clinic work as well as some work for Diabetes Victoria. Jade has worked in Aboriginal Medical services across Victoria and NSW since 2007, providing diabetes outreach services at Dareton, Balranald, Swan Hill, Robinvale and Mildura. Jade has completed a Bachelor of Nursing and a Graduate Certificate in Diabetes Education. Her passions are Diabetes Care and Care Coordination.

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Georgina Johnson, Deputy Leader
Mallee Districts Aboriginal Service, Swan Hill

My name is Georgina Johnson and I am part of the Taungurung tribe in Victoria. I work at the Mallee District Aboriginal Services (MDAS) in Swan Hill. I have a great interest in working with community, as well as a growing interest in Diabetes and client management.



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Lauren Keightley
QAAMS State Liason

Lauren has a strong background in medical research, with experience in laboratory science, data management, and working with healthcare teams. She helps implement and deliver education and support for the QAAMS program while also contributing to research that improves the program's effectiveness and long-term benefits for communities. Outside of work, she enjoys spending time at the beach or hiking.

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New South Wales & ACT

Christopher O'Brien, National and State Leader
Aboriginal & Torres Strait Islander Health, Joint Colleges Training Services



Christopher has operated in governance and senior management in the Aboriginal community-controlled health service (ACCHS) sector and GP education and training spanning over 20-years combined!
Christopher has a strong passion for Aboriginal and Torres Strait Islander holistic health, policy and advocacy and a particular interest in primary, acute, intensive, tertiary and chronic care management. He has been a part of the QAAMS family for 19-strong years and works diligently with the QAAMS management group.

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Ted (Victor) Simpson, Deputy Leader
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Milton Franco
QAAMS State Liaison

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South Australia



Priscilla Elmendorp, State Leader
Nunkuwarrin Yunti

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Priscilla is from Adelaide in SA. She has worked in nursing and health care at Southern Cross Care and the Lyell McEwin Hospital in Adelaide's North. Priscilla holds dual qualifications in Diploma of Enrolled Nursing and Aboriginal health Practitioner. Currently works in the Chronic Conditions Management Team within Nunkuwarrin Yunti where she has been worked for the last 6 years. Outside of work, Priscilla is busy keeping up with her family of 5 boys and 6 Grandchildren. Can regularly be found attending sporting games on weekends and is a diehard Port Adelaide fan. To relax, Priscilla loves to read, enjoys spending time with her children and grandchildren. But what Priscilla values most of all is getting back to country on Narrunga/Ngarrindjeri land with family and friends.

Kingsley Bilney, Deputy Leader
Yadu Health Service

Kingsley is from Pt Lincoln in South Australia. He worked at Port Lincoln in Aboriginal Family Support Services from 2009-2014. Since 2014 he has worked at Port Lincoln Aboriginal Health Service as an Aboriginal Health Worker and he is currently completing his Certificate IV studies. Kingsley is a talented Australian Rules footballer. He is captain of the very successful Mallee Park Football Club A Grade Team who were premiers in 2015 and 2016. In 2015 Kingsley also won the Best and Fairest for the Port Lincoln Football League.



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Jae Williams
QAAMS State Liaison

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Queensland

Ann-Marie Mitchell, State Leader
ATSICHS Brisbane



Ann-Marie was born and raised in Cunnamulla South West QLD and is a descendent of Kooma Tribe, totem Snake. She has been a Teacher Aide, Shop Assistant, Youth Worker and domestic worker at Cunnamulla Hospital. Ann-Marie first started her AHW certificate when she was living in Ipswich in 1999 and completed the Primary Health Care Certificate in 2003. She is now working towards completing her Practitioner qualification.

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David Nicholls, Deputy Leader
Cairns Diabetes Centre, Cairns

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I'm a descendant of Kaanju from Coen in Cape York and Gunggandji Yarrabah. I started my training as an Aboriginal Health Worker in Alice Springs at Central Australian Aboriginal Congress. After that I moved back to Mackay and worked at Mackay Aboriginal and Torres Strait Islander Health Service Ltd where I trained as a health worker in cert III. My passion for remote work lead me to Cairns working for Apunipima Cape York Health Council where I'm working as a Aboriginal Health Practitioner for 10 years. I'm an Aboriginal Health Practitioner and also hold a Grad Dip in Indigenous Health Promotion. My interest are camping, fishing, and my family.

Lauren Keightley
QAAMS State Liaison

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Torres Strait Islands

Zemarie Bond, Torres Strait Island Leader
Injinoo Primary Health Care

My name is Zemarie Bond. I live in a small remote community called New Mapoon which is one of five communities under the Northern Peninsula Area Regional Council, located at the very tip of Cape York (Queensland).

I am currently employed as an Aboriginal Health Practitioner with the Northern Peninsula Area Family and Community Services (NPAFCS) which services the five communities. I am based at Injinoo Primary Health Care.

My long term goal is to study to become a midwife and then undertake further study to qualify as a registered nurse. My aim is to give back to my community by providing support to improve health and empower cultural awareness. Through engagement and learning from the community, my biggest goal is to see a long term improvement in the health and education services across the whole of Cape York.



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Lauren Keightley
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QAAMS Management Team



Prof Mark Shephard

Co-Director of ICPOCT

Professor Mark Shephard is the Founding Director of the Flinders University International Centre for Point-of-Care Testing. Mark has had the privilege of being the QAAMS Program Manager from day one of the program in July 1999 to early 2022. On a personal note, Mark views being involved in the QAAMS Program as a life changing experience; he has particularly enjoyed witnessing the continued growth of the program and being immersed in the QAAMS family of First Nations health professionals, many of whom have become friends for life. Mark is particularly proud of the fact that QAAMS has set the benchmark for point-of-care testing networks in Australia for more than two and a half decades and has been the template on which major new point-of-care testing programs for acute and infectious diseases have been built.

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Dr Susan Matthews

Co-Director of ICPOCT

With 20 years of scientific expertise, she is nationally and internationally recognised in chemical pathology and ISO15189 regulatory compliance. She collaborates with government and health organisations on infectious disease testing, securing $10.4M in research funding and publishing 4 book chapters and 19 papers in five years. She is a Chief Investigator on NHMRC and MRFF initiatives with the Kirby Institute and a member of WHO and WONCA bodies. Her work has earned multiple awards, including from the Royal Children's Hospital Foundation. Dr Matthews is a keynote speaker and advisory member for leading scientific bodies, including AACB, ASHM, IFCC, and RCPAQAP. With over a decade of teaching experience, she coordinates MDSC3100 and lectures in MMED9150. In 2023, she led research into online peer feedback, with international publication and presentation in 2024.



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QAAMS Management Team



Grant White

QAAMS Program Lead and Scientific Manager

Grant joined the QAAMS Program in 2022 after a long career as a Medical Scientist working in pathology laboratories in three of Adelaide's major teaching hospitals. He specialised in clinical biochemistry, including applications for diabetes and cardiac point-of-care and quality assurance monitoring of a wide range of programs.

Grant enjoys meeting and working with the wide range of dedicated professionals involved with the QAAMS program across the country. In addition to spending leisure time with grand-children, he has a wide range of hobbies including astronomy, photography, fishing and reading!

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Kerrie Green

QAAMS Admin

Kerrie joined the QAAMS Program as an Administration Assistant in January 2024, bringing over 20 years of experience in administration, finance, and customer service. She has worked in both private enterprise and Federal Government roles, gaining expertise in sales, compliance, and quality management. At QAAMS, Kerrie supports the management team with administration, travel, website updates, and event planning, including the annual QAAMS Workshop. Dedicated to continuous learning, she is always looking for ways to enhance workplace practices and support her colleagues.



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QAAMS Management Team



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Dr David Dunn

QAAMS Clinical Support Officer/Medical Advice

David is a general practitioner who has worked in Aboriginal Community Controlled Health Services since 1991. He was Medical Director of Bega Garnbirrungu Health Services in Kalgoorlie, Western Australia from 1991 - 2004 and since 2005 has worked as a GP at Nunkuwarrin Yunti of SA in Adelaide. David has been involved with QAAMS as a participant for many years and since 2006 as Clinical Support Officer. He has seen firsthand the positive impact skilled health workers trained through the QAAMS program can have on their clients with diabetes. David believes giving the patient instant feedback on their HbA1c and ACR results through the QAAMS program is an important tool in motivating patients to better manage their diabetes. With the new role of HbA1c in diagnosing diabetes the QAAMS program also enables health workers to empower patients with knowledge about their diabetes earlier.



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Guest Speakers and Presenters

Presenters:

Prof Mark Shephard

Co-Director of ICPOCT



Flinders University | International Centre for Point-of-Care Testing

Professor Mark Shephard is Founding Director of the International Centre for Point-of-Care Testing at Flinders University.

Mark brings over 25 years of experience involving pioneering and innovative translational research of POC testing models for chronic, acute and infectious diseases into rural and remote First Nations health services at both national and international levels; he also has significant expertise in POC testing device evaluation and training and quality management systems, as well as leadership in the development of university teaching programs on POC testing at undergraduate and postgraduate level.

Mark's International Centre for Point-of-Care Testing was formally designated as WHO Collaborating Centre in January 2017, and again in 2021. Most recently the International Centre has been redesignated for a further four-year term in January 2025.

In August 2024, Mark was named as a 'Top Scholar' by ScholarGPS, ranking him in the top 0.5% of all scholars globally. This prestigious honour acknowledges Mark's 'strong publication record, the impact of his work, the quality of his scholarly contribution, and his lifetime contribution to advancing point-of-care testing'.

In November 2024, Mark was named in the '2024 World's Top 2% of Researchers' as recognised by Stanford University Global Rankings. Mark's inclusion in this list 'reflects the exceptional impact of his research in point-of-care testing'.

Presenters:

Katie Taylor & Susan Gaire

Mawarnkarra Aboriginal Medical Service



Hi, I'm Katie. I'm an enrolled nurse working toward my Bachelor of Nursing. I joined Mawarnkarra in January 2023 after relocating from North Queensland when my husband was posted to the Pilbara with the Australian Defence Force.

I have a strong passion for rural health and feel fortunate to be part of a team supporting the community in rewarding ways.

Hello, I am Susan and I relocated from Perth to Karratha with my partner and have been working as a Registered Nurse at Mawarnkarra Health Service for the past 3.5 years. Prior to this, I gained experience across several hospitals in Perth, working in a variety of departments.

Rural nursing can be challenging, but it's also incredibly rewarding—and I truly love what I do.

Living in the Pilbara has been an amazing experience. The weather and scenery are stunning, and I enjoy spending time out on the boat, fishing, and exploring the beautiful islands off the coast of Dampier.

Alvin Edney

Derbarl Yerrigan Health Service



Alvin Edney is a dedicated healthcare professional with over 20 years of nursing experience and a strong commitment to improving community health outcomes. He holds a Bachelor of Nursing from Curtin University and a Diploma of Practice Management from the AMA, equipping him with both clinical expertise and leadership skills. For the past seven years, Alvin has been an integral part of the team at Derbarl, where he currently serves as the Clinical Governance Manager. In this role, he oversees the quality and safety of clinical services, ensuring best practices and continuous improvement across the organisation.

Presenters:

Caitlyn White

Public Health Medical Officer (MBBS, FRACGP, FAFPHM)
Aboriginal Health Council of Western Australia



Caitlyn is a Public Health Physician and General Practitioner with experience in Aboriginal health, health research, communicable disease control, and health policy . She currently works as the Public Health Medical Officer at the Aboriginal Health Council of WA, which is the WA state affiliate of the National Aboriginal Community Controlled Health Organisation (NACCHO). She has worked as a GP in regional and remote areas of the Kimberley, with experience in complex diabetes management.

Caitlyn led the review of the Kimberley Aboriginal Health Planning Forum (KAHPF) Type II Diabetes in Adults clinical protocol in 2019 and advocated for Trulicity to be added to the Kimberley Essential Medicines list at the time.

While working for Kimberley Aboriginal Medical Services (KAMS), Caitlyn worked alongside colleagues from KAMS and the Rural Clinical School of WA (RCSWA), on a project to better understand type 2 diabetes prevalence in remote Kimberley communities. The project was known as the “Use of a primary care dataset to describe ‘The Real Picture’ of Diabetes in Kimberley Aboriginal Communities”.

Use of a Primary Care Dataset to Describe ‘The Real Picture’ of Diabetes in Kimberley Aboriginal Communities

ObjectiveAboriginal communities are impacted by high rates of diabetes, however these are currently underestimated by national data sources used by policy and decision makers to inform allocation of health...

Research Online

Presenters:

Michelle Woodlock & Kayla Delaporte

Services Australia



From left to right: Kayla Delaporte & Michelle Woodlock

Hi, I am Michelle Woodlock, and I've been proudly working with Services Australia for over 10 years.

I partner with health professionals across the country – from big cities to the most remote communities – to offer support, guidance, and education on Medicare programs and digital health services.

I'm especially passionate about helping improve health outcomes for First Nations peoples and all Australians. Building strong relationships and making the complex simple is what I love most about my role.

Kaya, my name is Kayla, and I am a proud Noongar woman from Western Australia.

I have been with Services Australia supporting Indigenous Australians for the past 8 years.

In my role as a Medicare engagement Officer, I work closely with Aboriginal Medical Services and other healthcare providers to enhance health outcomes for Aboriginal and Torres Strait Islander peoples.

I do this by helping health professionals identify and remove barriers to using digital services to ensure everyone has fair access to our programs and services.

Listening carefully, respecting local knowledge, and maintaining open communication are all part of my approach. I strongly believe that understanding cultural values is key to meaningful health care.

Michelle Ewell

Australian Indigenous Health*InfoNet*



Michelle Elwell is a Senior Research Officer for the Australian Indigenous HealthInfoNet in Perth WA, where she has worked for the past 12 years. Michelle is an Arrernte Aboriginal woman from Alice Springs and has worked in the area of Aboriginal and Torres Strait Islander health for the past 29 years in a range of positions in Queensland, Victoria and now in WA.

Michelle's responsibilities at the HealthInfoNet include the following topics, Aboriginal and Torres Strait Islander Health Workers and Practitioners, Cultural Ways, Closing the Gap, Cultural safety for health professionals. Michelle also assists with the Social and Emotional Wellbeing Portal and the Alcohol and Other Drugs Knowledge Centre website.

Michelle Ewell

Years of Service Appreciation Award



"Michelle has represented the Australian Indigenous HealthInfoNet group at Annual QAAMS Workshops for the past 12 years; she has become an integral part of our workshop activities, whether working at the Indigenous HealthInfoNet stand or giving presentations on the current activities of the group. Michelle's professional, friendly and personable nature has been enjoyed by all Workshop participants. Her organisation does remarkable work for the First Nations cause and it has been a pleasure to work with Michelle at our main Workshop event each year. Thank you so much, Michelle."

Mark Shephard
Co-Director of ICPOCT







QAAMS 2025 Workshop Photos




LOS ANGELES
CALIFORNIA






ERTH CONVENTION AND
EXHIBITION CENTRE


Quality Assurance
for Aboriginal and Torres Strait Islander
Medical Services




qaams
Quality Assurance
for Aboriginal and Torres Strait Islander
Medical Service








qaams
NITRILE BLUE
POWDER FREE
MEDIflex
























PERTH CONVENTION AND
EXHIBITION CENTRE






The HbA1c Test is Suitable for...

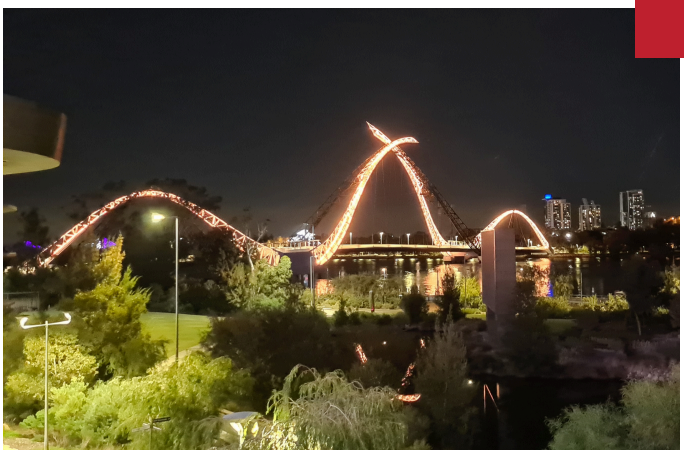

The HbA1c Test is Suitable for...


PERTH CONVENTION AND
EXHIBITION CENTRE












PERTH CONVENTION AND
EXHIBITION CENTRE




diabeteswa
1300 001 880
2025 QAAMS
WORKSHOP








2025 QAAMS
WORKSHOP




HOORDITJ
KOORT


AQIUM




Medium








Timely
Accessible
Relevant
NESPRESSO




Medicare
MEETING ROOM
Australian Government
Services Australia


NITRILE BLUE




PERTH CONVEN
EXHIBITION






PERTH CONVENTION AND
EXHIBITION CENTRE


OPTUS STADIUM
Yes
Staff Hub













VICTORIAN PARTICIPANTS



SOUTH AUSTRALIAN PARTICIPANTS



TASMANIAN PARTICIPANT



WESTERN AUSTRALIAN PARTICIPANTS



QUEENSLAND PARTICIPANT



NEW SOUTH WALES PARTICIPANTS



NORTHERN TERRITORY PARTICIPANTS





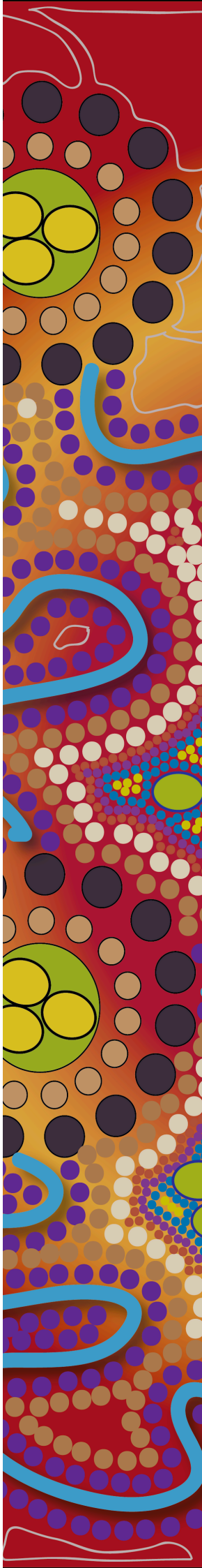


Workshop Attendee List

Name	Health Service	State
Abner Jr Aseron	Anyinginyi Aboriginal Health Corporation	NT
Alison Rowley	WACHS Wheatbelt Aboriginal Health Service	WA
Alvin Edney	Derbarl Yerrigan Health Service, East Perth	WA
Amanda Dhagapan	Miwatj Gapuwiyak	NT
Amie Sperring	Tharawal Aboriginal Corporation	NSW
Annika Honeysett	Riverina Medical & Dental Aboriginal Corporation	NSW
Ann-Marie Mitchell	ATSICHS Brisbane Logan	QLD
Bernada Maslac	Flinders University International Centre for Point-of-Care Testing	SA
Constance Gamble	Moorditj Koort Aboriginal Health and Wellness Centre	WA
Courtney O'Donnell	Mallee District Aboriginal Services, Mildura	VIC
Damian D'mello	Siemens	WA
Danielle Gill	Bega Garnbirringu Health Service	WA
Grant White	Flinders University International Centre for Point-of-Care Testing	SA
Gwen Dhamarrandji	Miwatj Galiwin'ku Health Clinic	NT
Helen Edwards	Wirraka Maya Health Service	WA
Ina Dembon	Wurli Wurlinjang Health Service Womens and Childrens Program	NT
Jacqueline Lovett	SALHN Aboriginal Family Clinic Noarlunga	SA
Jade Kelly	Mallee District Aboriginal Services, Mildura	VIC
Jae Williams	Flinders University International Centre for Point-of-Care Testing	SA
Jerome Ah Kit Burgoyne	Port Lincoln Aboriginal Health Service	SA
Joanne Ross	Tharawal Aboriginal Corporation	NSW
Justine Mathers	Mallee District Aboriginal Services, Mildura	VIC
Kaitlin Taylor	Mawarnkarra Aboriginal Medical Service, Roebourne	WA
Karen Mexon	NACCHO	ACT
Kathryn Huet	Diabetes WA	WA
Kayla Delaporte	Services Australia	WA
Kelly Shioji	Broome Regional Aboriginal Medical Service	WA
Kerrie-Lee Green	Flinders University International Centre for Point-of-Care Testing	SA
Kim Stevenson	Wheatbelt Aboriginal Health Service, Northam	WA

Workshop Attendee List

Name	Health Service	State
Kingsley Bilney	Port Lincoln Aboriginal Health Service	SA
Kirsty Emery	Flinders University International Centre for Point-of-Care Testing	SA
Laura Ugle	Derbarl Yerrigan Health Service, Maddington	WA
Lauren Keightley	Flinders University International Centre for Point-of-Care Testing	SA
Leandra Natini	Miwatj Galiwin'ku Health Clinic	NT
Leeanne Fitzgerald	WACHS Wheatbelt Public Health Unit, Merredin	WA
Leon Francis	Broome Regional Aboriginal Medical Service	WA
Lynette Garlett	Wheatbelt Aboriginal Health Service, Northam	WA
Maria Villamayor	Bega Garnbirringu Health Service	WA
Mark Shephard	Flinders University International Centre for Point-of-Care Testing	SA
Meiliana Silvia	Anyinginyi Aboriginal Health Corporation	NT
Melinda Brackley	WACHS Wheatbelt Public Health Unit, Merredin	WA
Michael Whitehead	Ngaanyatjarra Health Service, Warburton	WA
Michelle Elwell	Health*InfoNet*	WA
Michelle Woodlock	Services Australia	WA
Milton Franco	Flinders University International Centre for Point-of-Care Testing	SA
Nancy Taane	Ngaanyatjarra Health Service, Warburton	WA
Natasha Gibbins	Miwatj Nhulunbuy Health Clinic	NT
Ngurrali Ellis	Greater Western Aboriginal Health Service, Mt Druitt	NSW
Oi Yan Leung	Siemens	WA
Paige Leech	Tharawal Aboriginal Corporation	NSW
Peter Graham	RCPA QAP	NSW
Phillip Sanders	Flinders University International Centre for Point-of-Care Testing	SA
Prisandra Devery	Wurli Wurlinjang Health Service Womens & Childrens Program	SA
Priscilla Elmendorp	Nunkuwarrin Yunti of SA Adelaide	NT
Rachael Koch	Derby Aboriginal Health Service	WA
Rebecca Wilson	Mallee District Aboriginal Services, Mildura	VIC
Robert Davis	WACHS Wheatbelt Public Health Unit, Merredin	WA
Robert Indich	Moorditj Koort Health and Wellness Centre, Midland	WA



Workshop Attendee List

Name	Health Service	State
Roberta Kickett	WACHS Wheatbelt Aboriginal Health Service, Narrogin	WA
Robyn Willock	Geraldton Regional Aboriginal Medical Service	WA
Rrapa Dhurrkay	Miwatj Galiwin'ku Health Clinic	NT
Samantha Shepherd	RCPA QAP	NSW
Sarah Kickett	Diabetes WA	WA
Shirley Connolly	Tharawal Aboriginal Corporation	NSW
Sithabiso Sithole	Miwatj Galiwin'ku Health Clinic	NT
Sonya Cameron	Greater Western Aboriginal Health Service, Mt Druitt	NSW
Sophia Karahoutis	Derbarl Yerrigan Health Service, Maddington	WA
Stella Gondarra	Miwatj Nhulunbuy Health Clinic	NT
Susan Garie	Mawarnkarra Aboriginal Medical Service, Roebourne	WA
Suzette Roe	Gascoyne outreach service	WA
Tanya Couper	Ngaanyatjarra Health Service, Warburton	WA
Taylor Howard	Broome Regional Aboriginal Medical Service	WA
Tecaylah Lawford	Broome Regional Aboriginal Medical Service	WA
Ted Simpson	Riverina Medical & Dental Aboriginal Corp	NSW
Vicki Jordan	Aboriginal Health Service, Launceston	TAS
Vicki Trumper	Moorditj Koort Health and Wellness Centre, Midland	WA



Quality Testing Calendar 2025

QAAMS HELP DESK
08 8201 7555

QC SIEMENS QUALITY CONTROL TESTING
HbA1c & Urine ACR **QC** samples
Enter **QC results** with **QR code** or login to **qaams.org.au/user/login**

QA RCPA QUALITY ASSURANCE TESTING
HbA1c & Urine ACR **QA** samples
Enter **QA results** with **QR code** or login to **qaams.org.au/user/login**

JANUARY

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	**17**	18
19	20	21	22	23	24	25
26	27	28	29	30	**31**	

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — JANUARY – 01, JANUARY – 02

FEBRUARY

S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	**14**	15
16	17	18	19	20	21	22
23	24	25	26	27	**28**	

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — FEBRUARY – 03, FEBRUARY – 04

MARCH

S	M	T	W	T	F	S
30	**31**					1
2	3	4	5	6	7	8
9	10	11	12	13	**14**	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — MARCH – 05, MARCH – 06

APRIL

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	**18**	19
20	21	22	23	24	25	26
27	28	29	**30**			

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — APRIL – 07, APRIL – 08

MAY

S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	**16**	17
18	19	20	21	22	23	24
25	26	27	28	29	30	**31**

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — MAY – 09, MAY – 10

JUNE

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	**20**	21
22	23	24	25	26	27	28
29	**30**					

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — JUNE – 11, JUNE – 12

JULY

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	**18**	19
20	21	22	23	24	25	26
27	28	29	30	**31**		

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — JULY – 13, JULY – 14

AUGUST

S	M	T	W	T	F	S
31					1	2
3	4	5	6	7	8	9
10	11	12	13	14	**15**	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — AUGUST – 15, AUGUST – 16

SEPTEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	**19**	20
21	22	23	24	25	26	27
28	29	**30**				

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — SEPTEMBER – 17, SEPTEMBER – 18

OCTOBER

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	**17**	18
19	20	21	22	23	24	25
26	27	28	29	30	**31**	

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — OCTOBER – 19, OCTOBER – 20

NOVEMBER

S	M	T	W	T	F	S
30						1
2	3	4	5	6	7	8
9	10	11	12	13	**14**	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — NOVEMBER – 21, NOVEMBER – 22

DECEMBER

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	**19**	20
21	22	23	24	25	26	27
28	29	30	**31**			

HBA1C: NORMAL/ABNORMAL & URINE ACR: LOW & HIGH — DECEMBER – 23, DECEMBER – 24

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SEP-2022

QUALITY ASSURANCE FOR ABORIGINAL & TORRES STRAIT ISLANDER MEDICAL SERVICES | AN AUSTRALIAN GOVERNMENT INITIATIVE



Quality Assurance in Aboriginal and Torres Strait Islander Medical Services (QAAMS)

QAAMS point-of-care testing provides access to on-site testing at the time of a patient consultation, for 3 specific diabetes related tests.

Medicare Benefits Schedule (MBS) Item Numbers

- **73839** Blood test (glycated haemoglobin) for the diagnosis of diabetes in high risk, but asymptomatic patients. One test in 12 months.
- **73840** Blood test (glycosylated haemoglobin) in the management of established diabetes. Maximum of 4 tests in 12 months.
- **73844** Urinary ACR (albumin/creatinine ratio) in the management of established diabetes or patients at risk of microalbuminuria. Determined on a random spot collection urine sample.

Bulk Bill incentive items 74990, 74991 and 75861 to 75864, can be claimed for patients who are concessional beneficiaries or under 16 years of age.

Claiming MBS Benefits

A practice or health professional must be certified as competent by the QAAMS Program, before being recognised by Services Australia, to access point-of-care MBS items.

To claim MBS items 73839, 73840 and 73844, a health professional needs to register for each location. Health professionals can request access to these items by writing or emailing:

Medicare Provider Registration Section
GPO Box 9822, in your State or Territory
provider.registration@servicesaustralia.gov.au

Go to mbsonline.gov.au for more information about billing these MBS items

Australian Government
Services Australia
Date: August 2024 Code: IHSM02INFO1
hpe.servicesaustralia.gov.au

Flinders University | International Centre for Point-of-Care Testing

qaams
Quality Assurance for Aboriginal & Torres Strait Islander Medical Services

Workshop Feedback Survey

SCAN ME

This questionnaire will take around 5 minutes to complete.

Thankyou very much for your participation.

The QAAMS Team value your feedback.

Thank you to our partners

Flinders University | International Centre for Point-of-Care Testing

RCPAQAP
The Royal College of Pathologists of Australasia
Quality Assurance Programs

Thank you to our Sponsors

SIEMENS

Australian Indigenous HealthInfoNet

Thank you to our Vendors

Welcome to Country:
Neville Collard
Nyungar Elder, Whadjuk country

Photographer:
Natasha Gillespie
Whadjuk, Yued, Wadandi woman

Workshop Venue:
Perth Convention and Exhibition Centre

Workshop Dinner Venue:
Goodwood Restaurant, Optus Stadium

Trasnport Company:
PINNACLE Coach Lines

Musician:
Rhys Bedford
A Jaru and Bunuba man who hails from Halls Creek in the Kimberley Region of WA.

Australian Government

Department of Health and Aged Care

The QAAMS Program is funded by the Australian Government, Department of Health and Aged Care

qaams

Quality Assurance for Aboriginal & Torres Strait Islander Medical Services