



KALWUN

Jellurgal
Aboriginal Cultural Centre,
Tours & Information Hub



www.kalwun.com.au



Kalwun Development Corporation Ltd
2017 Annual Report





Kalwun Development Corporation Ltd would like to acknowledge the traditional custodians of the Gold Coast and surrounding areas, the Yugambeh, Yuggera and Bundjalung language speaking peoples.

Contents

| | |
|-----------------------------------------|----|
| Vision, Mission and Values | 4 |
| Company Overview | 5 |
| Board of Directors | 6 |
| Executive Leadership Team | 6 |
| Company Structure | 7 |
| Strategic Plan 2017 – 2020 | 8 |
| Annual Highlights..... | 9 |
| Chairperson's Report..... | 10 |
| CEO's Report..... | 11 |
| Funders, Peak Bodies and Partners | 12 |

Head Office13

Health Services.....14

| | |
|--------------------------------------------------------|----|
| Community Connect..... | 15 |
| Mums & Bubs Health..... | 15 |
| Social Health | 16 |
| Integrated Team Care | 17 |
| Community Health Programs | 18 |
| Allied Health Services | 19 |
| Deadly Choices Schools Program..... | 19 |
| Institute for Urban Indigenous Health Partnership..... | 19 |

Community Care Services21

| | |
|---------------------------------------------|----|
| Home Care Packages | 22 |
| Queensland Community Care Program..... | 22 |
| Social Support / Centre Based Respite | 23 |
| 2017 Elders Events and Outings | 23 |

Child and Family Support Services26

| | |
|---------------------------------------|----|
| Recognised Entity Services | 27 |
| Foster and Kinship Care Program | 28 |
| Family Wellbeing Service..... | 29 |
| Indigenous Education Services | 30 |

Jellural Aboriginal Cultural Centre31

| | |
|-------------------------------------------------|----|
| 2016 Annual Service Recognition and Awards..... | 33 |
| NAIDOC Celebrations | 34 |



Our Vision

“Our people live long, healthy, prosperous and happy lives”

Our Mission

Through the provision of high quality, professional, culturally appropriate and respectful services to “Our People” (our Elders, patients, clients, consumers, staff and wider community) we will contribute to people living long, healthy, prosperous and happy lives.

Kalwun Development Corporation Ltd will provide innovative and progressive services within a holistic framework. We endeavour to assist all people but more specifically Aboriginal and Torres Strait Islander individuals and their families. We strive to provide equitable, reasonable and justifiable access to affordable housing and housing support, primary health care and dental services, aged care and disability programs and support, protection services for young people and children, support for parents and families, educational initiatives and emergency relief assistance.

We aim to ensure that our community remains strong in our cultural heritage and that the whole community has a level of respect and an appreciation of the Aboriginal and Torres Strait Islander history.

Our Values

Respect - We recognise the cultural diversity that exists within Kalwun and respect the right, views and values of our Elders, patients, clients, consumers, wider community and each other.

Integrity - We act honestly, truthfully and transparently in all our dealings. We are being committed to the best interest of our community and the people we serve.

Community Focused - We strive to meet the needs of those who utilize our services and the broader community. We treat all people with respect and in a dignified manner.

Professionalism - We are committed to excellence and providing high quality services.

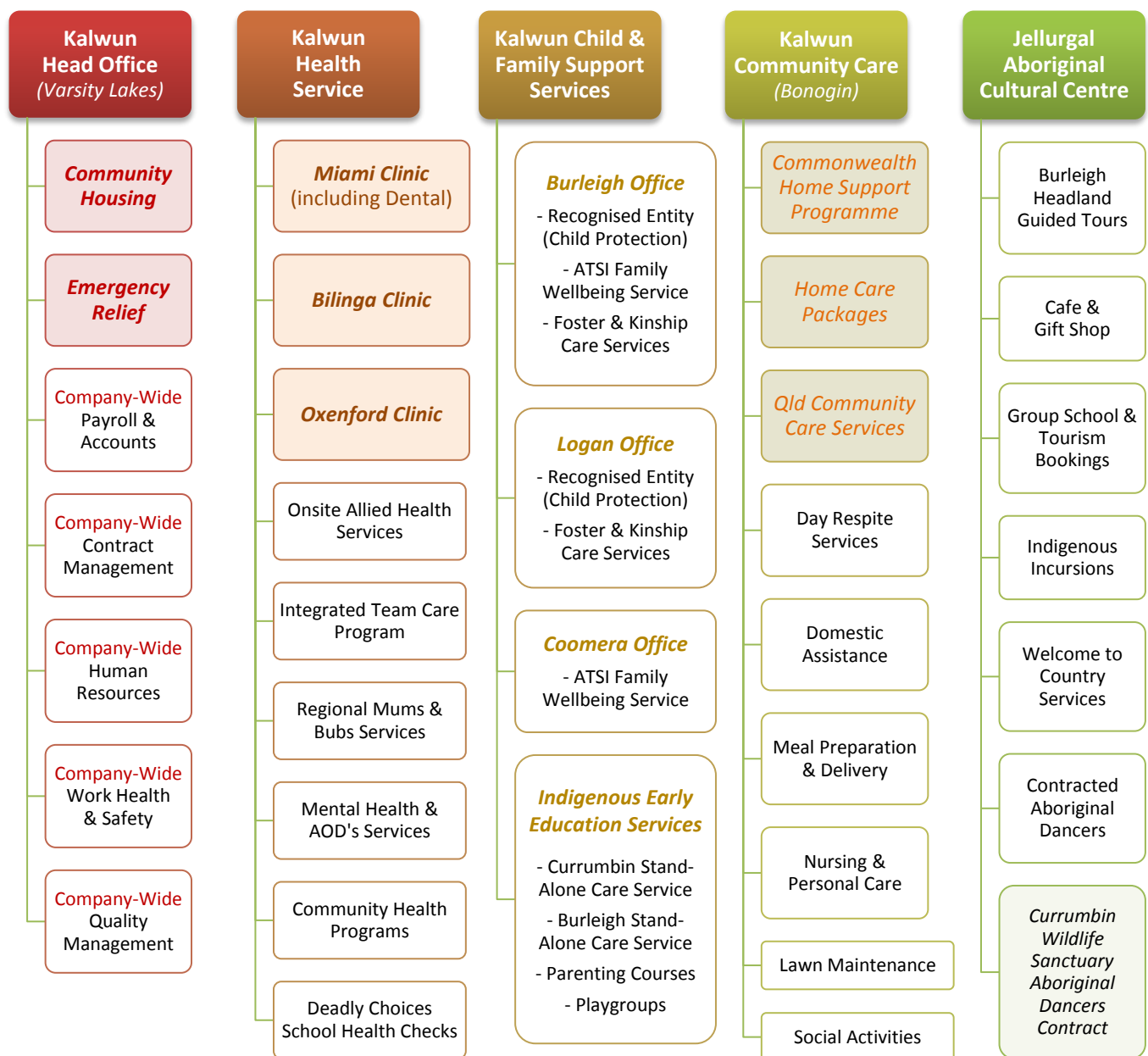
Reconciliation - We acknowledge the past mistreatment of Aboriginal and Torres Strait Islander people. We work together and build relationships between the wider Australian community and Aboriginal and Torres Strait Islander peoples for the benefit of all Australians.



Company Overview

On the 11th March 1981 the Gold Coast Aboriginal and Islander Housing Co-operative Society Limited was first incorporated. The Co-op, as it was referred, was initiated as the result of a successful local movement of Aboriginal people on the Gold Coast lobbying for affordable housing to help those in need. The Co-op was granted a number of homes, by the federal Government, which were offered for rent to community members under an affordable housing scheme. In 1993 the company employed an aged care worker, community worker and health worker and began delivering a small range of aged care support, transported community to the Brisbane Aboriginal Health Service and community support services. Kalwun Development Corporation Ltd was incorporated in 1994 and took over the operations of the Co-op. Kalwun is an Aboriginal and Torres Strait Islander community controlled corporation which is governed by elected Aboriginal and Torres Strait Islander Directors and one Independent Director. Since its inception, Kalwun has proven to be a highly reputable and professional company within south-east Queensland. Kalwun has actively partnered with the Elders, community, funders and key stakeholders to improve a wide range of outcome for all people.

The company currently delivers and facilitates access to doctors, allied health services, dental services, community health programs, child protection initiatives, family support services, foster and kinship care support, early education programs, playgroups, aged care and disability support, in-home care, day respite, emergency relief and community housing and housing support. Kalwun is also the parent-company to Jellural Aboriginal Cultural Centre.



Board of Directors



Chairperson: Mr William Oui

Deputy Chairperson: Mr Grant Williams

Company Secretary: Ms Vanessa Summers

Finance Committee Chair: Ms Jean Edwards

Independent Director: Ms Tracey Castle

Elder Observer: Uncle Ron

Board Directors:

Mr Robert Pascoe

Mr Lindsay Blow

Mr Mal Thomson

Mr Brad Law

Mrs Nichelle Nona

Executive Leadership Team



Mr Kieran Chilcott
Chief Executive Officer

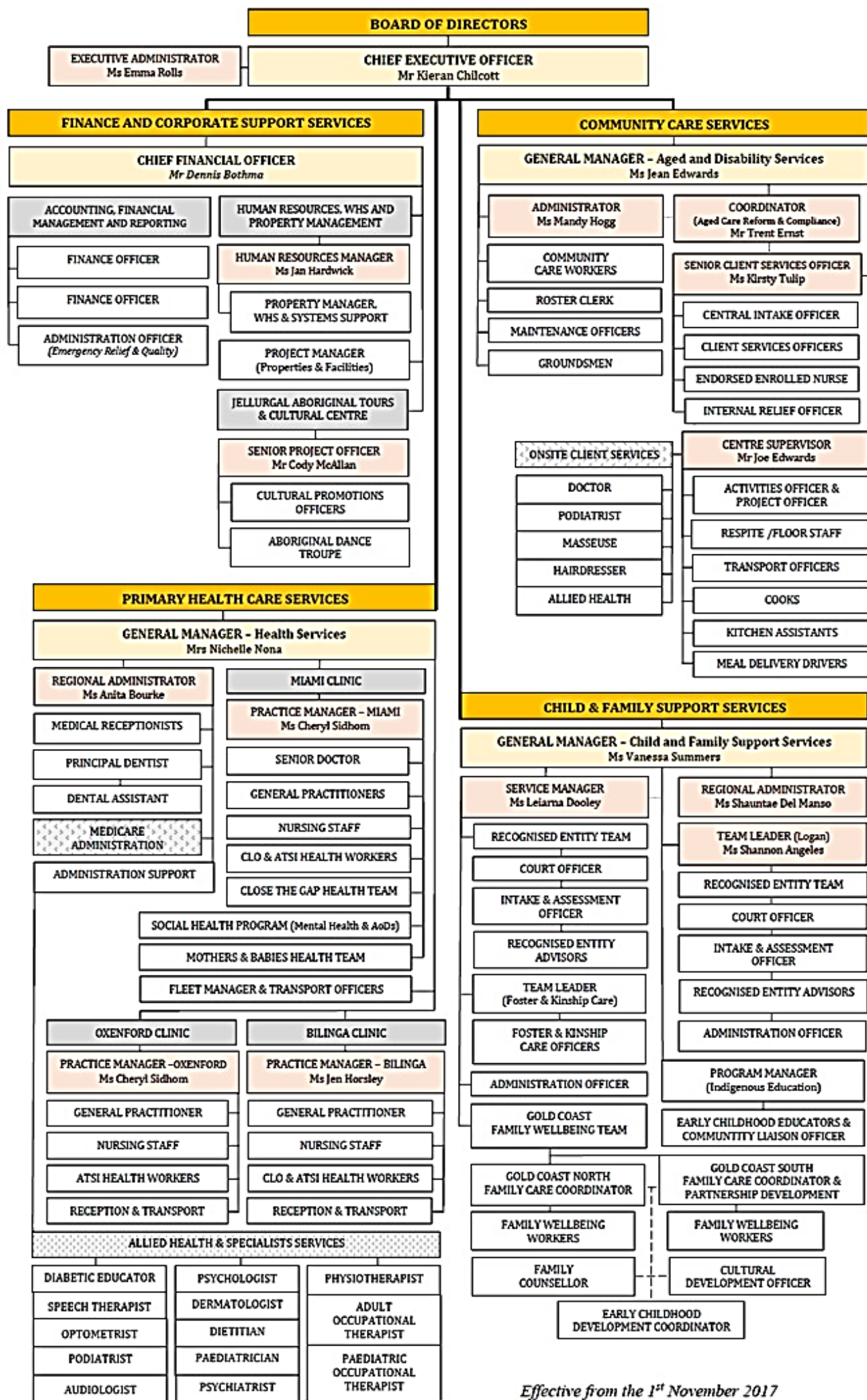
Ms Jean Edwards
General Manager
Aged & Disability Services

Ms Vanessa Summers
General Manager
Child & Family Support Services

Mrs Nichelle Nona
General Manager
Health Services

Mr Kieran Chilcott, Chief Executive Officer, is responsible for all day-to-day management decisions, for implementing the company's strategic plan and acts as a direct liaison between the Board and management of the Company. In 2016/17 three key executive General Manager positions reported directly to the CEO. Ms Jean Edwards, GM – Aged and Disability Services, has been with the company for 17 years and has a passion for working with the elderly. Mrs Nichelle Nona, GM – Health Services, has been employed by Kalwun for over 10 years and has worked in various roles within the health sector for many years. Ms Vanessa Summers, GM – Child and Family Support Services, started within the child protection field 11 years ago on the frontline and has progressed into management roles at Kalwun for the past 9 years. The Board endorsed a new Executive Administrator role at the end of 2016 and appointed Mrs Emily Rolls to the position. Ms Rolls works closely with the CEO and Executive Leadership Team on whole-of-company accreditation, operational support, strategic initiatives, oversee quality systems and represent the CEO internally as required. The Board approved the inclusion of an additional executive position in the form of a Chief Financial Controller (CFO). The Board successfully recruited Mr Dennis Bothma to this position. He commenced this role on 1 November 2017. This role will be instrumental in not only leading the existing finance team and contract management but will include providing oversight of strategic human resources initiatives, WHS, property and facility management, information and system supports (ICT), risk management and company legal affairs.

Company Structure



Effective from the 1st November 2017



Strategic Plan 2017 – 2020

The *Strategic Plan 2017-2020* commits the organisation to four strategic priorities that seek to ensure that Kalwun continues to strengthen our foundations through transparent and accountable management and governance practices. To be of most benefit to the clients and communities we work with now and into the future, we need to ensure that we sustain our organisation. Our commitment to quality is at the forefront of this plan with an emphasis on continual quality improvement embedded within our business units. Kalwun commits to developing our people to ensure that we are creating not only a strong and capable workforce but also leaders of our next generation. Central to this plan is a commitment to partnerships. Our focus on engaging our community and stakeholders as partners of the organisation will ensure that we genuinely engage in two-way dialogue and that we have the mandate to advocate on behalf of our people. The new strategic plan is developed in the interests of the people and communities we serve, and the staff, members, volunteers and funders whose passion and commitment make our work possible.



STRATEGIC PRIORITIES

Strategic Priority 1

LEAD THE WAY

- Develop accountable management and governance practices in line with contemporary standards.
- Maximise our financial security through the development of sustainable income streams, effective budget management and maximising the use of existing assets.
- Fulfil reporting commitments to funding bodies, regulatory authorities and our community.
- Consistent use of logo, name, branding standards and marketing material.
- Strategically use marketing, communications and media to raise the profile and improve the reputation of the organisation.

Strategic Priority 2

IMPROVE OUR SERVICES

- Increase the number of Aboriginal and Torres Strait Islander people accessing our services.
- Embed continuous quality improvement in the design, delivery and review of all programs and services to improve their impact and effectiveness.
- Provision and distribution of culturally appropriate information to individuals, communities and other organisations.
- Establish a range of consultative mechanisms with key organisations and communities.
- Improve integration of services across the organisation.
- Improve integrated IT systems that support service delivery.

Strategic Priority 3

DEVELOP OUR PEOPLE

- Build a positive, progressive and consistent company-wide culture.
- Promote and enable a learning culture that builds staff capacity and supports ongoing skill development.
- Maximise the employment and retention of Aboriginal and Torres Strait Islander staff.
- Continually evaluate human resource management practices.
- Implement effective workplace consultative mechanisms and continually evaluate their effectiveness.
- Implement strategies that allow for internal promotion opportunities.
- Develop succession plans for key management positions across the organisation.

Strategic Priority 4

HAVE MEANINGFUL PARTNERSHIPS

- Engage Aboriginal and Torres Strait Islander Elders and people as partners of the organisation, listen to their desires and plan for their needs.
- Proactively develop and strengthen strategic partnerships and alliances aligned with our vision, mission and values.
- Work in collaboration with other service providers to improve coordination, reduce duplication of services and develop alternative service delivery models.
- Advocate for improvements in funded programs to meet the needs of our people.



Financial Management

- \$27m net assets as at 30 June 2017
- \$13.9m annual revenue in 2016/17
- \$1.77m increase in revenue from the previous year
- Acquisition of \$1.2m worth of property within the Coomera region
- Establishment of a Finance and Risk Management Subcommittee of the Board

Company-Wide Development

- ISO 9001 Quality Management Certification
- Growth in staffing in excess of 150 employees
- The 9th Kalwun Office set-up and operational
- Implementation of a consolidated Policy and Procedures manual
- Each business unit generously invested in the professional development of employees

Community Housing and Emergency Relief

- Purchased a new property management system, Chintaro Social Housing Software
- Spent \$113,000 of repairs and maintenance across 48 homes owned by the company
- Improved and coordinated approach to inspections and R&M budgeting and scheduling
- In excess of \$30,000 spent on emergency relief support, including food vouchers
- 357 people accessed emergency relief assistance during the reporting period

Health Services (Including Dental, Programs and Allied Health)

- 2652 Aboriginal and Torres Strait Islander Health Checks completed
- New Mental Health and Alcohol and Other Drugs support services, including the employment of a Mental Health Nurse, Senior Case Manager, AOD Clinical Practitioner
- Expanded Deadly Choices partnership with Gold Coast Titans and Gold Coast Suns
- Over \$300,000 spent on client care services, including the provision of 14 Allied Health Services and targeted community health programs

Community Care Services

- Completed a business unit review of the structure and roles and implemented changes
- Invested in a significant upgrade of assets, including vehicles, furniture and signage
- Began to deliver services to high-level care needs clients (L4-HCP)
- Assisted 388 clients through the CHSP and administered 46 Home Care Packages
- Provided assistance for 25 younger persons to assist them to remain in their own home

Child and Family Support Services

- Successfully tendered for the new Gold Coast Family Wellbeing Service which will work with families under a cultural healing framework (\$1.39m operating budget pa over 5 years)
- Established a second stand-alone care service in partnership with Currumbin Primary School
- Opened a third Child and Family Support Service office in the Coomera catchment areas
- Continued to administer the highly successful Foster and Kinship Care program across SEQ
- Received a 100% conformity rating on the HSQF Certification surveillance audit report

Cultural Services

- Offered a wide-range of cultural services across the Gold Coast region; including 'Welcome to Country', Aboriginal Dance Performances, Cultural Development Workshops, Cultural Tours/Experiences and also starting this year was the Jellural Jarjums incursion program for cultural education in childcare centres
- Over 5000 people either visited the Centre or had face-to-face contact with a Jellural employee or contractor
- 53 educational facilities visited the Jellural Aboriginal Cultural Centre at Burleigh Heads
- 32 people economically benefited from the operations, opportunities and services delivered by Jellural

Chairperson's Report



Firstly I would like to acknowledge the Traditional Owners on the land in which we live and work and say that it is a true honour to present to you my first Chairperson's Report for Kalwun Development Corporation Ltd on behalf of the Kalwun Board of Directors.

The past 12 months has been another outstanding year for Kalwun. I thank our members and community for their continued support. I also acknowledge all of our staff for their tireless commitment and hard work which continues to position Kalwun as a leading Aboriginal & Torres Strait Islander community organisation.

During the year we continued to improve our company, ensure that we have strong leadership in place, provide opportunities for existing employees to further their education or move into new roles, we welcomed new employees, opened new offices and started new programs.

A major highlight of the year was the Board approving a new Strategic Plan for 2017-2020. Our CEO led 6 month strategic planning cycle which included extensive consultation with not only the Board but also our members, staff and wider community.

Other key highlights over the past 12 months include:

- Implementation of effective corporate governance, including greater accountability and transparency.
- Circulation of quarterly Board Communique's for members and the wider community.
- Business unit presentations at each Board meeting. This has allowed Directors to not only become more familiar with business but also provide the opportunity to talk directly with staff about matters impacting on their roles. It has also provided the Board with an opportunity to understand enablers and barriers faced by our frontline staff.
- Increased oversight of the CEO, including supervision and an improved annual performance appraisal process.
- Director site visits to various Kalwun premises.
- Board representation at various community events hosted by Kalwun, and also at the Gold Coast NAIDOC Committee events, the Yugambah Jarla Dinner and the Titans Charity Gala.
- The Directors took the opportunity to review the Risk Register and revise the risk appetite for the company.
- We increased the budget allocated to repairs and maintenance of Kalwun properties. As we continue to receive no funding for repairs and maintenance, we rely solely on the income generated by rents received. 97.8% of our tenants are at any one point in time up-to-date with rent or one week ahead. This is a dramatic improvement from 2 years ago.
- The Board endorsed the CEO to participate in local, state-based and national Board's. This will ensure that he is abreast of state and national reforms, policies and initiatives relevant to our services. It is also an opportunity for Kalwun to share with others our practice and seek opportunities for continual quality improvement.

The new financial year will bring its own mix of successes and challenges, however our Board is very strong and we have the utmost confidence in the Executive Leadership Team to continue to move Kalwun forward. I would like to take the opportunity to thank my fellow Directors for their dedication to Kalwun and the professionalism they have upheld as Directors during the past 12 months. Each of our Directors execute their roles with such integrity and we now work with strategic goals, and our future generations, at the forefront.

I am extremely proud of our collective efforts to support our local Aboriginal and Torres Strait Islander community. I am even more extremely proud to have the opportunity to lead and serve alongside the Directors and Executives as Chairperson of this great company. Lookout 2018, we're ready for you!

Mr William Oui
Chairperson





CEO's Report

It is a privilege that I have the opportunity to lead a company that is undertaking a significant amount of life-changing and transforming work with our local Aboriginal and Torres Strait Islander community in south east Queensland.

As outlined in our Chairperson's Report, the past 12 months has been a tremendously busy year for Kalwun and we have undertaken some significant reform and continued to grow our services to meet the needs of the community. We have had many successes and crossed some unexpected hurdles over the past 12 months with changes in staff, cessation and commencement of funded programs, major asset purchases and the establishment of a new office. Each year we get busier and busier, our Board becomes more strategic and our staff become more focussed. We are always prepared for what is ahead of us and our teams are always willing to rise to the challenge.

The culture of excellence across the organisation is no longer required to be led by me. Our management and staff have driven this culture over the past year. Whilst there is always room for improvement, I am extremely satisfied with the level of staff and management development across all of our business units. There appears to be a wide-spread passion for providing excellence in service delivery. Further to this I can confidently say that we continue to show progress in achieving a consistent and progressive company-wide culture. Kalwun have invested in training, new systems and implemented new policies to assist the facilitation of this change. We continue to improve our community relations as evident by the increase in community engagement activities, participation in promotional events and the number of people accessing our services. I have said it before and I will say it again; as an Aboriginal Community Controlled Organisation, we must have better practices, systems and processes than our mainstream counterparts to enable us to serve our community with the highest level of confidence and allow us to be competitive for funding rounds. We do this and are achieving this daily.

Our Board have been pivotal in providing me with support and have been very clear on the vision they have for the company. I am impressed that I have the opportunity to work with a Board who actively motivate me to improve an already great organisation and ensure that Kalwun has systems and processes in place which enable transparency and accountability.

Kalwun is in a very strong position; both financially and internally. We have a brand new Strategic Plan to guide what we do. We also developed a new Vision and set of Values to guide the way we work. As a result of an extensive consultation process Kalwun now has 4 very clear strategic priority areas that myself, our managers and our staff will strive to achieve.

It would be remiss of me to not acknowledge and show gratitude to our funders and our partners who have either provided Kalwun with the resourcing to do what we do or provided us with the support and mandate to continue to serve the communities we serve.

I would not achieve half of what I do without the support of my current Chairperson, William Ooi, and the General Managers, Jean, Vanessa and Nichelle, CFO Dennis, Executive Administrator Emily, the Board of Directors, our middle management and head office teams and all Kalwun staff. Thank you for the valuable part you play in our business. Finally I acknowledge my wife, children and family for understanding the role that I undertake and not only allowing me to live, breathe and commit to serving our community but also giving me the drive to be the best I can in all aspects of my life.

Kalwun has positioned itself to remain strong now and into the future. I take a great deal of pride in congratulating the staff, the Board, the leadership team and the community on what has been another exceptional year.

Kieran Chilcott
Chief Executive Officer



Our Funders



Australian Government



QUEENSLAND
GOVERNMENT



The Australian Government

- Dept of Health and Ageing
- Dept of Prime Minister and Cabinet
- Dept of Social Services

The Institute for Urban Indigenous Health

Gold Coast Primary Health Network

The Pharmacy Guild of Australia

The Queensland Government

- Queensland Health
- Dept of Communities, Child Safety and Disability Services
- Dept of National Parks, Sport and Racing (in-kind contribution)

City of Gold Coast Council (rate rebate contribution)

Our Peak Bodies

National Aboriginal Community Controlled Health Organisation – *Kalwun CEO is a Board Director*

Queensland Aboriginal and Islander Health Council – *Kalwun CEO is the Board Chairman*

Queensland A&TSI Child Protection Peak – *Kalwun General Manager Child & Family Support Services is a Board Director*

Institute for Urban Indigenous Health – *Kalwun CEO is a Board Director*

Our Partners

- The Karulbo Partnership (Krugungal ATSI Corporation and GCH Aboriginal and Torres Strait Islander Health Service)
- The Yugambeh Museum, Language and Heritage Research Centre
- Mununjali Housing and Development
- ATSICHS Brisbane
- Kambu Medical Centre
- Yulu-Burri-Ba Aboriginal Corporation for Community Health
- The Benevolent Society
- Act for Kids
- Centrecare
- Lives Lived Well
- QuIHN
- Domestic Violence Prevention Centre
- Uniting Care Community Qld
- The Salvation Army
- Logan Aboriginal and Torres Strait Islander Community Network
- Burringilly HACC Service
- Jymbilung House - HACC
- Georgina Aged Persons Hostel
- Minjerriba Respite Care Centre
- We Care Disability & Community Services
- Gold Coast Titans
- Gold Coast 2018 Commonwealth Games Corporation
- Gold Coast Tourism Corporation
- Yugambeh Aboriginal Dancers
- Currumbin Wildlife Sanctuary
- David Fleay Wildlife Park



Directors and Chief Executive representatives from the south-east Queensland Aboriginal Community Controlled Health Services



Head Office

Kalwun's Head Office is located in Varsity Lakes on the Gold Coast. After over 30 years located in Nerang the Board of Directors supported the Executive team's decision to relocate and establish a functional and high performing Head Office team to support company-wide operations. The changes lead to an internal review of the organisation and identified the need to take the company to the next level with regard to financial management and corporate support services. The main function of the Head Office was Finance and Payroll however over the past two years the functions have been expanded to include Human Resources, Work Health and Safety, Quality and Accreditation, Contract Management, Business Development and Executive Support.



Financial Management Snapshot

- **\$27m net assets as at 30 June 2017**
- **\$13.9m annual revenue in 2016/17**
- **\$1.77m increase in revenue from the previous year**
- **Acquisition of \$1.2m worth of property within the Coomera region**
- **Establishment of a Finance & Risk Subcommittee of the Board**

Human Resources Snapshot

- **Part-time Work Health and Safety Officer appointed**
- **Growth in staffing in excess of 150 employees**
- **Assisting management with any industrial relations issues**
- **Workers' compensation and workplace rehabilitation**
- **Ensuring compliance with all relevant employment legislation**
- **EEO, Diversity, Harassment and discrimination advice and training**

Quality and Accreditation Snapshot

- **ISO 9001 Quality Management Certification achieved for the first time!**
- **100% conformity on the HSQF Certification surveillance audit report**
- **Began preparation for the 2018 AGPAL Accreditation for Health Services**
- **Maintained Common Care Standards at the Community Care Service**
- **Approved for a 'Licence to Provide Care Services' until 2019**
- **Implementation of a consolidated Policy and Procedures manual**





Health Services

Kalwun Health Service has had another successful year and has continued to provide an excellent comprehensive primary health care service to our community. Our clinics, located in Oxenford, Miami and Bilinga, have struggled to meet the demand of new patients over the past 12 months. Our staff continue to provide an exemplary comprehensive primary health care service to our community. There are now 53 employees across the 3 clinics and within the 53 staff we have 7 General Practitioners.

Kalwun welcomed an additional Dentist to the team in September this year. The dental service now has 2 dentists employed, both employed part-time. The wait time at present can be up to 8 weeks which we are hoping to alleviate by increasing dental hours in the New Year.

Key achievements:

- **2652 Aboriginal and Torres Strait Islander Health Checks completed**
- Employment of additional staff: Mental Health Nurse, Senior Case Manager, Alcohol & Other Drug Practitioner, additional transport officer, Registered Nurse and a female GP.
- Professional development – we have staff currently studying; Certificate III and IV in Health Administration, Certificate III and IV in Primary Health Care, Certificate III in Dental Assisting & a Diploma in Practice Management.
- An improved health promotion strategy including the highly successful NAIDOC event in partnership with the Gold Coast Titans.
- Attended 13 local schools and provided 164 health checks for our Aboriginal and Torres Strait Islander young people.
- Commencement of the Gold Coast PHN funded Social Health Program.
- Transition of the 'Close the Gap' team to Kalwun for the Primary Health Network.





Community Connect

This is a Gold Coast PHN newly funded Aboriginal and Torres Strait Islander suicide prevention initiative. The program delivers Aboriginal and Torres Strait Islander mental health first aid (MHFA) to community and the local NGO workforce, promotes an Indigenous perspective of social and emotional wellbeing at community events and facilitates 'Wellbeing Workshops' to high school students from local Gold Coast Schools.

Key achievements:

- The entire Kalwun workforce and community increasing their mental health knowledge and gaining skills in suicide prevention through the MHFA workshops.
- Work collaboratively with other Indigenous services (Krurungal & Creative Inclusive) to promote cultural connection for Aboriginal and Torres Strait Islander youth through Wellbeing Workshops.
- Positive feedback from care givers and demonstrable improved outcomes for workshop participants.
- Youth Art Showcase at Jellurgal Aboriginal Cultural Centre for Mental Health Week 2017.

Mums & Bubs Health

The IUIH funded Mums & Bubs Program aims to increase access to and use of, child and maternal healthcare services for Aboriginal and Torres Strait Islander families. The program employs a Midwife and two Child Health Workers to offer a culturally appropriate maternity care service for Aboriginal and Torres Strait Islander women and babies.

Key achievements:

- Initiation of drop-in clinics at Miami and Bilinga clinics, and at the Kalwun Family Wellbeing Service – Coomera.
- Partnership formed with Gold Coast University Hospital's Midwifery Group Practice and Mums and Bubs. This has resulted in the creation of a priority referral system for Kalwun clients within the MGP program, and increased the effectiveness of communication between mainstream and community care providers.
- Partnership formed with the Sleep Space Program and Mums and Bubs. This resulted in the supply and distribution of 10 Pepi-Pods for Kalwun babies. These cribs provide infants with a safe co-sleeping environment, which many of these infants would otherwise not have had. Data gathered contributes to valuable research at Sunshine Coast University into reducing the incidence of SIDS within co-sleeping Indigenous families.
- Mail out and hand distribution of Kalwun Jarjums playgroup pamphlets to Mums and Bubs clients has resulted in many Kalwun families now accessing this service.
- Increased midwifery continuity of care relationships formed with Kalwun clients extending across the antenatal and postnatal period. This has resulted in increased engagement from many young women who had previously not accessed pregnancy care. Many vulnerable women are now calling, messaging and attending drop in clinics seeking advice and information. Following requests from clients, Mums and Bubs staff attended several hospital based procedures to ensure cultural safety



Social Health

Kalwun Social Health Program delivers a clinical mental health and alcohol and other drug service to the Gold Coast Aboriginal and Torres Strait Islander community. A Senior Case Manager, Credentialed Mental Health Nurse and Alcohol and other Drug Practitioner work collaboratively as an integrated service with Krurungal's Alcohol and other Drugs support workers and Partners In Recovery staff. Kalwun staff provide clinical case management in collaboration with the Doctors and work collaboratively with Krurungal staff to provide culturally appropriate support and supported referral for Aboriginal and Torres Strait Islander people in need of interventions and are willing to accept support. Kalwun and Krurungal are completely separate organisations and are legally required to maintain confidentiality of clients' information at all times. To compliment these teams Kalwun employs a Project Officer (Community Connect) to undertake a range of promotional, educational and community support strategies and leads the partnership arrangements with other organisations in relation to suicide prevention.

Key achievements:

- Over 193 referrals received since program commenced in February 2017
- Referrals being received by Kalwun GPs and external agencies
- Over 650 points of contact with clients, including face to face or telephone
- Kalwun representation on external agency working groups/committees and delivery of information and training session ATSIMHFA and Mentoring programs
- Work collaboratively with other Indigenous services (Kruungal & Creative Inclusive) to promote cultural connection to youth through Wellbeing Workshops



Integrated Team Care *(Formerly Care Coordination and Supplementary Services)*

Funded by the IUIH and the Gold Coast PHN, the Integrated Team Care team delivers the Care Coordination and Supplementary Services (CCSS) program and the Improving Indigenous Access to Mainstream Primary Care (IIAMPC) program.

The last year has proven successful and productive within the ITC program for patient and health outcomes. Preventative, proactive and reactive patient care on the ground across Kalwun has largely decreased hospital admissions amongst our clients and increased quality of life at home. The changes to the program has seen the CCSS program become a component of the Integrated Team Care (ITC) activity. For patients, ITC supports patients across the full pathway of care, from encouragement and assistance to accessing health care through to provision of multidisciplinary care. Together with IUIH and the GCPHN, Kalwun are taking larger steps to make greater inroads to helping our mob increase life expectancy and quality of life.

Key achievements:

- 8120 episodes of care for care coordination clients
- 31 allied health and 29 specialists paid for through CCSS funds
- 3,945 allied health services and 1,174 specialist services utilised by Care Coordination clients
- 40 clients have access to CPAP machines which would normally cost over \$4000 but is funded by the CCSS.
- access for clients through IUIH to have cataract surgery



Improving Indigenous Access to Mainstream Primary Care is the other component of the Integrated Team Care program. The aim of IIAMPC is to increase the capacity of mainstream Primary Care providers to successfully deliver culturally appropriate levels of care for Aboriginal and Torres Strait Islander patients. This year we had the 'Close the Gap' Indigenous Health Project Officer and Outreach Worker, employed under IIAMPC, from the Gold Coast Primary Health Network transition across to Kalwun.

Key achievements:

- Highest recorded percentage of practices currently registered for ITC since inception of program. Currently sitting at 86% (national average is 45%).
- 57% increase in Indigenous Health Assessments on the Gold Coast completed for the 12 month reporting period (since inception of program).
- Strongly developed referral pathways between GPs, GCUH Liaison Officers and the Aboriginal & Torres Strait Islander Health Service - Chronic Disease Program.
- 20 clients have been released from the ITC Program due to being compliant and able to self-manage their own health care needs after being supported by the Outreach Worker.
- 30 new clients have been referred to the Outreach worker since January.



Community Health Programs

Kalwun continues to provide health programs for the community and once again we have continued to provide education and activities for participants who attend the specialised groups and other targeted health programs.

Aboriginal and Torres Strait Islander Women's Group

The Kalwun women's group delivers a community based program to Aboriginal/Torres Strait Islander women. The group involves education on current health risk factors, non-judgemental environments and social outings for the ladies. Aboriginal health workers and nurses get to build a close and harmonious relationship with the clients.

Key achievements:

- An Elder was able to diagnose her own heart attack promptly and act as a result of our heart health education sessions. Fortunately this Elder survived and is improving each day.
- Bonding amongst the attendees and friendships formed.
- Social inclusion for the women who don't have transport or have the means to attend social events.
- Elders have formed their own fortnightly 'get together'.
- Clients from Kalwun have an opportunity to talk one on one with Aboriginal Health Workers or Nurses outside of the normal clinical environment.

Aboriginal and Torres Strait Islander Men's Group

Kalwun's men's group provides a safe space monthly for any men in our community to gather for a yarn, share stories and personal experiences. The Yarning Circle is an integral part of the program it gives our men the opportunity to express and share their emotions and feelings regarding issues affecting them. The group provides support, assurance and feedback, if requested, and talks from their own experiences.

Key achievements:

- Monthly health education and promotion opportunity for men.
- Increased attendance, especially men from Oxenford and the surrounding areas.
- Men who would not normally attend are now attending.
- The story through art workshop specifically for men.
- Attendance at the annual golf day with a focus on the importance of men's health.



Work it Out

Kalwun contract IUIH to deliver the Work it Out Program for our local community member. Work it Out is a low impact exercise program for clients of our Clinics. The program operates 3 days a week and has been running for about 4 years. After some minor tweaks attendance to this program on the increase. If you would like more information ask one of our Doctors.

Allied Health Services

Kalwun currently has 14 allied health & specialist services provided to clients across the 3 clinics. A majority of these services are provided by IUIH and some are from Queensland Health & Indigenous Health. Services provided include: Adult Occupational Therapist, Audiology, CPAP, Dermatology, Diabetes Educator, Dietitian, Optometrist, Paediatrician, Paediatric Occupational Therapist, Paediatric Speech Therapist, Podiatrist, Psychiatrist, Physiotherapist and Psychologist.

Deadly Choices Schools Program

In partnership with IUIH, Kalwun continues to provide health checks in the schools as part of the Deadly Choices Program. The Deadly Choices school and community based education program encourages Indigenous people to be healthy role models for family, friends and broader community networks. The education program was developed in 2011 and targets chronic disease, nutrition, physical activity and tobacco education.

In the 2016/17 year Kalwun has attended 13 local schools and provided 164 health checks for our Aboriginal and Torres Strait Islander young people.

Institute for Urban Indigenous Health Partnership



The Institute for Urban Indigenous Health (IUIH) works alongside the four Aboriginal Health Services in south-east Queensland for the planning, development and delivery of comprehensive primary health care services to the Indigenous population within the catchment.

The Institute was established in 2009 by the four Community Controlled Health Services to provide for the needs of Australia's second largest Indigenous population. Kalwun was a founding member, with our CEO Kieran Chilcott currently serving on the Board and previously over various periods since its inception. Until the establishment of the Institute, there was little understanding of or interest in the disadvantages experienced by urban Aboriginal and Torres Strait Islander peoples and their access to health services by government or the wider community. This was mostly due to the incorrect belief that urban Indigenous populations enjoyed easy access to 'mainstream' health services and that the need to close the gap in life expectancy between Indigenous and non-Indigenous Australia was only an issue in remote areas.

Kalwun purchases Allied Health Services from IUIH for the benefit of our patients. IUIH has been of great value in assisting us to continually reflect on practice, improve where required and implement appropriate systems. Kalwun staff participate in CEO Forums, Joint Management Committees, Lead Clinician Groups, Regional Clinical Governance and WHS & Quality Meetings with IUIH and member service staff. IUIH also provide regional programs and supports to Kalwun and brokers partnership agreements through Deadly Choices.

The 2016/2017 year represented the last year of the IUIH Strategic Plan 2014-2017, providing an opportunity for the IUIH Board and Members to review progress and growth of the IUIH Network and changes within the policy and funding environment within which community controlled health organisations operate. This review informed the development of a new IUIH Strategic Plan 2017-2020 and a focus on improving 'family wellness' across the life course, moving beyond the provision of comprehensive primary health care services to address key social and cultural determinants of Indigenous health in SEQ.





IMPROVING AND INTEGRATING URBAN INDIGENOUS HEALTH SERVICES

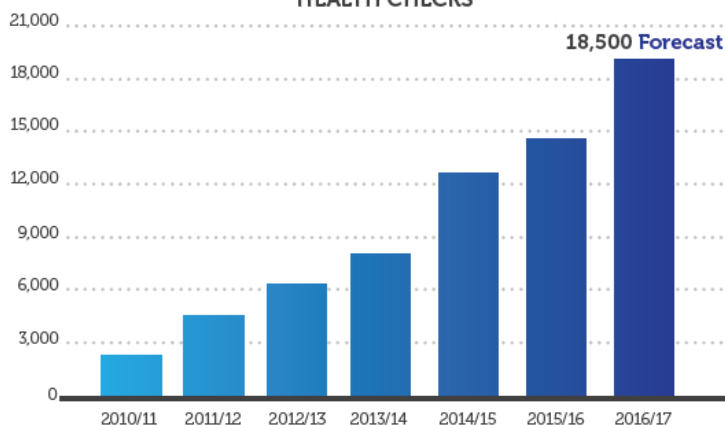
The IUIH and its Member Organisations continued to generate improving outcomes in 2016/17 year, via the continued implementation of the IUIH 'Model of Care', and the continued expansion and integration of comprehensive primary health care to South East QLD's growing Aboriginal and Torres Strait Islander population.

Since 2008/09 the Aboriginal Medical Services of SEQ have significantly increased access to comprehensive primary health care for Indigenous peoples within the region. It is evident that collectively we are making a difference. Below is a summary of very impressive regional data, from the 4 member services, collated by IUIH.

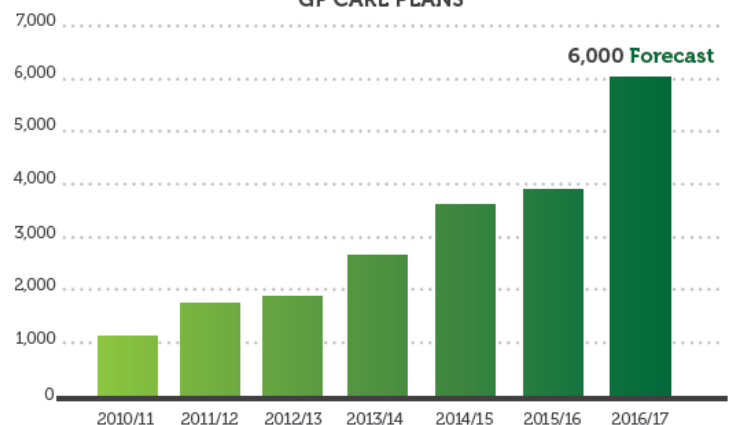
This data shows the increasing trends for;

- *Aboriginal and Torres Strait Islander Health Assessments*
- *GP Care Plans completed by Doctors in our clinics*
- *The number of Team Care Arrangements completed*
- *The number of Team Care Arrangement and GP Care Plan reviews completed*

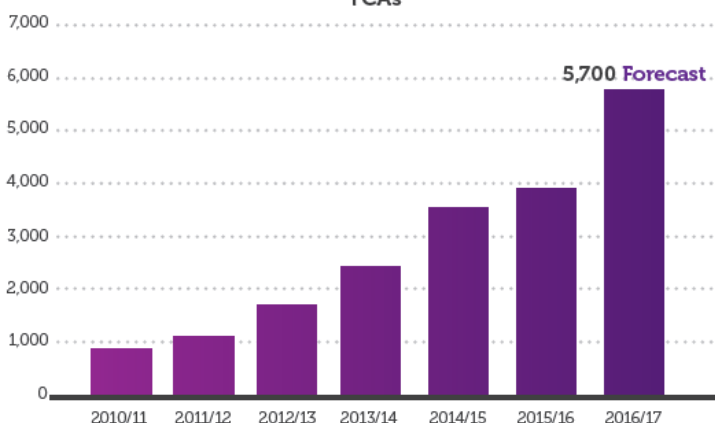
HEALTH CHECKS



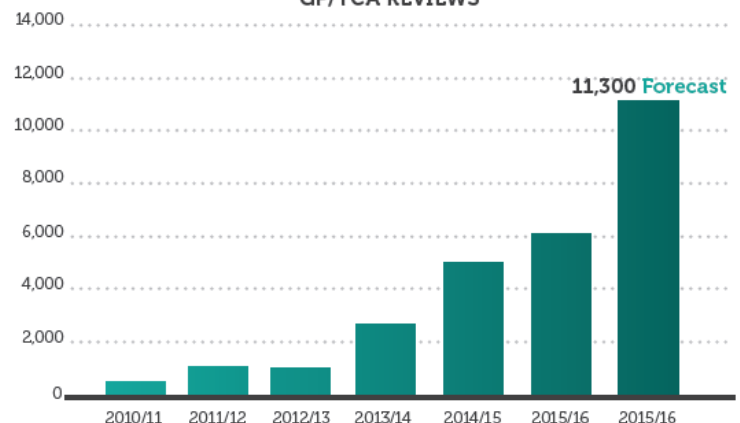
GP CARE PLANS



TCA's



GP/TCA REVIEWS





Community Care Services

Kalwun Community Care is designed to support eligible persons to remain living in their homes in a way that promotes independence and reduces their risk of premature and or inappropriate admission into residential care. Kalwun Community Care Services provided within the community context over the past 12 months have included:

- Domestic Assistance (General House Cleaning)
- Personal Care (Assistance with Self Care)
- Respite Care (Other Support Services)
- Social Support Individual (Accompanied Activities)
- Allied Health
- Nursing
- Social Support Group (Centre Based Respite)
- Home Maintenance (Garden Maintenance)
- Direct Transport
- Meals (Meals & Meals at Home)

To be eligible for the Commonwealth Home Support Programme our clients who identify as Aboriginal and/or Torres Strait Islander must be 50 years old and over or 65 years old and over for non-Indigenous persons.

All new Clients or existing Clients for this program, who needs may have changed, must go through My Aged Care (MAC) for referral to Kalwun Community Care Services.



Home Care Packages

A Home Care Package provides services that can help you to stay at home for as long as possible and give you choice and flexibility in the way that care and support is provided to you. There are four levels of Home Care Packages which are designed to give you the care you need now, but can also be changed if your care needs increase later. Levels of care from level one to four;

- *Level 1 - basic care needs*
- *Level 2 - low-level care needs*
- *Level 3 - intermediate care needs*
- *Level 4 - high-level care needs.*

Kalwun presently manage 9 Level four Packages, 11 level three Packages and 26 level two Packages. Over the past couple of months we have seen a large number of our level three transition into level four clients. It has been identified that as a Business we will soon witness many more of our level two and three packages advance into the level four environment. As a business we have observed the demand for our services grow to meet our client's level of care. More importantly, with changes and amendments to government waitlists, this has enabled many of clients in becoming fast tracked to more appropriate levels of care.

All Home Care Packages require clients to be assessed by an Aged Care Assessment Team (ACAT). Our wonderful team of intake and case managers help to ensure that our clients are empowered to maintain their independent lifestyles.



Queensland Community Care Program

QCCP program is designed to provide services to individuals who are under 65, or an Aboriginal or Torres Strait Islander person aged under 50 to help stay living at home and in our community.

Depending on our client's eligibility and their care plan Kalwun provides many services and activities to help maintain their independence. Kalwun Community Care currently provides support and services to clients who may have a disability or condition that restricts their day-to-day living.

Kalwun Community Care Division are supporting a growing total of 25 QCCP Clients throughout the Gold Coast.

All new Clients or existing Clients for this Program who needs may have changed must go through Community Access Point – Linking people to the care they need.





Social Support / Centre Based Respite

Kalwun Day Respite Centre is a 5 day a week Respite Centre which also has fortnightly Monday Night Respite and Monthly Saturday Respite. Day Respite Activities include Theme Days, Guest Speakers, Outings, Special Events, Entertainment, BBQs, Arts & Crafts, Aboriginal Art Classes and Basket Weaving, Bingo, Cards, Board Games, Indoor Bowls, Shopping Trips, Computer Lessons, Day Trips, Over Night Trips, an annual 4 day Holiday and much more. A monthly calendar/program is prepared by Centre Supervisor and Project and Activities Officers in advance and available to all Clients, Carers and Families through mail, email or our Community Care Workers. (CCW)

Visiting Allied Health Professions and Guest Speakers during 2016/17 included:

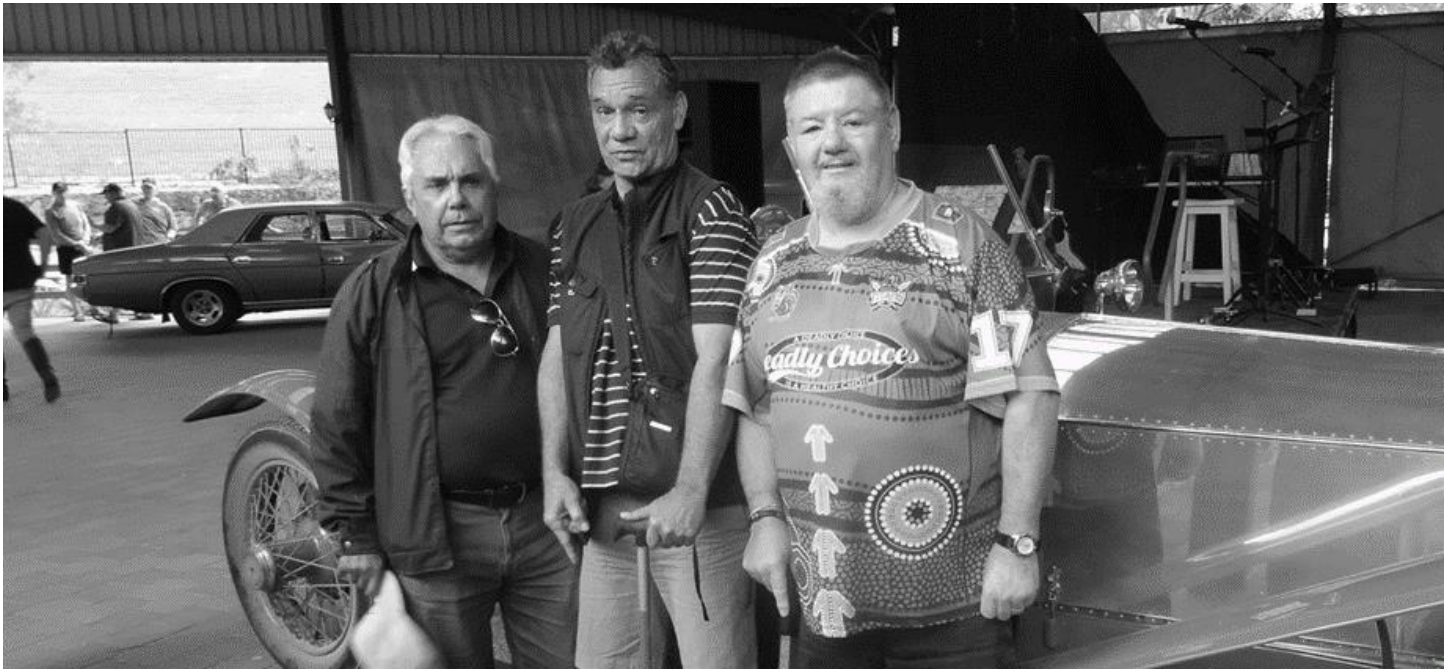
- Diversional Therapist Activities 3 days a week
- Podiatrist every 6 weeks
- Physiotherapist
- Dietitian and Nutritionist as required
- Occupational Therapist as required
- Continence Assessment as required
- Hearing Tests
- GP fortnightly
- Queensland Aged and Disability Advocacy (QADA) twice yearly
- Elan Medical Supplies
- Vision Australia
- Alzheimer's Australia
- Vital Call
- Mungulli – chronic disease education



2017 Elders Events and Outings

Aqua Aerobics was introduced to the Day Respite Calendar in March this year and is run from the Mudgeeraba pool every Tuesday. Aboriginal Art Classes have been very successful and this year celebrated their 2 year anniversary, all our artists were taken out to lunch to celebrate. Classes now run 2 days a week. The Elders Art work is on display at Jellurgal and throughout Kalwun divisions. The Elders are producing some amazing work. From January to the end of October there has been 851 visits to the art classes.





Some of the major events and outings for this year include:

- **JANUARY** - Australia Day Luncheon – Australian activities and games played throughout the day.
Number of visits for the month – 197
- **FEBRUARY** – Valentine's Day Luncheon – Included entertainment and a 3 course meal.
Number of visits for the month – 370
- **MARCH** – Kalwun V Jymbilung House Beaudesert Bowls tournament (Kalwun Krackpot's won the trophy) St Patricks Day Luncheon.
Number of visits for the month – 523
- **APRIL** – Punyahra Wellbeing Expo in Beenleigh - Kalwun Easter Community Day at Kalwun Community Care - ANZAC day, tribute and luncheon – Outback Spectacular, Salute to the White Horse.
 - *The commencement of Benowa High School attending Kalwun Community Care 6 week Community Engagement Program*
 Number of visits for the month – 459
- **MAY** – Mother's Day Luncheon with entertainment flowers and chocolates for all the Mum's – Australia's Biggest Morning Tea – Fox and Hound Country Inn - Elders attended the Mudgeeraba Village Child Care Centre and presented the Jarjums with paintings and read stories – 48 Benowa High School Students attended Kalwun Community Care x 5 weeks.
Number of visits for the month – 195
- **JUNE** – Kalwun High Tea – Gold Coast River Cruise – Seagulls Star Buffet.
Number of visits for the month – 383
- **JULY** – NAIDOC WEEK – Events for the Elders included, trip to Beaudesert, Murrie Markets Burringilly, NAIDOC Breakfast at the Arts Centre, Jellurgal presentation & Art Exhibition, NAIDOC Flag raising to Bond University, Numinbah Luncheon, Elders Luncheon at Currumbin RSL – Darcy Doyle Art Exhibition - trip to Beaudesert for the Kalwun v Jymbilung bowls tournament (Kalwun Krackpot's bought home the trophy once again).
Number of visits for the month – 372
- **AUGUST** – SENIORS WEEK – Mayors Concert at Bundall – Helensvale's International Variety Show ROCK & ROLL – Coomera Art Gallery – Paradise Country Luncheon – Kalwun Fete at Kalwun Community Care.
Number of visits for the month – 568



- **SEPTEMBER** – Father's Day Luncheon with Burringilly and a gift for all the Fathers – Annual Flower Show and Bake Off at North Stradbroke Island – Community Day at Tweed Heads – Visit to The Red Rattler for Devonshire Tea
Number of visits for the month – 381
- **OCTOBER** - Merry Melodies Concert and a picnic in the park – Currumbin RSL Lunch – Kalwun Halloween Luncheon, all the clients dressed up for the day – Kalwun Clients 4 day holiday in the beautiful Noosa
Number of visits for the month – 410

Some of the major events yet to come:

- **NOVEMBER** – Melbourne Cup Luncheon with fashion parade prizes for the best hat and dress – cup sweeps, horse races, visitors from Georgina Hostel - Remembrance Day Service – Yearly outing to Coolangatta & Tweed Golf Club, Danny's Restaurant
- **DECEMBER** – Kalwun Community Care Christmas Party, theme this year; stress up as a Christmas decoration, Meet with Jymbilung House Beaudesert, Georgina Hostel Morningside for Christmas Celebrations – Christmas luncheon at Numinbah – Evening tour and dinner for Christmas lights - Christmas shopping outings





Child and Family Support Services

Kalwun Child & Family Support Service is the central hub, for delivering Recognised Entity, Family Wellbeing Service, Foster & Kinship Care and Indigenous Education programs, throughout south east Queensland.

Through our Recognised Entity, Family Support and Foster & Kinship Care programs we service eight (8) Department of Child Safety Offices; Browns Plains, Logan Lea, Logan Central, Beenleigh, Beaudesert, Labrador, Nerang and Mermaid Beach. Our Indigenous Education Service is specific to the Gold Coast region. Our main office is based in Burleigh Heads and we also have a site in Woodridge, Logan. Our services are summarised below:

- Recognised Entity (RE): actively participate in significant decisions made by Child Safety Services regarding Aboriginal and Torres Strait Islander children & provides information to Indigenous families throughout these phases of the statutory child protection system.
- Family Wellbeing Service: The age group is inclusive of children from unborn to 18 years. The child may either be identified as having needs which may place them at risk of entry to the statutory system, or the child is subject to statutory child protection intervention. This program promotes empowerment to families over decisions concerning their lives while they participate in the program
- Foster & Kinship Care: provision of care to children & young people who are subject to statutory child protection & who are not living with their immediate family. Kalwun not only recruit carers but also provide training & support for carers.
- Kalwun Indigenous Education Services: this program's primary responsibility is to ensure increased school readiness for our young children between the age of three (3) to five (5) .The program is being delivered to increase Aboriginal and Torres Strait Islander families and children's smooth transition and success rate from Early Childhood into Prep, including contributing to community wellbeing. The service has also offered tutoring support and playgroups over the past 12 months.





Recognised Entity Services

Kalwun currently administer the Recognised Entity (RE) program on the Gold Coast and in Logan City. We employ a team of Service Managers, Team Leaders, Intake and Assessment Officers, Court Officers and RE Workers to fulfil the requirements of the funding agreement and Queensland Child Protection Act 1999.

The role of the RE is to reduce the over representation of Aboriginal and Torres Strait Islander children and young people in the statutory child protection system, and to ensure that Aboriginal and Torres Strait Islander children who enter the statutory system receive the best available culturally appropriate services.

Aboriginal and Torres Strait Islander children are over-represented in child protection and out-of-home care services compared to non-Indigenous children. The reasons for this are complex and are influenced by past policies like forced removals, the effects of lower socio-economic status and differences in child rearing practices and intergenerational trauma (Human Rights and Equal Opportunity Commission [HREOC], 1997).

The Queensland Child Protection Act 1999 stipulates that when the Department of Child Safety makes decisions about an Aboriginal and Torres Strait Islander child (our children), the department must provide the RE with an opportunity to participate in the decision making, where the decision is significant, or consult with the RE on all other decisions.

While RE's must participate & respond to consultation requests during the decision making process, the RE is not obligated to agree with the departments decisions, nor are departmental staff obliged to agree with the views of the RE. Where the department does not agree with the views of the RE, the department will provide the RE with a rationale for the decision, wherever possible. However, it is expected that at all times in their respective roles, departmental staff and RE act in ***'the best interest of the child'***.





Foster and Kinship Care Program

Foster and kinship care are forms of family-based care for children and young people who cannot stay at home because they have been harmed, or are at risk of harm. Foster and kinship carers are everyday people from all walks of life. Kalwun Foster & Kinship Care program provides the following services; foster and kinship carer recruitment, access to foster carer training, foster and kinship carer support, placements for children and young people who require out-of-home care and other child protection support services. Our area has been recently extended to recruit in the south east Qld region, this achievement, has been exciting for this division.

The *Child Protection Act 1999* requires that the services the Department of Child Safety provide to Aboriginal and Torres Strait Islander children and young people and their families, are culturally appropriate.

Foster and kinship carers are everyday people from all walks of life who are able to care for children in a safe, stable and supportive environment. The main thing, is that you do need to be committed to meeting the individual needs, of children in your care.

More Aboriginal and/or Torres Strait Islander foster carers, are always needed, throughout not only the South East Queensland region, but the entire state.



Family Wellbeing Service

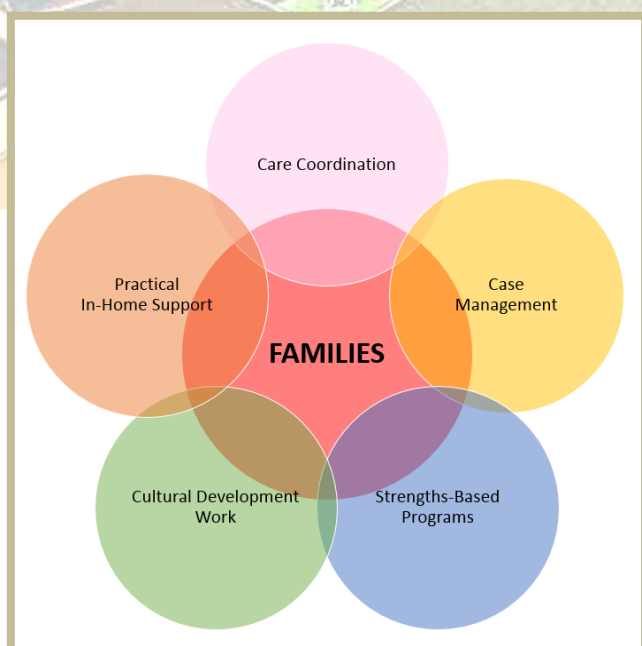
The end of 2016 saw the completion and cessation of the Family Support Service we have been operating on the Gold Coast and in Logan since 2010. We were successful in our tender for the new Gold Coast Aboriginal and Torres Strait Islander Family Wellbeing Service which we set up in Coomera and Burleigh.

Kalwun has established an Aboriginal and Torres Strait Islander Family Wellbeing Service to support Aboriginal and Torres Strait Islander children and families. The Kalwun Family Wellbeing Service – Gold Coast deliver effective support to families to achieve improvements in safety and/or protection from harm and improve life skills to deliver the following outcomes:

1. Wellbeing of Aboriginal and Torres Strait Islander children and families is improved
2. Aboriginal and Torres Strait Islander children are safer
3. Efficient and effective services for Aboriginal and Torres Strait Islander children and families
4. Make a significant contribution to the reduction in the number of at risk Aboriginal and Torres Strait Islander children in the tertiary child protection system.
5. Services are designed and delivered by valuing and engaging with local Aboriginal and Torres Strait Islander leadership and knowledge.
6. Children and families and their participation in the decisions that shape their future are at the centre of all integrated service responses.

Kalwun will operate within a healing framework with the following underpinning principles that effective healing programs are those:

- developed to address issues in the local community
- driven by local leadership
- based upon well-developed evidence and theory based
- informed about and understand the impact of colonisation and intergenerational trauma and grief
- building upon individual, family and community capacity through the acquisition of knowledge and skills
- incorporating strong evaluation frameworks
- with a proactive rather than reactive focus





Indigenous Education Services

Under funding received, from the Department of the Prime Minister and Cabinet; Indigenous Advancement Strategy, Kalwun's primary responsibility is to ensure increased school readiness for our young children between the ages of three (3) to five (5). The program is being delivered to increase Aboriginal and Torres Strait Islander families and children's smooth transition and success rate from Early Childhood into Prep, including contributing to community well-being.

Kalwun Child & Family Support Services recognise that early childhood education is a key factor in the creation of a sustainable and viable community and investment in the facility and its services that enable the continuous development of community wellbeing and capacity. Kalwun operated two sites during the reporting period; one at our own Burleigh premise and one in partnership with Currumbin Primary School, delivered as an onsite integrated service. Over 36 children attended and participated in our Stand-Alone Care service. Kalwun also delivered a weekly playgroup and provided a tutoring support program at Currumbin Primary School.

'Strong cultural connection' is a major component of the service delivery of the program with a focus of ensuring that we are developing 'a strong child', encompassing building both strong communities and a culturally strong childcare program. Supporting Aboriginal &/or Torres Strait Islander children's sense of identity through programs that keep them connected to family and community is an example of best practice. Culturally strong programs incorporate a firm understanding of a community's history, standards, beliefs, values and practices, together with the incorporation of these into the daily learning and care experiences of children, families and communities. While child development refers to the whole child, including their 'health, education, nutrition, play and culture' the most important aspect of development for Aboriginal & or Torres Strait Islander children is their identity.

The entire program has proven to be very successful and is continuing to achieve amazing outcomes for children.



Over **36** Children
were supported through our
Early Childhood Education Program





Jellural Aboriginal Cultural Centre

Jellural Aboriginal Cultural Centre has again seen significant improvements and progress over the past 12 months. Jellural is the cultural commitment of Kalwun to deliver essential cultural knowledge to people of the Gold Coast and wider community about the Yugambeh people of this area.

Jellural offers a wide range of services operating not only from the Centre at the base of Burleigh Heads National Park but external services to the wider community. These services include: 'Welcome to Country', Aboriginal Dance Performances, Cultural Development Workshops, Cultural Incursion talks for schools and organisations and also starting this year our Jellural Jarjums incursion program for cultural education in childcare centres. The services we conduct from our Cultural Centre are locally based with a major educational component as we pride ourselves in delivering history, customs and knowledge about the local areas we live and work in. Our data speaks for itself;

| Month | School Group Tour | International School Tour | Jellural Journey Tour | Jellural Walkabout Tour | Venue Hire | Jellural Jarjums & Incursions | External Dance Performances | Welcome to Country |
|--------------|-------------------|---------------------------|-----------------------|-------------------------|------------|-------------------------------|-----------------------------|--------------------|
| July 2016 | 672 | 0 | 63 | 48 | 1 | 11 | 15 | 8 |
| Aug 2016 | 874 | 14 | 2 | 21 | 0 | 9 | 3 | 6 |
| Sept 2016 | 110 | 10 | 0 | 69 | 1 | 4 | 4 | 7 |
| Oct 2016 | 446 | 0 | 25 | 13 | 0 | 4 | 3 | 3 |
| Nov 2016 | 75 | 14 | 10 | 83 | 0 | 6 | 1 | 7 |
| Dec 2016 | 53 | 0 | 37 | 39 | 1 | 2 | 0 | 2 |
| Jan 2017 | 0 | 0 | 7 | 175 | 0 | 2 | 1 | 2 |
| Feb 2017 | 175 | 8 | 49 | 70 | 0 | 4 | 7 | 4 |
| Mar 2017 | 184 | 57 | 4 | 83 | 0 | 5 | 7 | 7 |
| April 2017 | 263 | 0 | 60 | 61 | 0 | 1 | 2 | 3 |
| May 2017 | 566 | 0 | 0 | 31 | 2 | 11 | 5 | 7 |
| June 2017 | 405 | 16 | 36 | 56 | 2 | 6 | 10 | 5 |
| Total | 3823 | 119 | 293 | 749 | 7 | 65 | 57 | 61 |





53

The number of educational facilities that visited Jellurgal in the past 12 months

22

The number of different countries we had visitors come from

Visitors from Australia, New Zealand, Canada, USA, Brazil, Jamaica, South Africa, United Kingdom, Denmark, Poland, Germany, Austria, France, Italy, Spain, India, Malaysia, Singapore, Thailand, China, Japan, United Arab Emirates.

15

The number of people (staff, dancers, Elders, contractors) who derived an income from us

Thank you Cody McAllan (Senior Project Officer), Lexene Busbridge (Senior Cultural Promotions Officer), Patricia Kane (Cultural Promotions Officer), Katrina Singh (Cultural Promotions Officer) Luther Cora, Uncle Ted Williams, Uncle Allan Lena, Uncle Steven Cora, Ettikai Rebes Reuben, Gabriel Willie, Anthony Cora, Aubrey Cora, Hezekiah Cora, Tayvonne Cora and Jah Cora.

17

The number of Artists who displayed their works with us

Thank you Aunty Joyce Summers, Aunty Madeline Hodge, Anita Summers, Gus Kelly, Billie Musk, Phil McIntosh, Troy Little, David Miller, Mark Cora, Narelle Urquhart, Glen Barry, Russell Brown, Jason Passfield, Brenda Jenkins, Glennys Briggs, Neville Torrisheba and Kalwun Aged Care.

11

The number of crucial partnerships we maintained

The Yugambeh Dancers, Queensland Parks, Wildlife, Sports and Racing, David Fleay's Wildlife Park, Currumbin Wildlife Sanctuary, Yugambeh Museum, Gold Coast Tourism, Tourism & Events Queensland, Tourism Australia, Office of Commonwealth Games, Gold Coast City Council & GC NAIDOC Committee.



2016 Annual Service Recognition and Awards

At our end of year Christmas Celebrations we acknowledge our long-serving staff members and also finish the year with an awards ceremony. Congratulations to all of our staff who have received a service award or an award for excellence.

Kalwun Service Awards

5 years: Alicia Nudl, Lee Elvin, Leiarna Dooley, Vernice Wilson, Jodie Gregg, Sonya Treveton, Mandy Hogg & Kelly Tumeth

10 years: Jeanette Garrett, Barry Hennessy, Gayle Edwards & Vanessa Summers

20 years: Cheryl Sidhom



Kalwun Award Winners

| | | |
|-------------------------------------------------------|------------------------|------------------------------------|
| Rookie of the Year | KDC & Jellurgal | Dennis Bothma |
| | Health Services | Talai Lette |
| | Child & Family Support | John Lui |
| | Child & Family Support | Eden Appo |
| Child & Family Support (GC) Employee of the Year | | Patryce Nona |
| Child & Family Support (Logan) Employee of the Year | | Shannon Angeles |
| Health Service – Miami Clinic Employee of the Year | | Sonya Treveton |
| Health Service – Bilinga Clinic Employee of the Year | | Melanie French |
| Health Service – Oxenford Clinic Employee of the Year | | Jacky Brown |
| Home & Community Care Employee of the Year | | Eualanda Simpson & Shakaya Transom |
| KDC & Jellurgal Employee of the Year | | Ian Shaw |
| Overall 2016 Employee of the Year | | Nolan White |

Bev Miller Award for Excellence

The Indigenous Early Education Team from Kalwun Child & Family Support Service is a highly effective team which has been providing an excellent service to children and families. This is a small team who have been flexible, dedicated and hard-working. The manager, Kirby Taylor, and staff have proven to achieve outcomes above all expectations. The team staff share the load when required and are committed to the bigger picture for improved outcomes for Aboriginal and Torres Strait Islander children. **Congratulations to the Indigenous Early Education Team!! This award was presented to Kirby, Dana, Trish, Cindy, Mary and Maranda ☺**



NAIDOC Celebrations

This year marked a significant change to the way we plan and do NAIDOC on the Gold Coast. From 1998 to 2016 the Gold Coast City Council had supported our local Aboriginal and Torres Strait Islander community and services to host NAIDOC which eventually led to the formation of Gold Coast NAIDOC Committee. The Committee is made up of the many Indigenous organisations and service providers on the Gold Coast. Although the Committee was informed that the Council administration had decided to end an 18 year partnership with them, the Committee expressed their gratitude for the support that the Council had provided over the many years.

2017 marked a new era of NAIDOC on the Gold Coast. The Calendar was a testament to the local community's strength and unity. **This year over 13 Aboriginal and Torres Strait Islander service providers have come together and collectively self-funded a full week of NAIDOC's events for the whole community to benefit from and enjoy.** The collaboration was truly and genuinely self-determination in action. NAIDOC 2017 on the Gold Coast was highly successful - with an Art Exhibition, Flag Raising, Family Fun Days, Elders Luncheon, Cultural Events and a Community March and corroboree with the Tweed community.

The **NAIDOC theme was 'Our Languages Matter'** and as we all know our language is what gives us our identity. As the oldest living culture, our first Nations people can now embrace that part of the culture that was denied in the past. The entire Kalwun team were filled with pride to be able to actively host events and partner with the NAIDOC Committee and our community to host the best NAIDOC Week to date.

Jellurgal Art Exhibition Opening



Queensland Police, GC Titans and Community Touch Football



Bond University Flag Raising



Kalwun Early Childhood Program NAIDOC Celebrations



Titans NAIDOC Family Fun Day



Yugambah Bora Ring Event



Gold Coast NAIDOC Committee Elders Luncheon



Corroboree in the Park



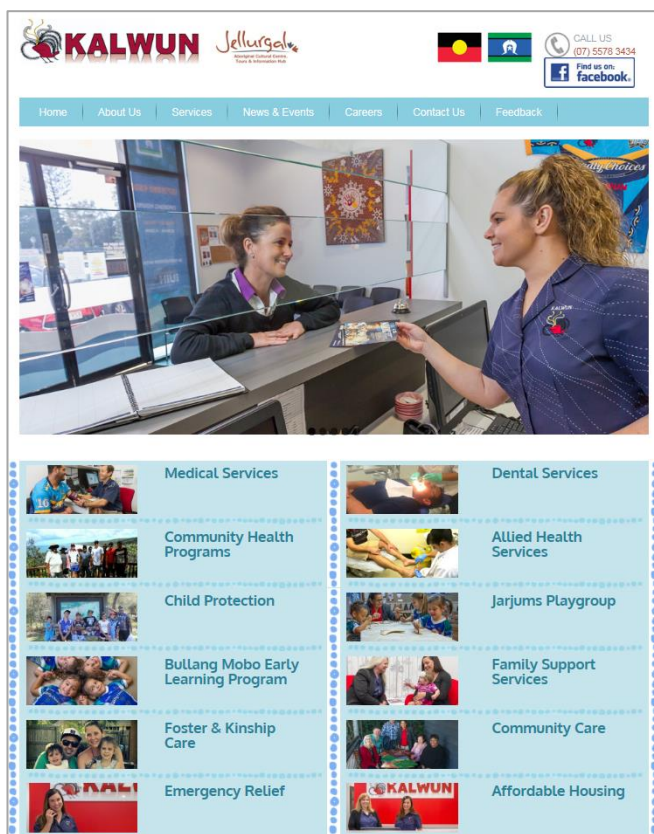
Recognition Street March





Our Website and Facebook

www.kalwun.com.au





KALWUN

KALWUN DEVELOPMENT CORPORATION LIMITED

Level 1 – 14 Cassia Drive
Varsity Lakes Qld 4227

Ph: 07 55 783 434

Fax: 07 55 963 649

*P.O. Box 2588,
Burleigh Waters Q 4220*

KALWUN COMMUNITY CARE SERVICE

118 Bonogin Road
Bonogin Qld 4213

Ph: 07 55 229 197

Fax: 07 55 966 058

*P.O. Box 2588,
Burleigh Waters Q 4220*

JELLURGAL ABORIGINAL CULTURAL CENTRE

1711 Gold Coast Highway
Burleigh Heads Qld 4220

Ph: 07 55 255 955

Fax: 07 55 358 091

*P.O. Box 2588,
Burleigh Waters Q 4220*

KALWUN HEALTH SERVICE MIAMI CLINIC

2020 Gold Coast Highway
Miami Qld 4220

Ph: 07 55 261 112

Fax: 07 55 261 796

*P.O. Box 313,
Miami Q 4220*

KALWUN HEALTH SERVICE OXENFORD CLINIC

Level 1 – 2 Leo Graham Way
Oxenford Qld 4210

Ph: 07 55 147 100

Fax: 07 55 147 110

*P.O. Box 820,
Oxenford Q 4210*

KALWUN HEALTH SERVICE BILINGA CLINIC

1 Eastern Avenue
Bilinga Qld 4225

Ph: 07 55 896 500

Fax: 07 55 896 565

*P.O. Box 462,
Tugun Q 4224*

KALWUN CHILD & FAMILY SUPPORT BURLEIGH OFFICE

14 Kortum Drive
Burleigh Heads Qld 4220

Ph: 07 55 208 600

Fax: 07 55 202 559

*P.O. Box 3880,
Burleigh Town Centre Q 4220*

KALWUN CHILD & FAMILY SUPPORT LOGAN OFFICE

2 Chadsvale Ct
Woodridge Qld 4114

Ph: 07 3380 6400

Fax: 07 3290 1642

*P.O. Box 1124,
Slacks Creek Q 4127*

KALWUN CHILD & FAMILY SUPPORT COOMERA OFFICE

9 Jowett Street
Coomera Qld 4209

Ph: 07 56 766 477

Fax: 07 56 766 478

*P.O. Box 462,
Tugun Q 4224*

*Thank you to our members, tenants, clients, patients and stakeholders
for your ongoing support of Kalwun Development Corporation Ltd.*

