



KALWUN

Jellurgal
Aboriginal Cultural Centre

Kalwun Development Corporation Ltd
2018/2019 ANNUAL REPORT

Kalwun acknowledge the traditional custodians of the land on which we work and pay our respects to the Elders past, present and emerging.



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The name Kalwun comes from the Aboriginal name for the rainforest lyre-bird, a bird of deep significance for original inhabitants of the area. The bird still lives in the Gold Coast hinterland and national parks. Its name and picture are retained by the Group as a symbol of respect for the ancestral base of the community of the Kalwun service area.

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Introduction

This introductory section of the Kalwun Development Corporation Ltd 2018/2019 Annual Report outlines information about our business including our vision and mission, key business areas and locations and introduces our Chairperson and Chief Executive Officer.

About Kalwun

On 11 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, transport 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 outcomes 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 Jellurgal Aboriginal Cultural Centre.

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 rights, 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 utilise 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.

Our key business areas



Locations and services

In 2018/2019, Kalwun had eight sites across the Gold Coast offering a range of services to the community.

Browns Plains

HEAD OFFICE

- Finance and payroll
- Human resources and workplace health and safety
- Quality and accreditation
- Contract management
- Business development
- Executive support

Beenleigh

HEALTH SERVICE MIAMI CLINIC

- Medical services
- Dental services
- Community health programs
- Deadly Choices program
- Allied health services
- Mums and Bubs

HEALTH SERVICE OXFENFORD CLINIC

- Medical services
- Community health programs
- Deadly Choices program
- Allied health services
- Mums and Bubs

HEALTH SERVICE BILINGA CLINIC

- Medical services
- Community health programs
- Deadly Choices program
- Allied health services
- Mums and Bubs

COMMUNITY CARE SERVICE - AGED AND DISABILITY

- Centre-based wellness program
- Home Care Packages
- Aboriginal art program
- Social and transport support
- Domestic assistance
- Lawn maintenance
- Food services

CHILD AND FAMILY SUPPORT SERVICE - SOUTH

- Family Participation Program
- Foster and Kinship Care
- Early Learning Program
- Jarjums Playgroup
- Family Wellbeing
- Youth Wellbeing

CHILD AND FAMILY SUPPORT SERVICE - NORTH

- Family Wellbeing
- Playgroup and parenting programs

JELLURGAL ABORIGINAL CULTURAL CENTRE

- Tours
- Customised cultural programs
- Aboriginal dance performances
- Art exhibit and gift shop
- Venue hire
- Early learning Cultural Incursions



**Kalwun Health
Service - Oxenford**

**Kalwun Child and
Family Support
Service - North**

**Kalwun Health
Service - Miami**

**Kalwun Community Care
- Aged and Disability**

Kalwun Head Office

**Kalwun Child and
Family Support
Service - South**

**Jellurgal Aboriginal
Cultural Centre**

**Kalwun Health
Service - Bilinga**

Chairperson's report

On behalf of the Board of Directors of Kalwun Development Corporation Ltd, we are pleased and proud to present our Annual Report for the 2018/2019 year.

Kalwun has continued to play a central role in ensuring that the Aboriginal and Torres Strait Islander people on the Gold Coast have access to the appropriate supports they need, when they need them. Our vision is that our people live long, healthy, prosperous and happy lives. "Our People" are our Elders, our patients, clients and consumers, they are our staff and the wider community. We exist for all people. Over the past twelve months we have continued to see record numbers of people accessing our services. This is a testament to our staff who continually strive to provide high quality, professional, culturally appropriate and respectful services for people in their time of need.

During the reporting period, Kalwun has performed well against the four strategic priority areas:

- We have continued to **Lead the Way** through modern governance practices, increased diversification of funding streams and full contractual compliance. Kalwun has positioned itself as an organisation with solid foundations, not reliant on any single individual. During the reporting period the Board undertook routine training to ensure that we continue to implement governance practices in line with contemporary standards.
- We continually look for opportunities to **Improve Our Services**. The Board monitor programs and strategic priorities through regular reporting by the Executive team directly to the Board. We also oversee performance against the action plans and contractual deliverables. Over the past 12 months we have been fortunate enough to hear directly from some of the program staff about the amazing achievements across the company. The Board are committed to ensuring that our doors remain open for community and key stakeholders to provide us with feedback.

- We are committed to and have planned investment in **Developing Our People**.

Our goal is to have a positive, progressive and consistent company-wide culture. This year we established a Senior Leadership Group (SLG) to reduce the burden on the Executive team. Our SLG play a key role in achieving our strategic objectives and improving communication, integration and HR practices. Kalwun has also invested in and supported staff to undertake professional development opportunities.

- We **Have Meaning Partnerships** with our Elders, community, funders and key stakeholders. The team have proactively developed and strengthened key partnerships and alliances which have been aligned with our values, mission and vision. Our staff have continued to have open dialogue with community to ensure we meet needs and exceed expectations.

The past 12 months has been exceptional for Kalwun. We acknowledge the continued leadership, dedication and hard work of the Kalwun Executive Leadership Team and all staff. We also acknowledge the support of our partners from government and non-government sectors. I thank my fellow Directors for the dedication and professionalism they have upheld during the past 12 months. Each of our Directors execute their roles with such integrity and we continue to work towards strategic goals for not only our people now, but also our future generations.



Mr William Oui
Chairperson



Looking ahead

- Development of a new 2020-2025 Strategic Plan and service mapping blueprint.
- Opening of the Kalwun Integrated Health and Wellbeing Hub in Coomera.
- Taking a different approach to Aged Care service delivery and support by adopting a wellness approach and promoting independent, active and healthy ageing.
- Planning and scoping for the Kalwun Independent Living for Elders project in Palm Beach.
- Advocating for the expansion of the Kalwun Early Learning Program to include coverage in the central to northern Gold Coast.
- Embedding an Aboriginal and Torres Strait Islander cultural framework in all that we do at Kalwun.

CEO's report

Kalwun has had an amazing 12 months and this year I would like to take the opportunity to not only thank and acknowledge our current Elders, Directors, Staff and Community, but also take the time to express my sincerest appreciation to all those individuals who have contributed to the success of Kalwun since our inception.

Our growth in service delivery and programs for Aboriginal and Torres Strait Islander people on the Gold Coast has increased and improved year-on-year. We currently have the highest number of people accessing our services in our entire history. Our physical locations now span northern, central and southern Gold Coast.

Services have been designed to cater for all individuals from birth to healthy ageing and we are more focused than ever on keeping our mob and families together. We continue to improve the way we immerse culture into all that we do at Kalwun and continue to connect community.

Our organisation and the work we do is much broader than other mainstream health and human services organisations. As well as our service delivery component, we successfully create and foster community and instil a sense of identity and belonging for the people who are fortunate enough to have contact with our staff.

As we near 25 years since the incorporation of Kalwun, one can only be in awe of what we have achieved and the organisation we are today. Each year brings new triumphs and challenges and our staff are always willing to rise to the challenge and achieve outcomes.

Some of our key activities and achievements in 2018/2019 include:

- Commencing the construction of our new Kalwun Integrated Health and Wellbeing Hub in Coomera. We have partnered with the Institute for Urban Indigenous Health to expand our service offering in the northern Gold Coast region to cater for the growing population.
- Undertaking a refresh of our communications strategy including the dissemination of news internally and externally, as well as new websites for both Kalwun (to be launched July 2019) and Jelluralgal.
- Ensuring health services meet the need of patients with over 1,600 new Aboriginal and Torres Strait Islander patients during the reporting period and almost 3,500 preventative health checks completed.
- Introducing a new Deadly Choices team to work with community and schools to empower people to make healthy choices for themselves and their family.
- Experiencing an increase in Aboriginal and Torres Strait Islander people accessing our Community Care facility in Bonogin and finalising plans for the re-branding of the centre to occur in late 2019.

- Ceased the Recognised Entity program across the Gold Coast and Logan and, in late 2018, began delivering the Family Participation Program to assist vulnerable families.



- Our Early Learning Program was a worthy nominee and finalist at the Queensland Reconciliation Awards. The team continues to break down barriers to early childhood education.
- Jelluralgal Aboriginal Cultural Centre had over 4,000 visitors participate in tours and delivered 171 programs in early childhood and kindergarten facilities.
- The financial position of the organisation remains strong with an increase of \$1.9m in revenue from the previous reporting period, with assets now exceeding \$30m.

I acknowledge the outstanding work that our Board of Directors and staff do daily. The work is tireless, certainly not just 9-5. People work for us because they love what they do and their dedication always exceeds expectation.

Our organisation has continued to grow over the past 12 months with our annual income now exceeding \$17m. Not only does Kalwun remain in a strong financial position but our employee surveys, operational environment and staff interactions reveal we are stronger and more unified than ever. It would be remiss of me to not acknowledge and show gratitude to our funders and partners who have provided Kalwun with the resourcing to do what we do or have provided us with support to continue to serve the communities we serve.

Lastly, I acknowledge Kalwun's Executive Leadership Team (ELT) - Dennis, Nichelle, Vanessa and Emily. The ELT lead the day-to-day operations of our business units. Having a high performing ELT has allowed all business units of Kalwun to equally thrive. I express my sincerest thanks to my ELT for supporting me, challenging me and demonstrating a willingness to embrace bold and courageous new ideas and projects presented to them.

Every day is a privilege and honour for me to be the CEO of Kalwun. Without a doubt 2018/2019 has been a productive, tremendously busy and exceptional year. May many good things be achieved in the next 12 months.

Kieran Chilcott
Chief Executive Officer

Highlights



443
emergency relief
vouchers issued

156

families assisted
by the
Family Wellbeing
Service



3,444

Aboriginal
and Torres Strait
Islander health checks
completed



1,618

new patients
accessing health
services



30 strategic
alliances



52

clients
using us for
their Home Care
Packages



15

carers
supported
by our
Foster and
Kinship Care team



148

people
supported
through
Kalwun
Housing



392

clients
receiving aged
care support

171

Jellurgal
Jarjums cultural
incursion
sessions



8

locations
across the
Gold Coast



169

staff
employed



5,626

annual tour
clients at
Jellurgal



\$31.9m

worth of assets



24

jarjums
in our Early
Learning
Program and
a further
35 on a
wait-list



\$17.1m

annual revenue in
2018/2019

6,949

active
health patients
including 80%
of Aboriginal or
Torres Strait Islander
descent



Strategic Plan 2017-2020

Kalwun's Strategic Plan 2017-2020 commits the organisation to four strategic priorities:



PRIORITY 1

LEAD THE WAY

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



PRIORITY 2

IMPROVE OUR SERVICES

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



PRIORITY 3

DEVELOP OUR PEOPLE

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



PRIORITY 4

HAVE MEANINGFUL PARTNERSHIPS

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





Our organisation

This section of the report describes our funders and partners, introduces the Board of Directors and Executive Leadership Team and also outlines the Kalwun Development Corporation Ltd organisational structure.



Kalwun Board Directors – Chairperson William Ooi, Deputy Chairperson Grant Williams and Independent Director Tracey Castle – join Hutchinson Builders for the turning of the first sod at the Kalwun Integrated Health and Wellbeing Hub site at Coomera.

Board of Directors

MR WILLIAM OUI

Chairperson

Elected as Chairperson in May 2016, William has had more than 25 years with Kalwun. He is the Chair of the Executive Oversight, Performance and Remuneration Subcommittee and completed a Certificate IV in Business (Governance).



MR GRANT WILLIAMS

Deputy Chairperson

With extensive experience in the child protection and community services sectors, Grant is a long-serving member of Kalwun and has completed a Certificate IV in Business (Governance).



MRS NICHELLE NONA

Company Secretary

Nichelle has worked with Kalwun for more than 10 years and holds the position of General Manager – Health Services. In 2018/2019 she also acted in the position of General Manager – Aged Care and Disability Services.



MS VANESSA SUMMERS

Finance Subcommittee Chair

Vanessa has more than 10 years experience with Kalwun and currently holds the position of General Manager – Child and Family Support Services. She is also the Chair of the Finance Subcommittee. Vanessa has qualifications in the areas of counselling, care and business.



MS TRACEY CASTLE

Independent Director

With a long history in Indigenous services, Tracey spent 14 years with the Indigenous Community Advisory Board (TAFE). She holds a Bachelor of Social, Political and Industrial Studies and has diplomas and certificates in a range of disciplines.



MR LINDSAY BLOW

Board Director

Lindsay has more than 25 years with Kalwun, completed a Certificate IV in Business (Governance) and is a long-serving paramedic with the Queensland Ambulance Service. He also spends time in the community, helping with Indigenous reading programs in local schools.



MR ROBERT PASCOE

Board Director

As well as a founding member of Kalwun in 1994, Robert was also a director of the Gold Coast Aboriginal and Islander Housing Co-operative Society Limited from 1985 until 1994. Robert is a member of the Finance Subcommittee and completed a Certificate IV in Business (Governance).



MRS EUALANDA SIMPSON

Board Director

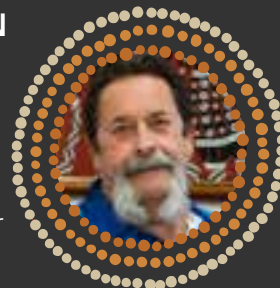
Eualanda became a Kalwun Board Member in 2018. She works in the aged care sector and has numerous qualifications in the areas of management, community services and care and Aboriginal and Torres Strait Islander Primary Health Care.



MR MALCOLM THOMSON

Board Director

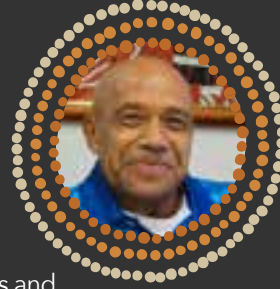
First elected to the Board of Directors in 2011, Malcolm is a long-serving member of Kalwun. Malcolm has worked for many years in the construction industry and completed an Australian Institute of Company Directors "Foundations of Directorship" course in 2016.



UNCLE RON

Elder Observer

Uncle Ron has been involved with the Gold Coast Aboriginal and Islander Housing Co-operative Society Ltd and Kalwun since the 1980s as an early member and former Director of both companies and provides valuable historical input, insight and advice.



Our funders and partners

OUR FUNDERS

- The Australian Government
 - Department of Health
 - National Indigenous Australians Agency
 - Department of Social Services
- The Institute for Urban Indigenous Health
- Gold Coast Primary Health Network
- The Pharmacy Guild of Australia
- The Queensland Government
 - Queensland Health
 - Department of Employment, Small Business and Training
 - Department of Communities, Disability Services and Seniors
 - Department of Child Safety, Youth and Women
 - Department of National Parks, Sport and Racing (*in-kind contribution*)
- City of Gold Coast Council (*rate rebate contribution*)
- James Cook University
- Western Sydney University

OUR PEAK BODIES

- National Aboriginal Community Controlled Health Organisation
- Queensland Aboriginal and Islander Health Council
- Queensland A&TSI Child Protection Peak
- Institute for Urban Indigenous Health

OUR PARTNERS

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



Executive Leadership Team

MR KIERAN CHILCOTT

Chief Executive Officer

Kieran is a highly regarded and accomplished senior executive and CEO, having worked across executive roles predominantly in the not-for-profit sectors. Kieran commenced employment with Kalwun in 2007, working in executive leadership roles since 2009. He is passionate about the community controlled sector and its ability to achieve stronger outcomes for all Aboriginal and Torres Strait Islander people.

Formerly a teacher, Kieran holds a Bachelor of Education majoring in behaviour management, and a range of other tertiary qualifications including a Diploma of Management, Cert IV in Business Governance, Cert IV in Training and Assessment, Cert IV in Project Management and a Cert IV in Mental Health.

Kieran is an active member of the community and has chaired and been a member of several Boards at a local, state and national level. A highlight of Kieran's Board career includes serving as the Chairperson of the Institute for Urban Indigenous Health from 2009 to late 2012 during its period of establishment and growth.

Kieran is the most senior executive of Kalwun and is ultimately responsible for the day-to-day operations of Kalwun, including managing the Executive Leadership Team and any major corporate decisions, and implementing the company's long and short term plans as determined by the Board of Directors.



MS VANESSA SUMMERS

General Manager - Child and Family Support Services

Beginning her career with qualifications in book keeping and medical reception, Vanessa has grown her expertise over the years to include qualifications in community services, business, training, management and counselling.

Vanessa has worked with Kalwun for more than 10 years, working her way up to the General Manager - Child and Family Support Services position that she holds today. She has previously held a board position with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP).



MRS NICHELLE NONA

*General Manager - Health Services
Acting General Manager - Aged Care and Disability Services*

Nichelle has always excelled in the area of administration. She has worked for Kalwun for more than 10 years, working her way up from Administration Assistant to Practice Manager and finally to the General Manager position she currently holds.

Nichelle has completed a Diploma in Business Administration and acted in the position of General Manager - Aged Care and Disability Services in 2018/2019.



MR DENNIS BOTHMA

Chief Financial Officer

Dennis joined the Kalwun team in 2016 as the Senior Financial Officer after previously spending time doing taxes, offering business services and advice, working for charity and in the public sector, and being part of a family-run firm with his brother. In late 2016, he started the CPA Gold Coast Not for Profit Group, offering professional development services specifically for those in the non-profit sector.

Dennis was appointed to the position of Chief Financial Officer at Kalwun in 2017 and oversees the Head Office team where he leads the way in finance and contract management as well as providing oversight of strategic human resources initiatives, workplace health and safety, property and facility management, information and system supports, risk management and company legal affairs.



MS EMILY ROLLS

Executive Administrator

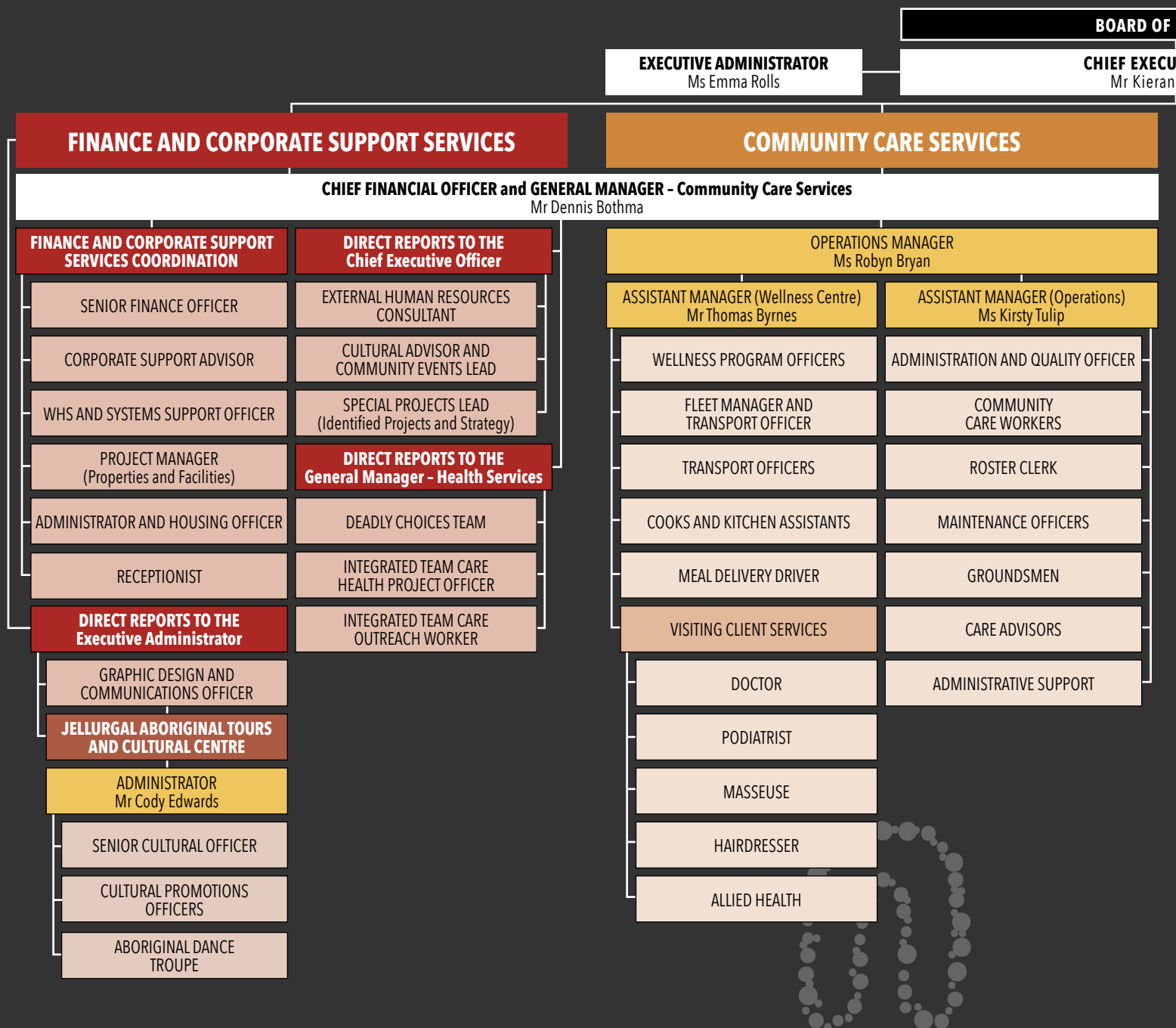
Emily started her career on the frontline with Kalwun Health Service in 2010, working as Medical Receptionist then Administrator.

When she returned to work after starting a family, Emily became the Business Development Officer, then Quality Coordinator before being appointed to Executive Administrator.

Emily oversees Jellurgal Aboriginal Cultural Centre as well as providing oversight of marketing, communications, operational support, strategic initiatives and quality systems. With qualifications in business administration and community services, Emily has been very versatile and experienced in all facets of work at Kalwun.



Organisational chart



KEY

EXECUTIVE LEADERSHIP TEAM

SENIOR LEADERSHIP GROUP

* INCLUDES DIABETIC EDUCATOR, SPEECH THERAPIST, OPTOMETRIST, PODIATRIST, AUDIOLOGIST, PSYCHOLOGIST, DERMATOLOGIST, DIETITIAN, PAEDIATRICIAN, PSYCHIATRIST, PHYSIOTHERAPIST, ADULT OCCUPATIONAL THERAPIST, PAEDIATRIC OCCUPATIONAL THERAPIST

DIRECTORS

CHIEF EXECUTIVE OFFICER

Chilcott

PRIMARY HEALTH CARE SERVICES

GENERAL MANAGER - Health Services

Ms Nichelle Nona

OXENFORD CLINIC

PRACTICE MANAGER - OXFORD
Ms Cheryl Sidhom

GENERAL PRACTITIONERS

NURSING STAFF

CARE COORDINATOR

ATSI HEALTH WORKERS

RECEPTION AND TRANSPORT

MIAMI CLINIC

PRACTICE MANAGER - MIAMI
Ms Martha Stumer

SENIOR DOCTOR

GENERAL PRACTITIONERS

NURSING STAFF

CARE COORDINATOR

ATSI HEALTH WORKERS

BILINGA CLINIC

PRACTICE MANAGER - BILINGA
Ms Melanie French

GENERAL PRACTITIONERS

NURSING STAFF

CARE COORDINATOR

ATSI HEALTH WORKERS

RECEPTION AND TRANSPORT

SOCIAL HEALTH PROGRAM
(Mental Health and AoDs)

AoD PRACTITIONER

CASE MANAGERS

MENTAL HEALTH NURSE

COMMUNITY SUPPORT WORKER

MUMS AND BUBS HEALTH TEAM

MIDWIFE

CHILD HEALTH WORKERS

NDIS PROJECT OFFICER

COMMUNITY LIAISON OFFICER

FLEET MANAGER AND TRANSPORT OFFICERS

REGIONAL ADMINISTRATOR
Ms Anita Bourke

MEDICAL RECEPTIONISTS

DENTIST AND DENTAL ASSISTANT

ADMINISTRATION SUPPORT

ALLIED HEALTH AND SPECIALIST
SERVICES*

CHILD AND FAMILY SUPPORT SERVICES

GENERAL MANAGER - Child and Family Support Services

Ms Vanessa Summers

SERVICE MANAGER
Ms Leiarna Dooley

FAMILY WELLBEING WORKERS

YOUTH WELLBEING WORKERS

FAMILY AND DOMESTIC
VIOLENCE PRACTITIONER

ADMINISTRATION OFFICER

PROGRAM MANAGER
(Indigenous Education)

ASSISTANT PROGRAM MANAGER

PARENT LIAISON OFFICER
(Education Relief)

EARLY CHILDHOOD EDUCATORS

SERVICE MANAGER
Ms Rowena Backler

FAMILY WELLBEING WORKERS

CULTURAL DEVELOPMENT OFFICER

ADMINISTRATION OFFICER

TEAM LEADER
(Foster and Kinship Care)

FOSTER AND KINSHIP
CARE OFFICERS

FAMILY PARTICIPATION CONVENORS

FAMILY PARTICIPATION PRACTITIONERS

Information accurate as at November 2019.





Our performance

This section of the report highlights the five main business areas of the organisation. It outlines the key project accomplishments and statistics across the areas of Head Office, Health Services, Community Care Services, Child and Family Support Services and Jellurgal Aboriginal Cultural Centre.

Head Office

ABOUT KALWUN HEAD OFFICE

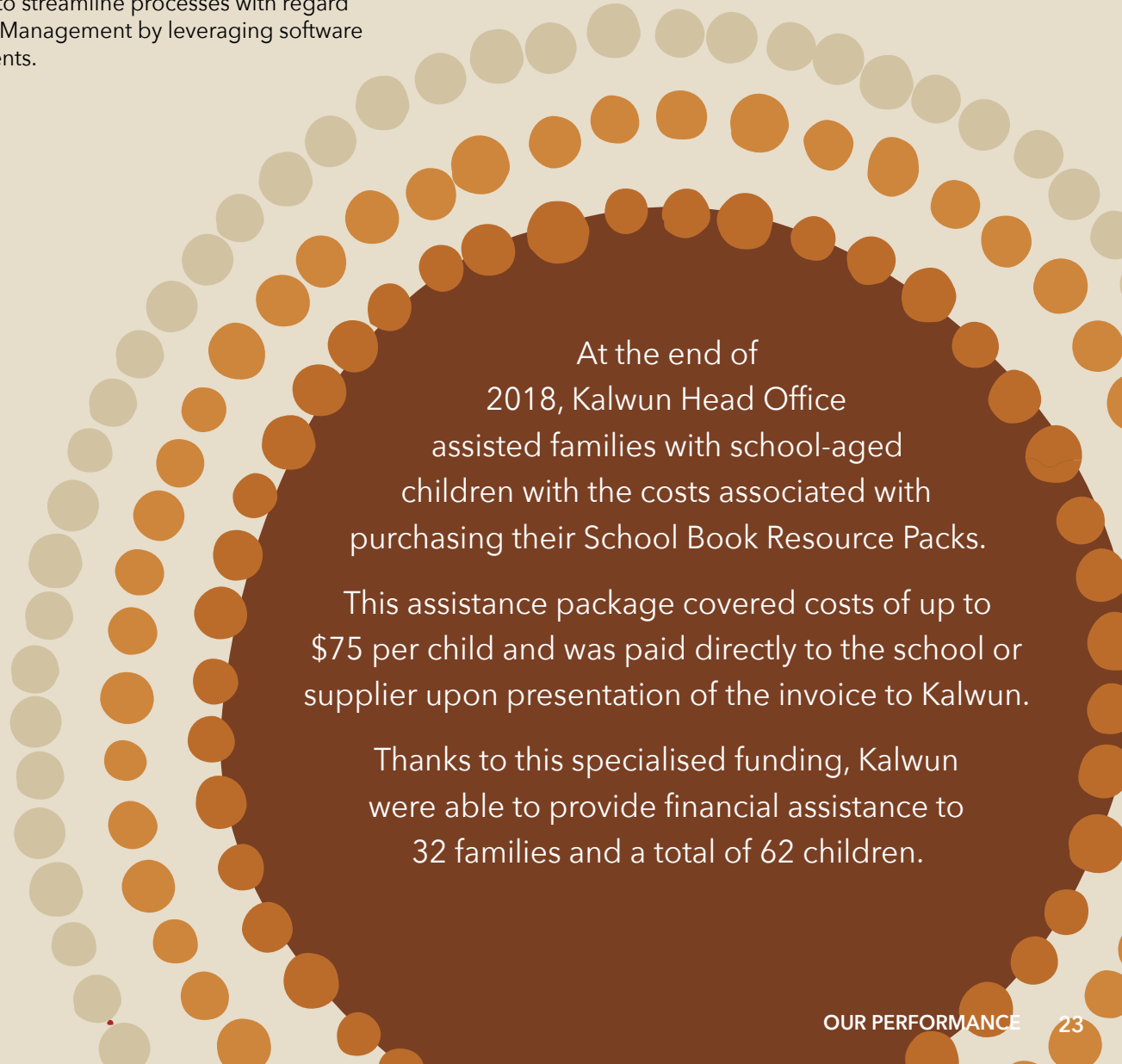
Kalwun's head office, located in Varsity Lakes on the Gold Coast, supports company-wide operations with finance and payroll, human resources, workplace health and safety, quality and accreditation, contract management, business development, executive support and marketing and communications.

SERVICES PROVIDED:

- Emergency relief
- Affordable Housing program
- Finance and payroll
- Human resources
- Workplace health and safety
- Quality and accreditation
- Contract management
- Business development
- Executive support
- Marketing and communications

KEY ACHIEVEMENTS IN 2018/2019

- Made significant progress on the Coomera Integrated Health and Wellbeing Hub, to open to the community in late 2019. The hub will provide much needed services to Indigenous and non-Indigenous clients including (but not limited to) primary health care, allied health services (speech pathologist, audiologist, optometrist, podiatrist, psychologist, exercise physiologist, occupational therapist, nutritionist and diabetes educator), chronic disease management, aged care program, child and family wellbeing programs and a social health team.
- Commenced large-scale task of implementing new Human Resources and Payroll system to support our growth. This new system aims to streamline administrative tasks and reduce data entry, with the goal of moving all payroll/HR forms online. All staff will have greater visibility of their work profile, personal details, leave balances and will have access to a large range of online training courses. Managers will have greater access to reporting, team planning and a streamlined recruitment and onboarding process.
- Continued to streamline processes with regard to Housing Management by leveraging software enhancements.
- Refreshed marketing and communications approach with the Graphic Design and Communications Officer leading the way. Key projects have included:
 - the introduction of a quarterly newsletter, *Kalwun Grapevine*, distributed to clients and partners covering all aspects of the organisation with updates, notices, events and social pages
 - the new 20-page *Kalwun Services Guide* providing an overview of all Kalwun services to clients and partners
 - the creation of Facebook event pages for Kalwun events that encourage the community to show interest and share events with family and friends
 - the design and development of an updated Kalwun website providing news and announcements, services information, events, career opportunities and more, to go live in July 2019.



At the end of
2018, Kalwun Head Office
assisted families with school-aged
children with the costs associated with
purchasing their School Book Resource Packs.

This assistance package covered costs of up to
\$75 per child and was paid directly to the school or
supplier upon presentation of the invoice to Kalwun.

Thanks to this specialised funding, Kalwun
were able to provide financial assistance to
32 families and a total of 62 children.



Health Services

ABOUT KALWUN HEALTH SERVICES

Kalwun is the only Aboriginal community-controlled health service addressing the primary health care needs of Aboriginal and Torres Strait Islander people on the Gold Coast. We offer access to male and female doctors, nurses, Aboriginal health workers and transport support at our three clinics.

Located in Oxenford, Miami and Bilinga, Kalwun Health Services offer a combination of primary health care and community-based services to the Gold Coast community.

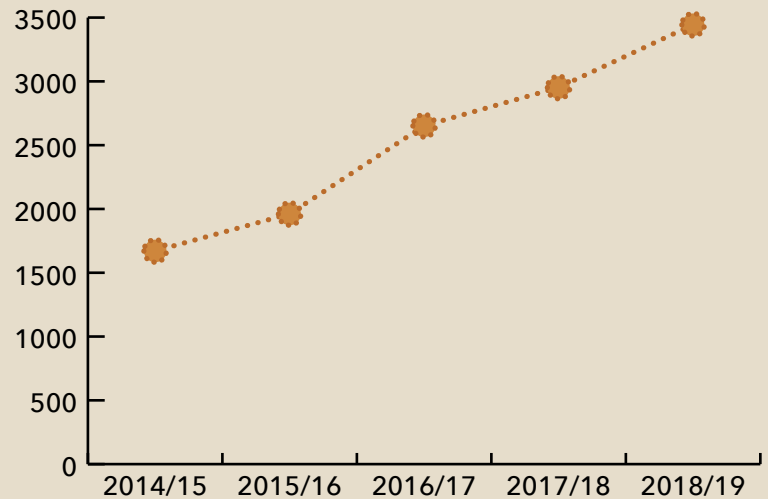
SERVICES PROVIDED:

- Bulk billing practice to eligible clients
- Access to general practitioners
- Onsite allied health services
- Immunisation
- Health checks
- Dental services
- Care coordination
- Mental health support services
- Antenatal, infant and child health support
- Health promotion activities and community days
- Transport to clinics

KEY ACHIEVEMENTS IN 2018/2019

- Provided 1,365 episodes of dental care.
- Provided 32,668 episodes of medical care across the three clinics.
- Completed 3,444 Aboriginal and Torres Strait Islander health checks, an increase of 16.7 percent on the 2017/2018 financial year.
- Increased the number of Aboriginal and Torres Strait Islander people accessing the service from 5,063 to 5,559 .
- Employed six new Deadly Choices Officers.
- Began participation in the WOMB research project which aims to test the effectiveness of community women's groups to improve the quality of maternal and child health care and outcomes.
- Deadly Choices team delivered 26 programs within local primary and high schools, with 268 kids completing the program and 154 of those attending graduations.

NUMBER OF ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH CHECKS



* Names are changed to maintain client privacy.

Deadly Choices success

School student Lauren* participated in the Deadly Choices (DC) program last year and was nearly asked to leave the program due to bad behaviour. Fast forward to this year and Lauren was one of the best kids in the program. By the end of the program she was smiling, playing traditional games and excited to attend the graduation. Lauren was presented with a backpack for being the best student throughout the program.

A change in behaviour and attitude through consistency in the DC program was the driving force behind Lauren's progress. A teacher at the school mentioned the change in this student has been massive. "It's the best I have ever seen her and it's all because of the great program. She is now a different person wanting to learn," she said.

Community Care Services

ABOUT KALWUN COMMUNITY CARE SERVICES

Kalwun Community Care is designed to support older people to remain living in their own homes in a way that promotes independence and reduces their risk of premature and/or inappropriate admission to residential aged care.

My Aged Care determines eligibility for services.

SERVICES PROVIDED:

- Domestic Assistance – includes household tasks such as cleaning, sweeping, mopping and vacuuming
- Social Support – getting out into the community to maintain social connections, shopping, having a chat or attending activities of interest
- Garden Maintenance – includes maintaining lawns and care of the garden
- Transport – provides support to access medical, therapy and hospital appointments
- Allied Health – wellness and activities supporting self care such as massage, podiatry, mindfulness and exercise
- Personal Care – supports grooming, showering and hair care
- Meal preparation and delivery – includes meals provided either at the Wellness Centre or delivered to the home, including shopping and preparation
- The Kalwun Wellness Centre – a five-day-a-week day respite centre



KEY ACHIEVEMENTS IN 2018/2019

- The *Wellness Approach* to providing care was extended across the service. Support planning incorporated wellness-focussed goals and the *Respite Centre* is to be re-branded as the *Wellness Centre* in August 2019.
- Networking connections increased with Kalwun's regular interface with Multicultural Communities Council and Liberty and Dementia Australia, as well as participation in Primary Health Network focus groups.
- Kalwun Community Care is actively supporting the development of the Gold Coast Elder's Group, which meets fortnightly at the Bonogin site.
- Service provider numbers increased for Home Care Package clients, meaning clients have a variety of contracted services that can be purchased out of Home Care Package Funds.
- Policies and Procedures, Agreements and Pricing Schedules were reviewed in line with legislative changes to be put in place from 1 July 2019.
- Six staff at Community Care began undertaking vocational qualifications, including Certificate III in Individual Support and Diploma of Community Services.
- Began planning a garden redevelopment where clients can safely access the outdoors and participate in projects that will include a cultural component, such as bush tucker, totems, a yarning circle and men's and women's business areas.

** Names are changed to maintain client privacy.*

Jerry's story

When Jerry* was diagnosed with dementia, his and his partner's lives changed dramatically with the onset of this neurodegenerative condition which led to reduced mobility, loss of purpose and the social isolation that often comes with the diagnosis.

Joining Kalwun Community Care's Aqua Exercise group twice a week improved Jerry's mobility enormously and, although he still needs a walking aid, he is able to mobilise unaided and has regained balance and strength, which in turn has led to an improvement in his self confidence.

Jerry's Home Care Package enables him to receive equipment that helps him to choose and enjoy his own music, which has increased his independence and created shared experiences for him and his partner.

With the aim of creating more wellness stories, Kalwun Community Care will continue to upskill staff to become more aware of the Dementia Journey.



Child and Family Support Services

ABOUT KALWUN CHILD AND FAMILY SUPPORT SERVICES

Kalwun Child and Family Support Services is the central hub for delivering the Family Participation Program, a family wellbeing service, foster and kinship care and Indigenous education programs on the Gold Coast.

SERVICES PROVIDED:

- Family Participation Program (FPP)
 - supports the primary principle that Aboriginal and Torres Strait Islander people have the right to self-determination and the right to quality services based on the implementation of the five elements of the Aboriginal and Torres Strait Islander Child Placement Principle.
- Family Wellbeing Service – supports Aboriginal and Torres Strait Islander families with children and young people under the age of 18 years.
- Foster and Kinship Care – funded by the Department of Communities to recruit, train and assess Aboriginal and Torres Strait Islander carers with the aim of placing Aboriginal and Torres Strait Islander children with culturally-appropriate carers, ensuring they remain connected with their cultural identity and retain relationships with their families and communities.
- Early Learning Program – a school readiness program for Aboriginal and Torres Strait Islander children aged 3 to 5 years, based on the Early Learning Framework.
- Jarjums Playgroup – a supported playgroup available for families of Aboriginal and Torres Strait Islander descent with children aged from 0 to 5 years within the Gold Coast community.

KEY ACHIEVEMENTS IN 2018/2019

- Introduced the new Family Participation Program.
- Developed the Youth Wellbeing program.
- Kalwun Early Learning Program were listed and recognised as finalists in the Queensland Reconciliation Awards 2019 Community Award.
- Introduced a specialised Family and Domestic Violence Practitioner under the Family Wellbeing Program. The role provides expertise in domestic and family violence to develop and implement services and programs that aim to reduce violence in the community.
- Participated in National Child Protection Week events.
- Four staff completed a Graduate Certificate in Human Services.
- Enhanced the Jarjums Playgroup to include a more immersive cultural experience.
- Offered a range of workshops aimed at enabling a strong connection to culture for Kalwun clients.



The Kalwun Early Learning Program was a worthy nominee and finalist at the Queensland Reconciliation Awards night held in May 2019.

The awards recognise initiatives undertaken by businesses, community organisations, educational institutions and government departments going above and beyond their core business to foster reconciliation and pave the way for a better future for our state.

The program didn't win the category however are still winners within the community.

The team are continuing to break down barriers, are closing the education gap with our mob and are making a huge difference in the lives of many children and families.



Jellurgal Aboriginal Cultural Centre

ABOUT JELLURGAL

Named after the mountain on which it sits, Jellurgal is the Gold Coast's only dedicated Aboriginal cultural centre. Offering guided tours of significant historical sites on Burleigh Headland as well as other cultural experiences, the centre caters for local, interstate and international tourism.

The centre itself houses an Aboriginal art gallery and historical boardwalk display as well as artefacts and gifts for sale.

The services of Jellurgal Aboriginal Cultural Centre form part of Kalwun's commitment to delivering essential cultural knowledge to people of the Gold Coast and wider community about the Yugambeh speaking people of this area.

SERVICES PROVIDED:

- Visitor centre
- Guided tours
- Customised cultural programs
- Aboriginal dance performances
- Aboriginal art exhibit
- Gift shop
- "Jellurgal Jarjums" educational incursions
- Event space hire

KEY ACHIEVEMENTS IN 2018/2019

- Provided 200 External Cultural Experiences across the Gold Coast.
- Conducted 171 Jellural Jarjums programs (140 more than the year before).
- Took 3,735 local and 451 international students and educators on Jellural tours.
- All staff began studying a Certificate III in Tourism.
- Centre Administrator began studying a Diploma of Hospitality Management.
- Launched a new website in March 2019 featuring online booking and scope to expand information offered.
- Introduced a new Saturday tour offering, the *Jingeri Jellural Tour*.
- Achieved *Best of Queensland Experiences* status. The *Best of Queensland Experiences Program* guides the Queensland tourism industry to deliver exceptional customer experiences, create positive word of mouth, help attract more visitors, grow expenditure and increase market share. The program was developed in partnership with the state's Regional Tourism Organisations, the Queensland Tourism Industry Council and the Department of Innovation, Tourism Industry Development and the Commonwealth Games. It identifies and recognises experiences that best bring the Queensland story to life and consistently deliver a high-quality visitor experience. The program is based on an independent set of criteria that incorporates online customer reviews, responds to consumer expectations and reflects industry best practice.
- Hosted the Currumbin Wildlife Sanctuary Management Team.

Jellural customer reviews

“This was a profound and life changing experience, an immersion into country and the heartbeat of the resilient and beautiful first people of this land. Thank you for giving me a beautiful gentle space to listen and truly understand.”

“This centre gives us the opportunity to appreciate true Aboriginal culture. Thank you ... love the place!!”

“The Jellural experience will put you in tune with how the indigenous people managed our very fragile ecology for over 40,000 years, lessons for all of us and very enjoyable as well.”



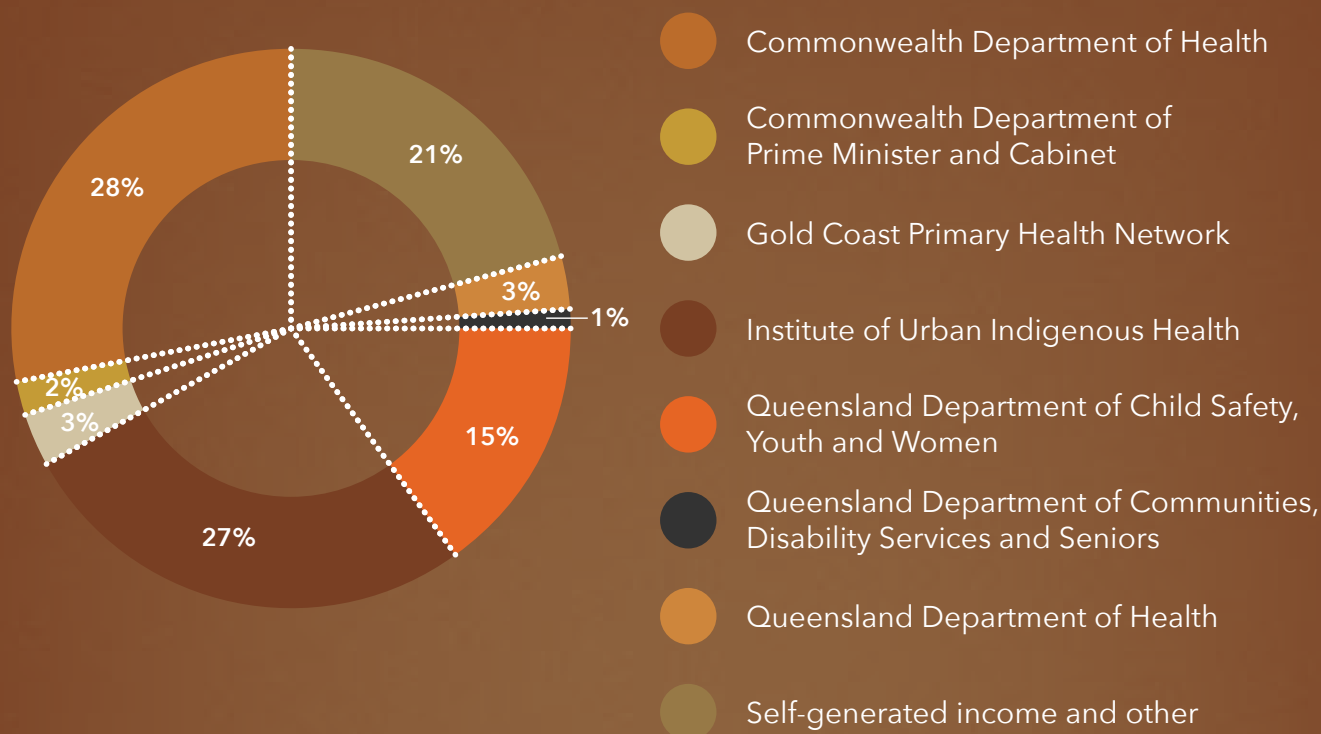


Our finances

This finance section of the report outlines our financial position from 2018/2019.

Our income and expenditure

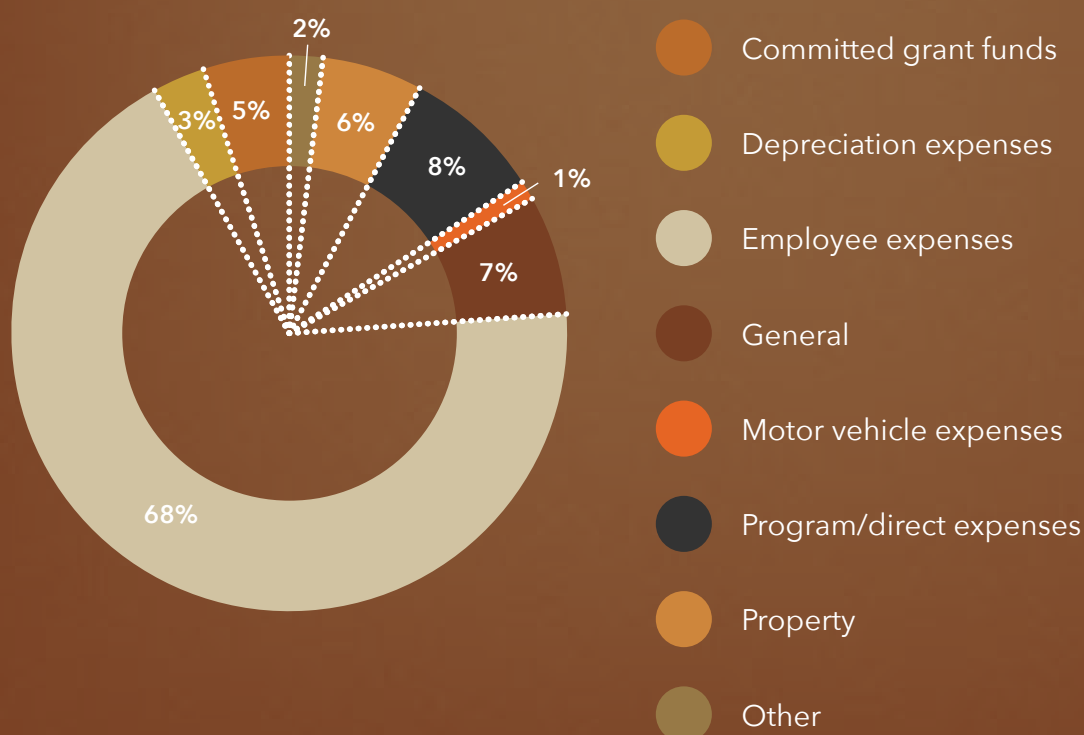
WHERE OUR FUNDS COME FROM



HOW OUR FUNDS ARE DIVIDED

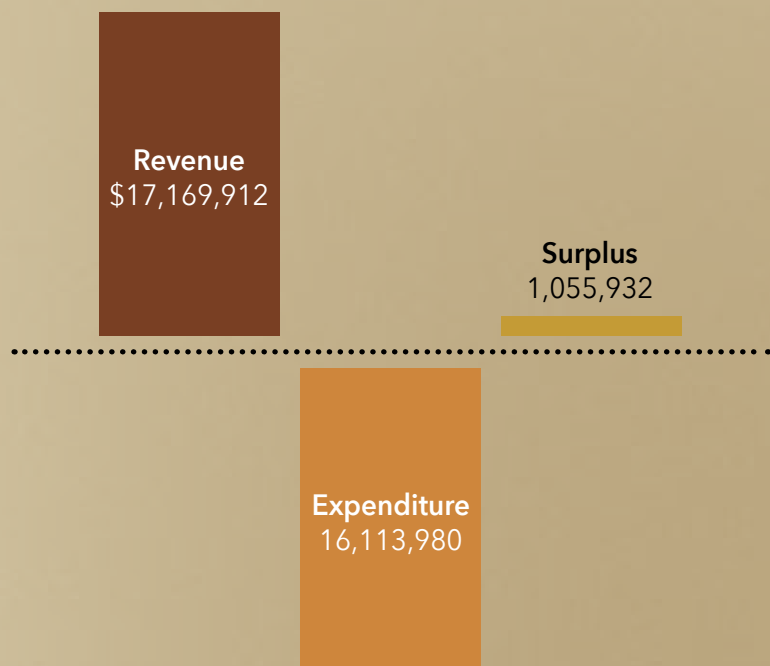


WHERE OUR FUNDS ARE SPENT

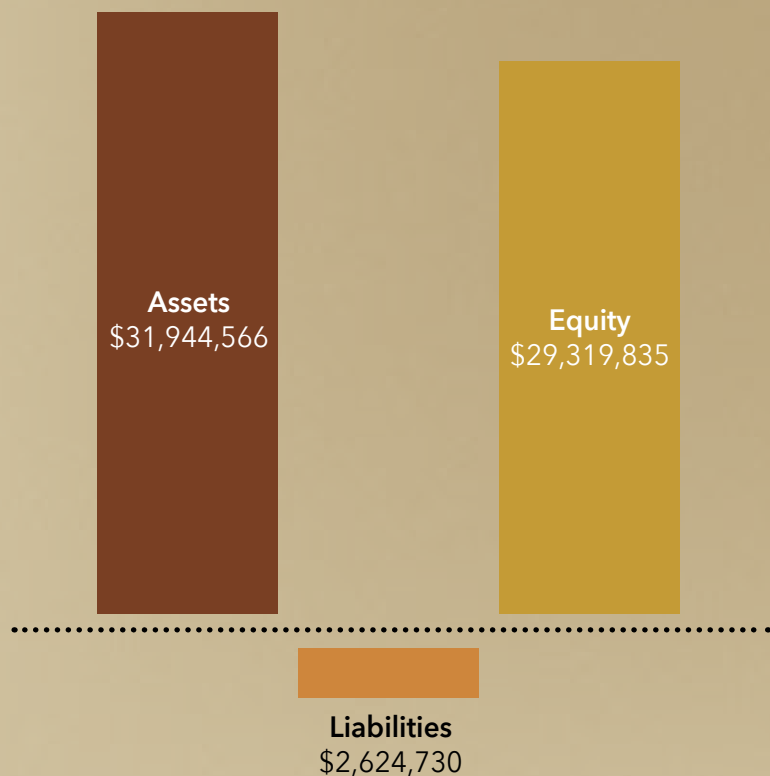


Our financial position

OUR FINANCIAL PERFORMANCE



OUR FINANCIAL POSITION



Contact us

HEAD OFFICE

Level 1, 14 Cassia Drive, Varsity Lakes QLD
PO Box 2588, Burleigh Waters QLD 4220

Phone (07) 5578 3434

HEALTH SERVICE - MIAMI CLINIC

2020 Gold Coast Highway, Miami QLD
PO Box 313, Miami QLD 4220

Phone (07) 5526 1112

HEALTH SERVICE - OXFENFORD CLINIC

GP Super Clinic - Level 1, 2 Leo Graham Way, Oxenford QLD
PO Box 820, Oxenford QLD 4210

Phone (07) 5514 7100

HEALTH SERVICE - BILINGA CLINIC

Airport Central - 1 Eastern Avenue, Bilinga QLD
PO Box 462, Tugun QLD 4224

Phone (07) 5589 6500

COMMUNITY CARE SERVICE - AGED AND DISABILITY

118 Bonogin Rd, Bonogin QLD
PO Box 2588, Burleigh Waters QLD 4220

Phone (07) 5522 9197

CHILD AND FAMILY SUPPORT SERVICE - SOUTH

14 Kortum Drive, Burleigh Heads QLD
PO Box 3880, Burleigh Town Centre, Burleigh Heads QLD 4220

Phone (07) 5520 8600

CHILD AND FAMILY SUPPORT SERVICE - NORTH

9 Jowett Street, Coomera QLD
PO Box 1210, Oxenford QLD 4210

Phone (07) 5676 6477

JELLURGAL ABORIGINAL CULTURAL CENTRE

1711 Gold Coast Hwy, Burleigh Heads QLD 4220
PO Box 3, Burleigh Heads QLD 4220

Phone (07) 5525 5955
www.jellurgal.com.au

www.kalwun.com.au



facebook.com/Kalwun
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instagram.com/Jellurgal

The artwork in this Annual Report
is based on "Three Boys Learning
Boomerang" (detail shown) by artist
Zoey Hart.







www.kalwun.com.au



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