



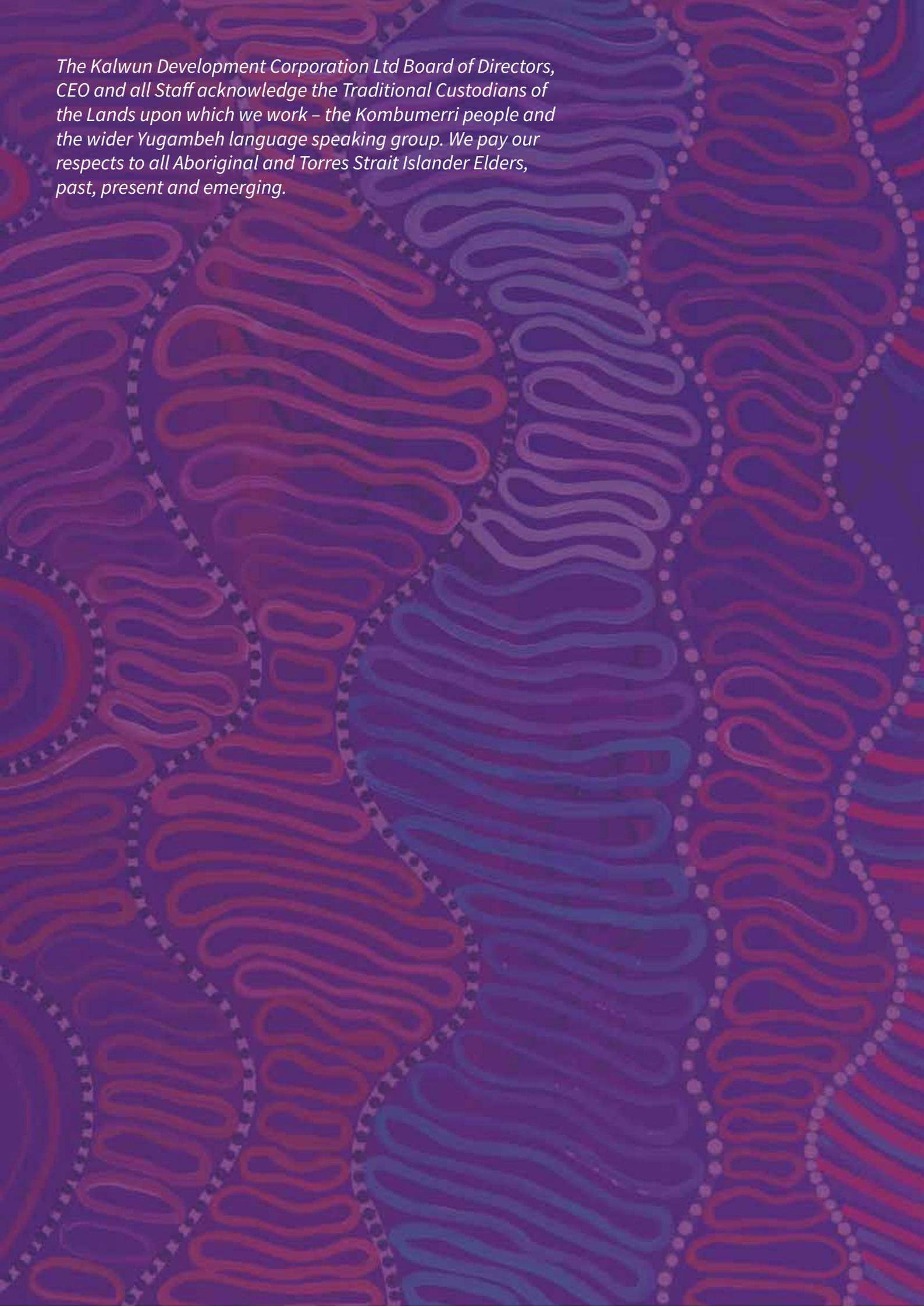
KALWUN

Jellurgal
Aboriginal Cultural Centre

Kalwun Development
Corporation Ltd

2020/2021
ANNUAL REPORT

The Kalwun Development Corporation Ltd Board of Directors, CEO and all Staff acknowledge the Traditional Custodians of the Lands upon which we work – the Kombumerri people and the wider Yugambeh language speaking group. We pay our respects to all Aboriginal and Torres Strait Islander 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.



Introduction

This introductory section of the Kalwun Development Corporation Ltd 2020/2021 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 and educational initiatives.

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.

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 key business areas



Locations and services

In 2020/2021, Kalwun had nine sites across the Gold Coast offering a range of services to the community.

Browns Plains

Beenleigh

HEAD OFFICE

- Finance, payroll, human resources and workplace health and safety
- Quality and accreditation and contract management
- Business development and executive support
- Cultural support
- Affordable housing

COOMERA INTEGRATED HEALTH AND WELLBEING HUB

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

MIAMI HEALTH CLINIC

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

BILINGA HEALTH CLINIC

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

NERANG COVID-19 RESPIRATORY CLINIC

- COVID-19 testing and vaccinations

COMMUNITY CARE

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

CHILD AND FAMILY SUPPORT – SOUTH

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

CHILD AND FAMILY SUPPORT – 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



Redland Bay

Shailer Park

Loganholme

Eagleby

Yatala

Ormeau

Pimpama

Coomera

Kalwun Coomera Integrated Health and Wellbeing Hub

Helensvale

Biggera Waters

Pacific Pines

Kalwun Nerang COVID-19 Respiratory Clinic

Nerang

Southport

Surfers Paradise

Broadbeach

Kalwun Health Service - Miami

Kalwun Head Office

Kalwun Community Care - Aged and Disability

Bonogin

Kalwun Child and Family Support Service - South

Jellurgal Aboriginal Cultural Centre

Currumbin

Kalwun Health Service - Bilinga

Tweed Heads



Chairperson's report

On behalf of the Board of Directors of Kalwun Development Corporation Ltd, I am delighted to present our Annual Report for the 2020/2021 year.

Kalwun has continued to play a key role in ensuring that the Aboriginal and Torres Strait Islander people across the south-east Queensland region have access to the appropriate support, facilities and services they require, when they need them. I am buoyed by the fact that over the past year, we have continued to see record numbers of people accessing our services. This is a credit to our entire team and their tireless efforts to provide high quality, professional, culturally appropriate and respectful services to our community.

At Kalwun, our doors have remained open and our services have continued to be delivered over the past 12 months and that is only because we have a team who continue to turn up driven and ready to work every single day and give all they can for this community.

I would like to take this opportunity to recognise and thank our CEO and all staff for your collective efforts, commitment and dedication in navigating the challenges which our organisation and community has faced throughout the COVID-19 pandemic. I would like to sincerely thank and acknowledge the ongoing support of our partner Aboriginal and Torres Strait Islander organisations and their tireless efforts to improve the health and wellbeing of our communities.

Financially, our organisation is well placed with a strong balance sheet and sustainable revenue streams to support our services going forward. I acknowledge the generous support of our partners from government and the non-government sectors. Every dollar Kalwun receives is re-invested into the programs, services and facilities we provide and we are continually striving for ways to enhance our service offerings and customer experience.

2022 will see the unveiling of our new strategic plan and a host of significant initiatives, including exciting plans to develop purpose-built facilities in Palm Beach for some of our Elders. All of these key initiatives will contribute to shaping our future as a leading community-controlled service provider.

It is the beginning of yet another new and exciting era and I am confident that greater days are on the horizon, and the next 12 months at Kalwun will be even better than the last.

Lastly, I thank my fellow Directors for your dedication and professionalism over the past 12 months. I am so privileged to sit alongside each and every one of you and see first-hand you all execute your roles with integrity and an unwavering commitment towards improving outcomes for our community.

Mr William Oui
Chairperson

“ It is the beginning of yet another new and exciting era and I am confident that greater days are on the horizon, and the next 12 months at Kalwun will be even better than the last. ”

CEO's report

Whilst the ongoing impacts of the COVID-19 pandemic throughout the 2020/21 year have continued to challenge us all, I am pleased and proud to report on another milestone year of achievements at Kalwun.

I would like to first and foremost acknowledge and thank our Elders, Directors, Staff and Community for your collective support and contribution. Our team have risen to the challenges we have faced time and time again and continued to provide the highest standard of services and facilities to our community during these unprecedented times.

The breadth of our programs and services for Aboriginal and Torres Strait Islander people across the Gold Coast region continues to evolve and improve. The outcomes we are collectively achieving and the impacts we are having on our local community have been far-reaching.

I acknowledge our Elders and our trailblazers for their work to ensure that we are here for community, providing much needed services. I would also like to recognise our funders and key partners who support and resource us to continue to provide a vast range of services and initiatives across the community.

Our services are specifically designed to cater for individuals from birth to healthy ageing and we are more committed than ever on keeping our mob and families well and connected. I acknowledge the community, who not only access our services and support us, but inspire us because, despite the adversities and hardships they have faced, they persevere, strive for better lives and continue to not only set goals, but achieve them on a daily basis.

I am pleased to share some of our key activities and achievements throughout 2020/2021:

- We continued to care take an expanded Foster and Kinship Care program for the wider Beenleigh area whilst a tender process was underway. Recently, this process was completed and the successful service provider announced was Jinndi Mibunn (Beenleigh Housing and Development Company). We have been pleased to work with Jinndi Mibunn during their transition period.
- We commenced the delivery of the Family Participation Program service in Beaudesert on behalf of Mununjali Housing. This initiative has now expanded the area that we deliver our FPP service, covering four Child Safety Service Centres; Mermaid Beach, Nerang, Labrador and Beaudesert.
- This year we are delivering our first Healthy Families Program. The program focuses on issues relating to domestic and family violence which includes interactive discussions and activities with an aim to increase the participants knowledge of what a healthy relationship is and provide skills and information to better strengthen themselves and their families.

- We have rejuvenated our support structure across Corporate Support Services, providing mobility across Kalwun to assist with administrative tasks. This enables other business unit resources to be maximised towards direct care delivery.
- Formal Development Approval was provided for a Material Change of Use for Multiple Dwellings at Kalwun's property in Molucca Avenue, Palm Beach. This is a significant milestone and puts Kalwun one step closer to creating eight purpose-built units specifically aimed at accommodating some of our Elders.
- Our Coomera clinic was successful in receiving funding from Queensland Health to operationalise four PODS.
- At Jellurgal Aboriginal Cultural Centre we introduced the Little Explorers Tour, created to provide a tour option for school-aged children.

In response to the impact of the COVID-19 pandemic, Kalwun implemented a number of key initiatives as follows:

- The organisation enhanced its COVID-19 Action Plan, which provided an organisational roadmap in response to the impact of the pandemic across each business unit.
- We maintained a high level of compliance with our Kalwun and IUIH COVID plans which has contributed to the safety of patients and staff, highlighted by the absence of any COVID positive cases at our clinics.
- Our COVID testing clinic in Nerang shifted its delivery model to include vaccinations and related initiatives to adequately service our community whilst partnering with local health service providers to promote the uptake and roll-out of vaccinations.

Every day is an honour and a privilege for me to be the CEO of this organisation and work alongside our leadership teams, the Board and our entire team which is made up of some the brightest minds and biggest hearts.

In closing, to our entire Kalwun family, stay safe and well as we move towards the new year. I wish you and your families good health and success for the year ahead.



Mr Kieran Chilcott
Chief Executive Officer





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.

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 LINDSAY BLOW

Deputy Chairperson

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.



MS NICHELLE NONA

Company Secretary

Nichelle has worked with Kalwun for more than 10 years and holds the position of General Manager – Health Services. Nichelle has completed Diplomas in Business Administration and Practice Management.



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, business and human services.



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 Society, Politics and Indigenous Studies, a Graduate Certificate in Career Development and has diplomas and certificates in a range of other disciplines.



MR GRANT WILLIAMS

Board Director

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).



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 (IUIH)
- 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
- Dementia Australia

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
- ATSIHS 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 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 (Kruungal 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
- Yugambah Region Aboriginal Corporation Alliance (YRACA)
- 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. He commenced employment with Kalwun in 2007, working in executive leadership roles since 2009. Kieran 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 has chaired and been a member of several Boards at a local, state and national level.

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.

MR DENNIS BOTHMA

Chief Financial Officer and General Manager - Community Care

Dennis joined the Kalwun team in 2016 as the Senior Financial Officer when he also started the *CPA Gold Coast Not for Profit Group*, offering professional development services specifically for those in the non-profit sector. He was appointed to the position of Chief Financial Officer in 2017 and oversees the Corporate Support team, leading 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.



Dennis holds a Bachelor of Business and a Diploma of Governance and is a CPA. He is also a Fellow of the Institute of Community Directors Australia. In 2020/2021, Dennis has continued the role of General Manager - Community Care from 2019.

MRS NICHELLE NONA

General Manager - Health 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 Diplomas in Business Administration and Practice Management.



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, including a Graduate Certificate in Human Services.



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).

MS EMILY ROLLS

Executive Administrator (active until late 2020)

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.

MR TRAVIS COUCH

General Manager - Business Development and Strategy

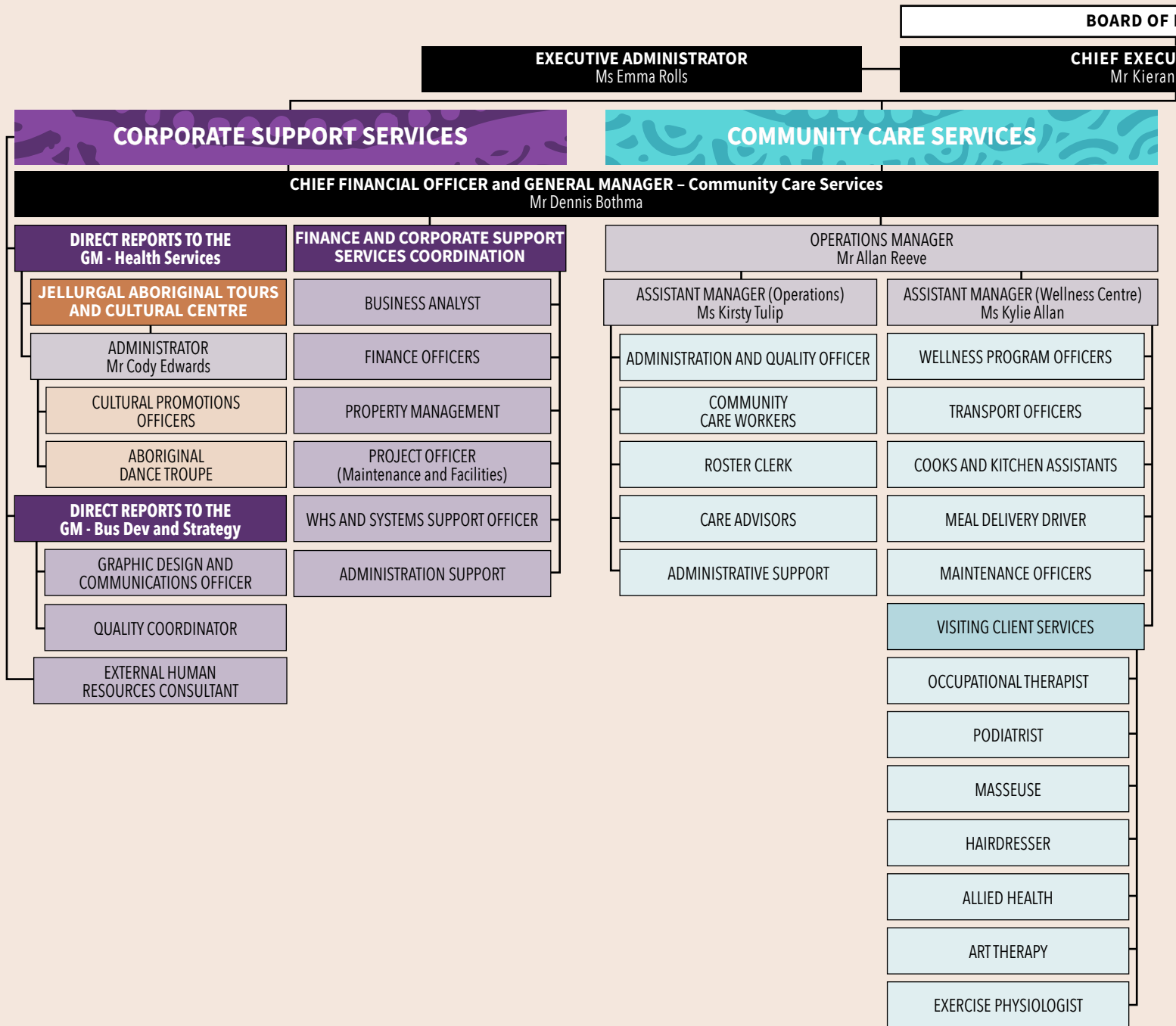
With a career spanning over 15 years in senior executive positions across the not-for-profit sector, Travis specialises in strategic planning, community engagement and stakeholder relations.



Most recently, Travis has led strategic projects in the reconciliation space partnering with organisations including tourism and sporting bodies and government agencies with a focus on delivering tangible outcomes and partnerships for and between Aboriginal and Torres Strait Islander Peoples and other Australians.

Travis was appointed to his current role at Kalwun in 2020 assuming oversight for stakeholder partnerships, marketing and communications, quality management, special projects and strategic planning.

Organisational chart



KEY

EXECUTIVE LEADERSHIP TEAM

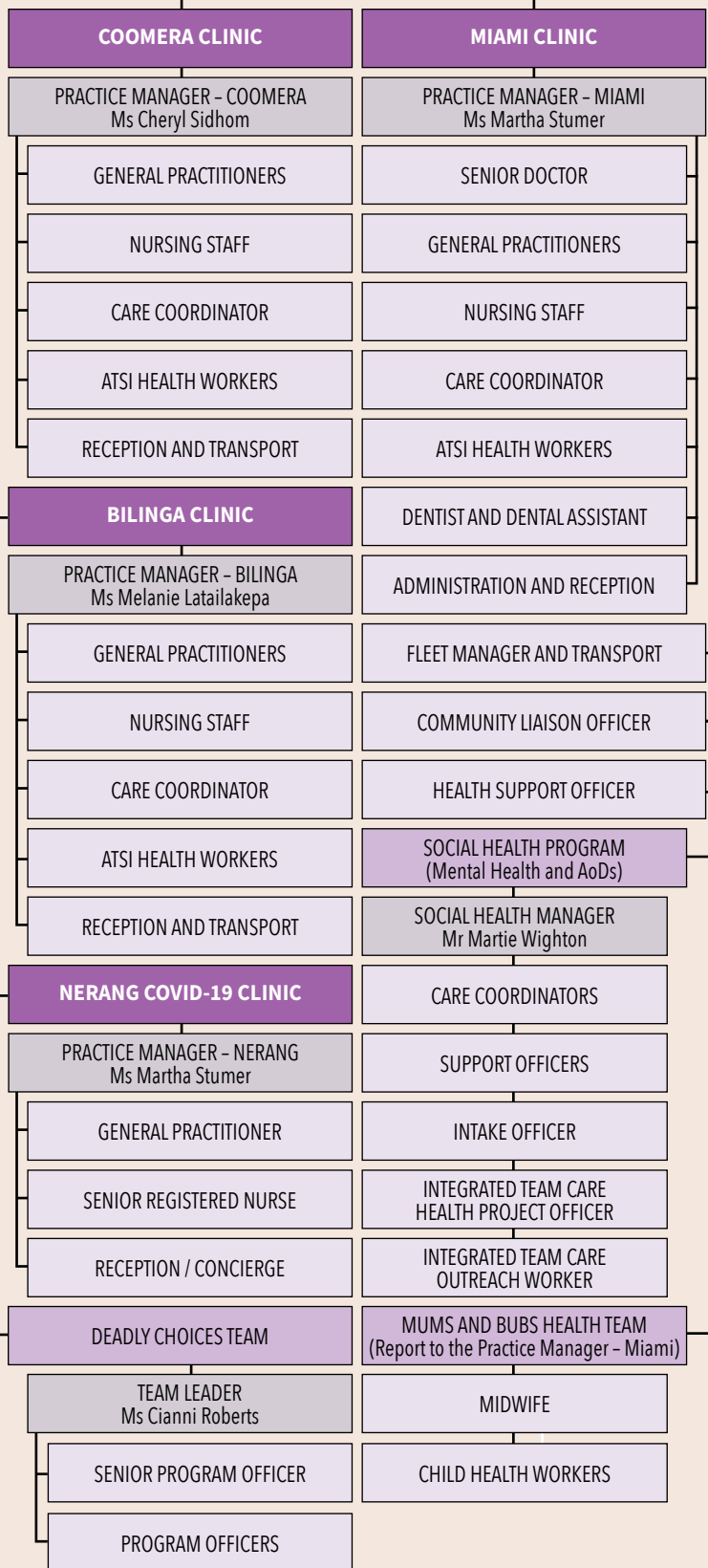
SENIOR LEADERSHIP GROUP

DIRECTORS
DEPUTY DIRECTOR
Chilcott

GENERAL MANAGER – Business Development and Strategy
Mr Travis Couch

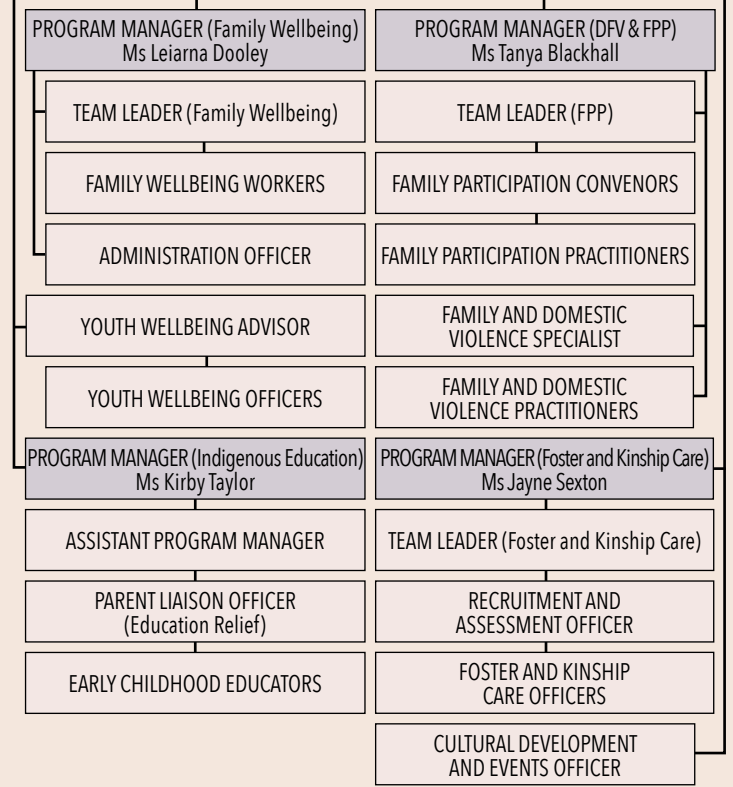
PRIMARY HEALTH CARE SERVICES

GENERAL MANAGER – Health Services
Ms Nichelle Nona



CHILD AND FAMILY SUPPORT SERVICES

GENERAL MANAGER – Child and Family Support Services
Ms Vanessa Summers



Information accurate as at July 2021.



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 Corporate Support Services, Health Services, Community Care Services, Child and Family Support Services and Jellurgal Aboriginal Cultural Centre.

Highlights

COMMUNITY CARE SERVICES

489 clients receiving aged care support (includes 120 Aboriginal and Torres Strait Islander clients)

600 high quality fresh meals delivered each month during 2020/2021

61 clients using us for their Home Care Packages

Supported **64** new Indigenous clients starting from March 2020

\$19.2m annual revenue in 2020/2021

148 people supported through Kalwun Housing

CORPORATE SUPPORT SERVICES

147 staff employed

\$40.7m worth of assets

JELLURGAL ABORIGINAL CULTURAL CENTRE

218 Jellungal Jarjums cultural incursion sessions

85 external cultural experiences

176 Jellungal Little Explorers workshop bookings since launch in October 2020

2,453 Aboriginal and Torres Strait Islander health checks completed

CHILD AND FAMILY SUPPORT SERVICES

24 jarjums enrolled in our Early Learning Program with a further 41 on a waitlist

51 individuals assisted by our Domestic and Family Violence Program

298 families assisted by our Family Wellbeing Service

64 young people assisted by our Youth Wellbeing Program

27 carers and **58** children supported through our Foster and Kinship Care Program

HEALTH SERVICES

4,416 active health patients including 81% of Aboriginal or Torres Strait Islander descent

1,003 dental care appointments

1,002 new patients accessing health services



KALWUN



Corporate Support Services

ABOUT KALWUN CORPORATE SUPPORT SERVICES

Kalwun's Corporate Support Services, located in Varsity Lakes on the Gold Coast, support 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:

- 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 2020/2021

- **Rejuvenated support structure**

During the reporting period, Kalwun's Corporate Support team has undertaken a review of the support services provided by our head office.

Active planning commenced to expand the Corporate Support team to ensure that we can support all teams across the company in a more collaborative way so they can focus on the things they do best, delivering excellent service to our mob.

Some roles were expanded, and some new roles took shape and the team will now be increasingly mobile across the business to help out teams with compliance tasks, ensuring their time is maximised in direct care delivery.

- **Progressed Palm Beach DA**

Formal Development Approval was given by the City of Gold Coast in October 2020 for a Material Change of Use for Multiple Dwellings at the property at 7 Molucca Avenue, Palm Beach. This was a significant milestone to reach in the project timeline, and puts Kalwun one step closer toward constructing eight purpose-built units specifically aimed at accommodating some of our Elders.

- **Much needed Miami roof repairs**

The Miami health clinic received some much-needed repairs during the year. Not only was the entire roof replaced, but also interior repairs were conducted to make sure we can continue to deliver safe care for years to come.

Additional improvements are being planned for the Miami site, with announcements to follow in the next reporting period.

Kalwun housing assists family in need

This year, Sam* and his young family were forced to leave their existing rental property due to landlord renovations.

The rental market had become hectic, there were no other options and the family were sleeping in their car.

After contacting Kalwun, an available house was offered to them to rent and the family gratefully accepted.

The children have relocated schools and the family as a whole have settled in well at their new home.

** Names are changed to maintain client privacy.*

More about Kalwun's Affordable Housing program

Kalwun's Affordable Housing program is based at Kalwun Head Office in Varsity Lakes. Kalwun owns 50 residential properties on the Gold Coast. There is a mixture of units, duplexes and houses with two to five bedrooms.

All properties are predominantly located between Tugun, Palm Beach, Varsity Lakes, Robina, Mudgeeraba, Miami, Merrimac, Nerang, Helensvale, Labrador, Chirn Park and Southport.

Kalwun does not provide emergency or crisis accommodation. All of the tenancies at Kalwun are either on a medium or long-term basis.



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 health clinics.

Located in Coomera, Miami, and Bilinga, Kalwun's health clinics offer a combination of primary health care and community-based services to the Gold Coast community.

In May 2020, Kalwun also opened the Nerang COVID-19 Respiratory Clinic for the sole purpose of testing for COVID-19.

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 2020/2021

- **Continuity of care**

Our health clinics have been able to continue to provide continuity of care through telephone consults and limited face to face consultations during periods of high COVID-19 risk.

- **COVID Safe**

Health Clinics have maintained a high level of compliance with Kalwun and IUIH COVID Safe plans which contributed to the safety of patients and staff and is highlighted by the absence of any COVID positive cases at our clinics.

- **Flexible program delivery**

Health programs were suspended for a period however, when able to recommence, were offered with COVID Safe adjustments.

- **Coomera clinic resourcing**

The Coomera Integrated Health and Wellbeing Hub received funding from Queensland Health to have 4 'PODS' operating. This enabled recruitment of staff to cater for increased patient workloads.

- **Health care for our mob**

- Completed 2,453 Aboriginal and Torres Strait Islander health checks.
- Provided 1,003 dental care appointments.
- Provided 84 Deadly Choices programs with 877 participants (programs include Healthy Lifestyle, Tobacco Education and Good Quick Tukka).
- Visited 14 schools for health checks with 168 health checks completed.

Mum weaves her way into new business venture

Kalwun client, Jessica*, has been a part of Kalwun's 'Mums and Bubs' program with her children for a number of years. In that time she has attended every group without fail and with the support of Kalwun's Child Health Worker and Midwife, has achieved amazing personal growth.

As part of a Kalwun group program, Jessica took part in a traditional weaving demonstration. This demonstration motivated her to travel to the Northern Territory and learn the traditional ways of preparing the grasses and weaving methods.

Jessica has since demonstrated weaving to other groups and has even started her own business to showcase her creativity.

** Names are changed to maintain client privacy.*

More about Kalwun's 'Mums and Bubs' program

The 'Mums and Bubs' child and maternal health program aims to improve birth outcomes and close the gap in rates of preterm birth, low birth weight and early infant health and wellbeing.

The program offers culturally-appropriate health care, support and information to antenatal and postnatal Aboriginal and/or Torres Strait Islander women and children. Non-Indigenous women with Aboriginal and/or Torres Strait Islander children are also welcome.

Laying solid foundations in early childhood health, education and development is essential to closing the gap in life expectancy and for the opportunity to achieve full potential in life.

The Mums and Bubs program has drop-in clinics at Miami, Bilinga and Coomera.





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 2020/2021

- **Meal delivery program enhancements**

The meal delivery program changed considerably with over 600 high quality fresh meals delivered each month during 2020/2021.

- **New employment approach**

Moving away from our previous approach of employing casual staff, this year the Community Care team adjusted roles to incorporate full time support workers. This has enabled us to recruit a team of skilled and motivated individuals who are able to work across the service depending on where they are needed.

- **Purchase of additional transportation**

Through the challenges of the COVID-19 situation including new vehicle shortages, we were fortunate to secure the purchase of a new 8+ seater van with wheelchair/mobility scooter accessibility to increase client transport capabilities. This additional transport has resulted in shorter travel times for Wellness Centre clients and expanded transport services for clients to medical services and other appointments.

- **Wellness Centre rejuvenation**

Our people are remaining connected and finding a place to belong in our newly painted and enhanced Wellness Centre, which is committed to better health outcomes for all who attend. The achievements this year have been remarkable for many clients, from learning to get up from the ground after a fall, jumping in the pool to improve flexibility and movement, having a yarn about the challenges of life or submitting art in a local art competition. Activities on offer at the Wellness Centre include:

- outdoor carpet bowls
- Indigenous art and culture
- bingo
- tech classes
- gardening
- meditation
- group fitness
- kindy visits
- falls prevention
- shopping
- and much more.

Grinning graduates gain certificate at Kalwun

The team at Kalwun Community Care proudly supported a group of 10 Aboriginal seniors to learn about their heritage and culture through the completion of a CERT IV in Art and Culture, a fantastic achievement.

The group worked together on a joint art project that showcased their learnings and talent and there was a great sense of joy at their graduation when we celebrated with them and honoured their achievement.

From left: Giulia Greenall, Donna Bohan, Barbara Evans, Imelda Johnston, Alexander (John) Mclean and Wynn Santo

More about Kalwun's Wellness Centre

Kalwun Wellness Centre, located in the tranquil surrounds of the Bonogin Valley, offers an engaging and inviting environment to relax, connect to culture and enjoy a sense of belonging and social interaction.

Our 10 acre property is surrounded by well-kept gardens, greenery and a dam and provides opportunities to enjoy life and be happy as well as assisting with healthy living and fitness. For client convenience, the centre has a range of visiting services including a fitness trainer and occupational therapist. Homemade morning tea and lunch are also provided.

The Kalwun Wellness Centre is available for Aboriginal and Torres Strait Islander people aged 50 years and over (65 years and over for non-Indigenous people).





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.
- Family and Youth Wellbeing Services – supports Aboriginal and Torres Strait Islander families with children and young people under the age of 18 years.
- Domestic and Family Violence Support Program – supports and empowers families escaping and recovering from violence and abuse.
- Foster and Kinship Care (FKC) – 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 2020/2021

- **Continued care taking mode of FKC expansion and supported the successful service with transition**

Over the past 12 months, Kalwun's Child and Family Support Service continued to care take an expanded Foster and Kinship Care program for the wider Beenleigh area until a child safety tender process was completed. The tender process was completed and the successful service announced was Jinndi Mibunn (Beenleigh Housing and Development Company). Kalwun's Foster and Kinship Care team have been supporting Jinndi Mibunn with this transition to take on their allocated carers and commence delivering a Foster and Kinship Care service for their funded area. We have been very proud to support Jinndi Mibunn during this process and look forward to seeing them grow in this space.

- **Expansion for the Family Participation Program (FPP) service into the Beaudesert area**

In December 2020, Kalwun was approached to look at the possibility of contracting to Mununjali Housing and Development Company's FPP service. After consideration, in January 2021 we commenced the process of delivering the FPP as a contracted

service for Mununjali. This has now expanded the area that we deliver our FPP service, covering four Child Safety Service Centres in Mermaid Beach, Nerang, Labrador and Beaudesert. It is nice to be back in the Beaudesert community and have the opportunity to support families working alongside Mununjali. The FPP supports the voice of our children and families in case planning and decision making to meet the identified needs and work collaboratively with partners involved in the family-led decision making process.

- **Delivery of Healthy Families, Domestic and Family Violence programs**

This year Kalwun delivered its first "Healthy Families Program" which ran over a four-week period for two hours per week. The group works on issues relating to domestic and family violence and includes interactive discussions and activities. The focus is to increase the participants knowledge of what a healthy relationship is and provide them with skills and information to better strengthen themselves and their families. Particular attention is given to the impact of domestic and family violence on women and children and especially how children may respond to ongoing trauma in their life.

Routine, structure and support the key to get family back on track

A family supported by our Family Wellbeing Service had a messy home and the children were missing school or arriving late most days that they did attend. To help the family, a Kalwun Wellbeing Worker began by establishing rapport and spent time understanding their needs. The children's mother, Julia* was assisted in identifying goals and a plan was developed including chores charts and rewards.

Over the following months, with regular visits, encouragement and reviews, a noticeable change began to occur. The Wellbeing Worker continued to support the family in identifying their strengths and staying on task, encouraging Julia to take ownership of her home. The children became more engaged in their chores and, as a reward, the family were given a Coles voucher and purchased food to cook a special dinner.

Kalwun's Wellbeing Worker also supported the family in establishing a solid routine to get the children to school. Together they created a morning routine and the Wellbeing Worker attended the home on weekdays to assist in implementing it. The children successfully attended the last two weeks of the school term without missing one day of school or arriving late.

Julia identified that she felt much more in control and the Wellbeing Worker was able to see that recognising the family's strengths and supporting them to implement routines and structure was key in helping them move forward. It was great to see Julia take control of the family's situation and empower the family to make positive change.

More about Kalwun's Family Wellbeing Service

Kalwun's Family Wellbeing Service delivers timely, effective support to Gold Coast families with children and young people under the age of 18 years to achieve improvements in safety and/or protection from harm and improve life skills to deliver the following outcomes:

- Improved wellbeing of Aboriginal and Torres Strait Islander children and families.
- Safer Aboriginal and Torres Strait Islander children.
- Efficient, effective services for Aboriginal and Torres Strait Islander children, families and communities.
- Significant contribution to the reduction in the number of at-risk Aboriginal and Torres Strait Islander children in the tertiary child protection system.

* Names are changed to maintain client privacy.



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 Yugambah 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 for Early Learning Centres
- Event space hire

KEY ACHIEVEMENTS IN 2020/2021

- **National exposure in television features and in-kind advertising**

At no cost to Jellurgal due to partnerships with tourism organisations, we received national exposure in the following free-to-air features:

- The Today Show, February 2021
- 7Sport Magic Millions coverage, January 2021
- Channel 9's My Way, March 2021

- **Upgrade of IT equipment to facilitate online experiences**

After receiving requests for online experiences during border closures, Jellurgal applied for funding to upgrade technology to cater for video conferencing.

We received the funding, upgraded PCs and were approached by Tourism and Events Queensland (TEQ) to co-host a Virtual Trade and Media Show with key partners in the USA. Jellurgal also conducted virtual school tours including one for more than 500 students in Victoria, paving the way for future digital education.

- **Tourism and Events Queensland 'Good to Go' status**
Good to Go is TEQ's major tourism marketing campaign targeting Aussie travellers and more recently, visitors from New Zealand. Jellurgal completed the required COVID Safe documentation to display the 'Good to Go' stamp in marketing. Being 'Good to Go' assures travellers that:

- Queensland's regions are open
- Queensland's regions and tourism operators are ready to welcome guests
- Queensland tourism operators have required COVID Safe documentation
- where possible, Queensland tourism operators will highlight flexible booking options.

- **Tours and education**

Jellurgal's cultural officers provided 85 external cultural experiences across the Gold Coast and conducted 218 Jellurgal Jarjums programs in early learning centres.

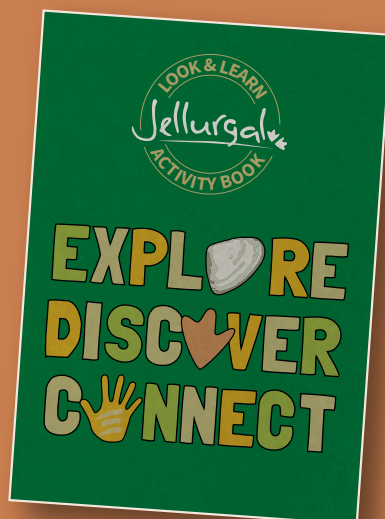
New tour ticks all the boxes

Using data gathered from online polls/questionnaires, website behaviour and social media and target market expectations, we found our current primary offering, the Jellurgal Walkabout tour, was not filling a gap in the market for young families.

After team discussion, a new tour for school-aged children, 'Jellurgal Little Explorers' (JLE), was created. The tour incorporated an art workshop and short interactive tour and was available for a low price for children and parents/carers could tag along at no cost.

The tour provided an activity option for parents to entertain their children as well as provide engagement, fresh air and exercise in a safe, shaded location and education of First Nations culture.

Running exclusively in Queensland school holiday periods, the tour had 176 bookings and positive reviews from its launch in October 2020 to 30 June 2021.



More about Jellurgal Little Explorers

Children can explore the magic of the "Dreaming Mountain", Jellurgal (Burleigh Headland), with an art workshop and guided walk and activities.

This special school holiday event is aimed at primary school aged children from 5 - 12 years of age and consists of an Aboriginal art workshop and short guided walk from Jellurgal Aboriginal Cultural Centre to Burleigh Head National Park and Tallebudgera Creek, where numerous significant sites and environmental features have played an important part in the lives of the Yugambah speaking people for thousands of years.

You will learn about the Aboriginal history and culture of the Gold Coast and hear Dreamtime stories associated with Jellurgal.

Tour price includes art workshop and activity book for children to fill in on their walk. Both items can be taken home at the end of the tour.

What our clients are saying

“ Friendly staff. Called and received an appointment the same day! I appreciate all the hard work the frontline workers are doing for our community. Highly recommended. ”

“ The staff are always so friendly I love going there. Keep up the great work. ”

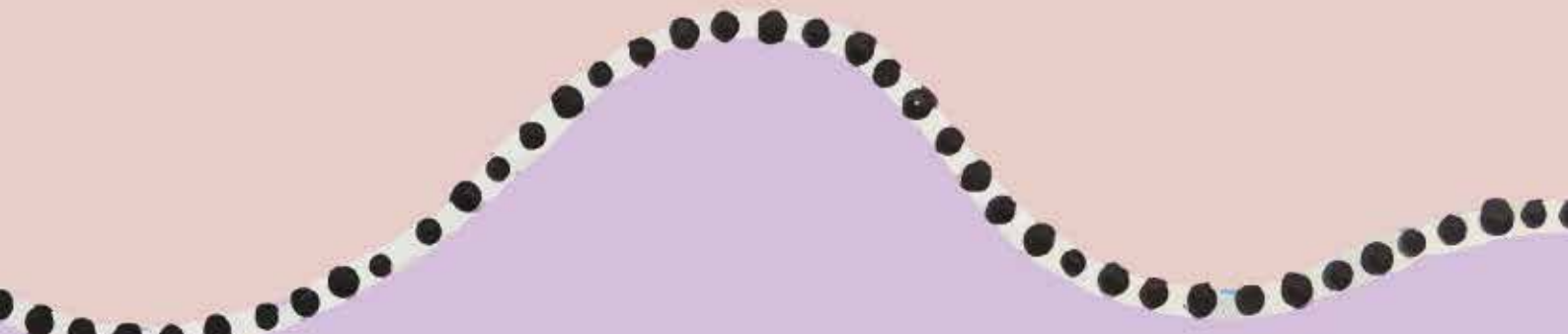
“ Kalwun is an amazing medical practice staffed by caring and friendly health professionals. A bulk billing service with the highest quality careafter caring for our family for over 20 years I would trust no other medical centre on the Gold Coast but Kalwun. ”

“ Amazing staff doing an amazing job during these crazy times! ”

“ The most comforting, happy, big, kind hearted people all in the one place taking care of you — you forget you’re even at a Health Clinic. Highly recommended all services and trained professionals. ”



“ Can’t recommend this tour enough, as a local it was so wonderful to learn about the history and Dreamtime stories of this area, it’s given me even more appreciation of the Indigenous culture and the education they provide for our community. Thanks so much for making us feel so included and welcome. ”



“ I really enjoyed my experience at the Jelluralg Aboriginal Cultural Centre. I learnt a tremendous amount about the Aboriginal culture and practices of the people who lived off this land for thousands of years. ”

“ We had a great time on the Little Explorers tour today. Rock art painting and lots of stories about the culture. ”



“ My visit to the Jelluralg Aboriginal Cultural Centre was an absolutely amazing experience. I have developed a deeper insight into Aboriginal Culture, family systems, importance of Dreamtime and particularly the value of the land in forming identity and connection. I am very grateful for this experience and hope that the beauty of Aboriginal culture continues to be shared and sustained. ”

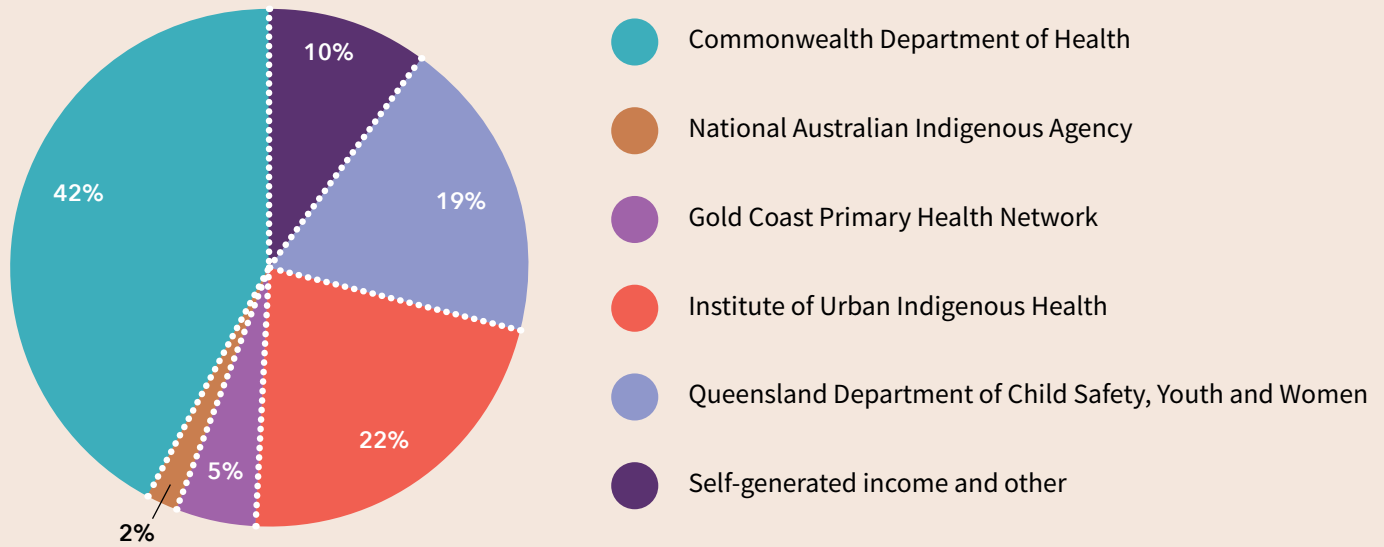


Our finances

This finance section of the report outlines our financial position from 2020/2021.

Our income and expenditure

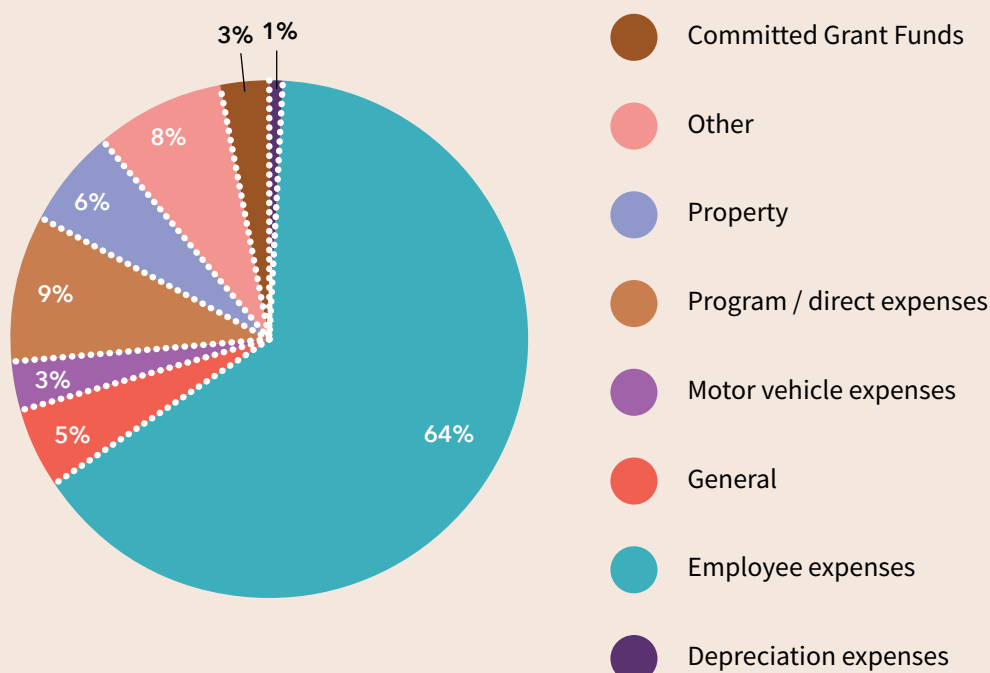
WHERE OUR FUNDS COME FROM



HOW OUR FUNDS ARE DIVIDED

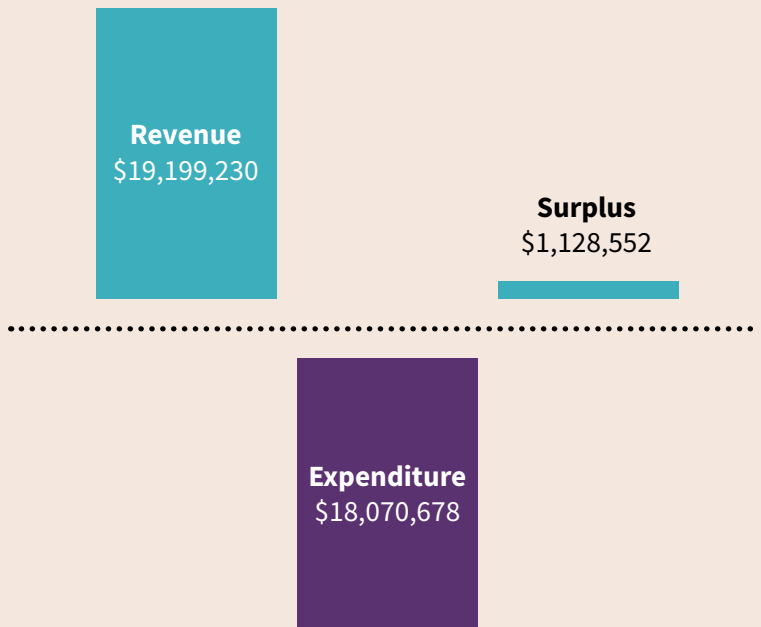


WHERE OUR FUNDS ARE SPENT

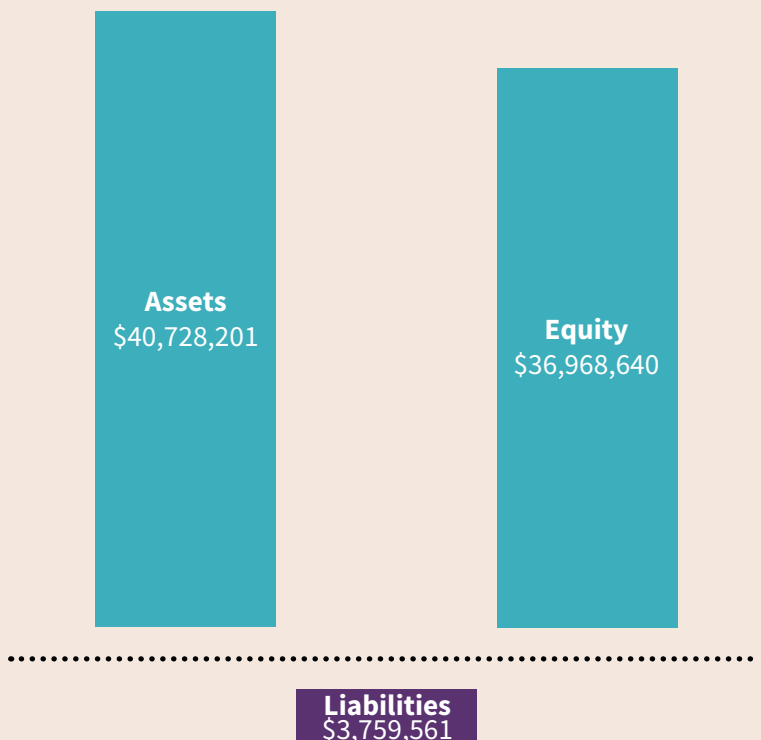


Our financial position

OUR FINANCIAL PERFORMANCE



OUR FINANCIAL POSITION



ABOUT THE ARTWORK

The artwork in this Annual Report is based on *Artesian Basin / underground water systems* (detail shown) by artist, Mark Cora.

Mark Cora is a Minjungbal man from the Tweed and southern Gold Coast. He is a visual artist who seeks to develop his art pieces that represent his country, which takes in the mountains, rainforests and the beach.

Mark is inspired by natural materials, their shapes and energy which ignites his imagination and that of the onlookers.

We see shapes or materials in nature and see them transformed into art pieces that can remind us how perfect the natural world is.

Mark paints natural systems that occur at particular seasons to remind viewers of nature's workings and how our involvement with the environment contributes to the ongoing workings of these systems, or the destruction of these systems.

Contact us

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