



# KALWUN Grapevine

Autumn 2022



## Looking towards the future of integrated aged and primary healthcare

A major planning project is underway for Kalwun with the development of a dedicated eight-unit apartment building tailor-made for seniors; the Palm Beach Elders Healthy Living Complex.

Each unit will be crafted to the particular needs of seniors by providing small, manageable units that ensure compliance with livable housing design guidelines.

See page 8 for more.

### Also in this edition:

*Foster and Kinship Care: making a difference in a young person's life*

*Kalwun works towards Closing the Gap*

## Kalwun works Towards 2025 with new strategic outlook

Jingeri (*hello*) and welcome to the Autumn 2022 edition of Kalwun's Grapevine newsletter, sharing updates on our health, community care, cultural and family support programs and upcoming projects.

A significant project that has been in the works over the past 12 months has been

our new Strategic Plan. The Plan, with a theme of *Towards 2025*, is our roadmap for success over the next four years.

It is with great excitement that I share that the *Kalwun Development Corporation 2025 Strategic Plan - Towards 2025* has been presented to, and approved by, our Board.

We have come a long way since our formative years and have recently experienced a dynamic period of growth, change and renewal. We have also continued to evolve our business model to support our clients and community throughout a most challenging period during the COVID-19 pandemic.

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## Tell us what you want to see

If you have any suggestions for content for future editions of Kalwun Grapevine, email them to [headoffice@kalwun.com.au](mailto:headoffice@kalwun.com.au)

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*Our new Strategic Plan, with a theme of Towards 2025, is our roadmap for success over the next four years.*

*Continued from page 1*

Kalwun currently employs more than 170 team members over nine sites across the Gold Coast with a comprehensive and diverse range of services. Our vision that “our people live long, healthy, prosperous and happy lives” drives us to do what we do as a team not only on a daily basis, but through a big picture, strategic lens.

We continue to refine and build on the strengths of our core programs while constantly working to improve the quality of our services. This is essential to respond to both the existing and emerging needs of our community.

Our *2025 Strategic Plan* commits us to four strategic priorities that seek to ensure that Kalwun continues to strengthen our foundations through transparent and accountable management and governance practices.

I am looking forward to sharing the details of this plan with you in the coming months and working with our community to realise our strategic ambitions towards 2025.

With the easing of health restrictions at the start of this year, we are excited to be able to bring back our range of community events throughout 2022. Keep an eye on our Facebook page for event announcements and updates.

This year looks to be another standout year at Kalwun with exciting projects on the horizon and I look forward to sharing our journey with you.

Along with the Board, management and entire team at Kalwun, I wish you, your family and friends all the best for the remainder of the year ahead.

Ngaurai ngulungmai (speak soon),

**Kieran Chilcott, Chief Executive Officer**



One of Kalwun's ELP jarjums, Koa, and Wellness Centre client, Shirley, share in their love of art.

## Generations unite to share, play and learn together

The young and the young-at-heart came together last year in a heart-warming display of connection, unity and joy.

As part of their group outing activities, Kalwun's Wellness Centre clients visited our Early Learning Program jarjums to share in their learning experiences.

The children delighted the Wellness Centre clients with songs they had learned in language. After sharing morning tea, the clients enjoyed further interaction with the children as they showed off their talents with puzzles, playdough, blocks, chalk drawing and dress ups.

On return to the Wellness Centre, the clients told stories of their day with the children to their peers, resulting in laughter and tears of joy.

This connection encourages a sense of purpose and cooperation for the Wellness Centre clients and, in turn, helps the younger children to learn and grow as they interact. This intergenerational program is being used

to encourage positive social outcomes as we know this helps to enable older people to remain living in their homes for longer and prevents loneliness. It also gives a great sense of community.

At the conclusion of the 2021 Early Learning Program, the Wellness Centre clients gifted the graduates with hand-made hampers that included journey stones, bookmarks, pencils, art, notepads, bubbles, games and colouring-in books.

Both the Wellness Centre and Early Learning Program teams plan to continue this relationship into 2022 and the future and are excited to see the outcomes of this intergenerational interaction.

**For more information on Kalwun's Wellness Centre, contact our Community Care team on (07) 5522 9197.**

**To find out more about Kalwun's Early Learning Program or playgroups, contact our Child and Family Support Service on (07) 5520 8600.**



ELP 2021 graduate, Summer, with her hand-made graduation hamper from the Kalwun Wellness Centre clients.

# It's time to make a Deadly Choice and quit smoking

**Going smoke-free is a Deadly Choice – here are just a few of the reasons why:**

- Tobacco smoke contains more than 4,000 chemicals – including at least 60 that we know cause cancer.
- There are approximately 19,000 smoking related deaths each year, and smoking tobacco is the largest single preventable cause of death and disease in Australia.
- 41% of Aboriginal and Torres Strait Islander peoples smoke compared to 13% of the Australian population.
- Tobacco smoking is the largest single preventable cause of death and disease in Australia.
- Smoking is expensive. If you smoke one pack of cigarettes a day you'll spend about \$10,000 per year!

## **BENEFITS OF QUITTING SMOKING**

There are many benefits to quitting smoking, including:

- Decreased heart risks
- Thinner blood, meaning decreased risk of developing blood clots
- Lower cholesterol
- Regrowth of lung cilia, helping fight off infections such as colds
- Prevention of new DNA damage
- Return to normal white blood cell count
- Improvement in blood flow, allowing minerals, nutrients and oxygen to reach wounds more quickly to help them heal properly
- Stronger immune system, muscles, and bones
- Better vision
- Clean mouth
- Sharper hearing
- Clean skin.

## **SUCCESS STORY**

A patient of Kalwun's Miami health clinic, who has been a smoker for 20 years, has recently quit smoking.

They have thanked the staff at the clinic for supporting them in this journey to quit smoking.

## **TIPS FOR QUITTING:**

- Be motivated and stay motivated. Quitting is hard, so stay strong!
- Have a quit buddy or someone to support you.
- Get support from your family and friends.
- Try using Nicotine Replacement Therapies (patches, gum etc). You may be able to access these for free at your local Kalwun health clinic.
- Get busy, stay occupied.
- Eat healthy and stay active. Look after your body!
- Download the My QuitBuddy app.
- Call QuitLine on 13QUIT (Aboriginal and Torres Strait Islander counsellors available.)
- Visit your GP for help.

## **GETTING HELP**

You are not alone in your quit journey. There are a range of places you can get professional help to complement your support:

- In person: **Kalwun health clinics**
- Over the phone: **13QUIT**
- Online: **Quit Now, Quit HQ**
- Apps: **My QuitBuddy, Quit for you – quit for two**

**If you are thinking about quitting and are not sure where to start, call your local Kalwun health clinic to make an appointment.**



## **Instant hearing improvement achieved for Gold Coast jarjums**

Last year, the Institute of Urban Indigenous Health (IUIH) sourced much-needed funding and teamed up with Kalwun's health team to fund grommet surgeries for some of our children.

Alison Gasparillo, IUIH Audiologist, and Dr Jim Hallam of ENT Clinics, Benowa, came to visit Kalwun patients at our Coomera and Miami clinics to assess them for surgery.

We were able to help 11 children with chronic glue ear (which occurs when fluid builds up in the middle ear instead of draining away like it should, sometimes affecting hearing and learning), and other hearing and speech problems to get their surgery and start hearing well again.

Parents and carers were incredibly grateful to get assistance for their children and reported changes in their children's hearing even as soon as the drive home from hospital.

**If you have concerns for your child's—or even your own—hearing, please contact your local Kalwun health clinic for a check-up.**

## New arrivals

We love sharing these adorable photos of Kalwun babies! A big congratulations to the families and all the best for the adventure ahead.



Charlie, new bub of Jordyn and Ben



Marlee, new bub of Courtney and Rhys



Nikolai, new bub of Sharnee and Ricky-Lee



Oliver, new bub of Brianna



Phoebe, new bub of Lyanna and Stephen



Xavier, new bub of Alana and Jesse

## 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.

*\* Name 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, Bilimga and Coomera. For more information, phone (07) 5526 1112.**



## Foster and Kinship Care: making a difference in a young person's life

Foster carers provide a home and love to children that are unable to live at home or with their families because they are at risk of harm. These carers are everyday people, from all walks of life, opening their hearts and homes to foster a child/children.

Kalwun's Foster and Kinship Care Program recruits, trains and assesses Aboriginal and Torres Strait Islander carers and is currently looking for new carers to work with us in making a difference in a young person's life.

Anyone who is willing to provide a stable, supportive and loving home can apply to be a foster carer.

We aim to place 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.

Are you interested in becoming a foster carer or want to know more?  
Call (07) 5520 8600, email [BurleighCFSSAdmin@kalwun.com.au](mailto:BurleighCFSSAdmin@kalwun.com.au) or visit [www.kalwun.com.au](http://www.kalwun.com.au)

### TYPES OF FOSTER CARE

As a foster carer you can provide a range of different care:

- **Emergency care** for a child who needs to be cared for on short notice (short period of time, urgent situations, any time day/night).
- **Short-term care** where a child could be placed in your care for up to two years.
- **Long-term care** where you will care for a child until they reach the age of 18 (when it is unlikely the child will return to their parents).
- **Respite care** for when a child's regular foster carer would like a short break.

### KINSHIP CARE

Kinship Care is the nurturing and protection of children by relatives or any adult who has a kinship bond with the child. A kinship carer may be another Aboriginal and/or Torres Strait Islander person who is a member of their community, a compatible community or from the same language group.

## Foster and Kinship Care frequently asked questions

### DO I HAVE TO BE MARRIED OR HAVE CHILDREN OF MY OWN TO FOSTER?

No you don't. We need a range of carers for a variety of children. It is more important that you have time, patience and commitment.

### CAN I STILL FOSTER IF I WORK FULL-TIME?

You can still foster if you work full-time. All children in care receive full subsidy child care.

### CAN I REQUEST THE AGE AND NUMBER OF CHILDREN AND TIME SPAN OF PLACEMENT?

You can request what age of child/children you would like to care for when you discuss what best suits your situation or family. This conversation takes place when a worker visits you for your initial assessment to become a foster carer.

### DO I NEED TO BE QUALIFIED?

All carers are required to undertake formal training known as The Quality of Care, consisting of four modules. This training must be completed before your initial assessment to become a foster carer. You will be expected to attend ongoing training to develop your skills over your time as a carer.

### WHAT ABOUT OTHER ADULTS 18 YEARS AND OLDER WHO RESIDE AT MY HOME?

All adults 18 years and over must complete a criminal history check and apply for a blue card. They are not required to attend training although are welcome to attend.

### DO FOSTER CARERS GET PAID?

All carers receive the Foster Care Allowance which will support the daily needs of children in your care. These payments are not means tested or taxed. You may also be eligible for Centrelink payments for some children in care.



*Early learning student, Rylee, enjoys playing the clapsticks with Jellurgal Cultural Officer, Trish*

## Cultural education that comes to you: Jellurgal Jarjums Early Learning Cultural Incursions

Jellurgal Aboriginal Cultural Centre offers a range of educational services, all designed to share the culture of the Yugambeh speaking people with others from all around the world.

We believe sharing through interaction and play is a great way to engage the younger generation and begin their education into First Nation's history, culture and language.

Our Jellurgal Jarjums Early Learning Cultural Incursions offer an eight-week interactive education program for pre-prep or senior kindergarten children across the Gold Coast from Coolangatta to Ormeau.

Weekly sessions run for 30 minutes and include hands-on activities such as dot painting, rock art and weaving, story-telling and much more.

A qualified Jellurgal representative visits the early learning centre and brings all materials required for each activity, all sure to engage and excite each member of the class. Shorter or longer programs are available on request.

**To find out more about Jellurgal Jarjums or Jellurgal's other services and experiences, phone (07) 5525 5955 or visit [www.jellurgal.com.au](http://www.jellurgal.com.au)**

## Artist feature - Jason Passfield

Jason Passfield is an Aboriginal artist from the Gamilaroi/Gamilaraay and Gomeroi peoples.

Born in 1966, Jason has been painting for most of his life and now resides on the Gold Coast. He has exhibited with other Aboriginal artists from different parts of New South Wales and South East Queensland and you will find some of Jason's artwork hanging in a number of major hotels across the Gold Coast.

Apart from paintings, Jason also creates other forms of artwork, from Aboriginal tattoo designs to Aboriginal designs

engraved into various types of glassware including mirrors, wine glasses and more.

Jason's style is a mixture of both traditional and contemporary and often includes native animals from across Australia.

He hopes to keep Aboriginal art culture alive and says that, by painting these animals, it keeps their spirit alive.

A lot of Jason Passfield's artworks are a reflection of his travels and family story lines.



*Hand-painted coolamon by Jason Passfield*

**To see or purchase Jason's artwork as well as many other pieces from other talented Indigenous artists, visit Jellurgal at 1711 Gold Coast Highway, Burleigh Heads on weekdays from 8am - 3pm, or check out [www.jellurgal.com.au](http://www.jellurgal.com.au)**



# Kalwun's Palm Beach Elders Healthy Living Complex: Transforming care pathways to Close the Gap faster

In order to create a culturally and care-connected living environment for our older generation, and in working towards Our Vision that 'our people live long, healthy, prosperous and happy lives', the team at Kalwun are working steadily towards the start of development of the Palm Beach Elders Healthy Living Complex.

The complex, a low-density residential multi-dwelling with eight one-bedroom apartments, has been designed to showcase a national best-practice model of integrated aged and primary healthcare.

The location of the proposed site is ideal and offers ease of access to the vast range of lifestyle opportunities available within the District Centre of Palm Beach, including shops, professional services,

medical services, personal services (e.g. hair and beauty salons), indoor recreational premises (e.g. gymnasium), and a vast array of dining and social opportunities.

The building will be configured in a four apartment per floor arrangement, set above on-site car parking on the ground floor. The apartments have been crafted to the particular needs of seniors by providing small, manageable units – each with ample living spaces and balconies.

With the land purchased and Formal Development Approval acquired, Kalwun is working towards the next steps in the process of development; securing the required funds to construct the three-storey complex and compiling eligibility criteria and approval processes for applicants.

**If you have any questions about the Palm Beach Elders Healthy Living Complex, email [housing@kalwun.com.au](mailto:housing@kalwun.com.au)**

*Artists impression of the Palm Beach development*





# FAST FACTS

**8**  
1-bedroom  
apartments

on-site  
**car parking**  
on ground  
floor

**in-home**  
services  
available

**120m**  
from the  
beach

adjacent  
to **public**  
**transport**  
services

## Palm Beach Elders Healthy Living Complex frequently asked questions

### IS THERE A WAITLIST?

A waitlist does not exist at this time. A plan is being developed to manage applications and eligibility and will be shared once finalised.

### WHO DO I CONTACT?

If you have any questions about the Palm Beach Elders Healthy Living Complex project, contact Kalwun Head Office on **(07) 5578 3434** or email [housing@kalwun.com.au](mailto:housing@kalwun.com.au)

### WHAT IS THE ELIGIBILITY CRITERIA?

We are currently working on the eligibility requirements and will release information as soon as available. Keep an eye on our social media and website for updates.

### WHAT STAGE IS THE PROJECT AT?

The land has been purchased and we have received development approval from Gold Coast City Council. We are currently working to secure funding to commence the development process and are working through the details of the building design.

### WILL SERVICES VISIT THE COMPLEX?

Yes. Operating on the premise of a 'one-stop-shop', clients of this project will have access to a full range of in-home personal care/ assistance with daily living as well as transport to social activities, shopping and health/ specialist appointments.

### HOW WILL THE COMPLEX SPECIFICALLY CATER FOR SENIORS?

We are currently working with a team of engineers and architects to ensure compliance with Livable Housing Australia's *Livable Housing Design Guidelines* to ensure the units are suitable for seniors. This will include specific considerations around flooring types, doors and communications options.

# Kalwun celebrates staff effort and achievement at awards presentation

In December 2021, Kalwun management and staff gathered together to recognise and celebrate team achievements in another unique and challenging year. The collective efforts of our team at Kalwun have ensured the continuation of our services throughout the pandemic and their unwavering commitment to keep our community safe throughout the year is inspiring. Congratulations to all of our 2021 award recipients:

## KALWUN EMPLOYEE OF THE YEAR

**Tanya Blackhall**

*This award is our most prestigious and is awarded to one individual out of our entire team. The Kalwun Employee of the Year is someone who has consistently exceeded expectations during 2021, they have lived and breathed the values of the organisation and they are a key asset in assisting us achieve our vision – that ‘our people live long, healthy, prosperous and happy lives.’*



The Kalwun Employee of the Year Award for 2021 was awarded to Tanya Blackhall from the Child and Family Support Services team. Tanya is described as having strong emotional intelligence, displaying empathy and as someone who has the ability to identify and connect a client and staff to necessary support and services. She managed to remain calm — as well as calm those around her — over the year, and has worked in multiple programs over different business units.

Tanya is kind, sincere, cheerful and solution-focused and her leadership skills developed significantly over the year. Congratulations Tanya.

## THE BOB PASCOE SILENT ACHIEVER AWARD

**Kalwun Nerang COVID-19 Respiratory Clinic team**

*This award is for an individual or team who is always completing their duties and achieving their goals without fuss or bother. No one realises the amount and quality of their work until they are acknowledged or they are away. This individual or team will demonstrate reliability, perseverance, and a focus on results.*



The Bob Pascoe Silent Achiever Award was presented to the Kalwun Nerang COVID-19 Respiratory Clinic, a team who pulled together and put their heads down to get the job done. Never a fuss, always problem solving, and always working together, they added significant value to our community. The Nerang Clinic team put themselves on the frontline and took risks for the greater good. They have done everything in their power to keep us safe, vaccinated and tested during the pandemic.

Congratulations to:

- Laurie West
- Martha Stumer
- Sarah Mills
- Dr Gretchen Hitchens
- Yzandra Evia
- Tarleah Richardson
- Dr Farid Razzaghi
- Rosalind Lazar



## KALWUN ROOKIES OF THE YEAR

Nikita Herd  
Mitch Phillips



## KALWUN HEAD OFFICE AND JELLURGAL ABORIGINAL CULTURAL CENTRE

Michelle Reid



## KALWUN HEALTH SERVICE

Colleen Shepherd  
Jodie Gregg



## KALWUN COMMUNITY CARE SERVICE

Deanne Allan  
Shakaya Transom



## KALWUN CHILD & FAMILY SUPPORT SERVICES

Lani Riley  
Dana Chilcott



# Meet the team

## Social Health team

Kalwun's Health team delivers a Social Health Program for Aboriginal and Torres Strait Islander people suffering from mental health illness and/or substance misuse disorders. The team provides case management and care coordination support and works to improve the social and emotional wellbeing of individuals and reduce the harm associated with social and emotional wellbeing, suicide ideation/attempts and alcohol and other drug (AoD) use. The four-person team works together to improve the health outcomes and quality of life for our people suffering from these illnesses and empower them through joint decision making and recovery-orientated practice.



**Christopher Keuntje**  
*Social Health Support Worker*

My name is Christopher and I have cultural connections to the Ngarrindjeri people of Raukkan in South Australia.

I am a Social Health Support Worker at the Coomera Integrated Health and Wellbeing Hub and have worked in health fields and with our community for 25 years. My role includes case management of clients with mental health and AoD diagnosis, delivery of outreach interventions and liaising and developing external relationships for better access to care for clients.

I am one of four children and started further studies when my mother passed, when I was only 19 years of age, so I could provide for my siblings.

I have many certificates in the health field including Community Services, Aged Care, Disability and Aboriginal Primary Health Care. My passion is to nurture and care for people. I am passionate about my role and working with my people/community.

I am passionate about culture and teaching our Ngarrindjeri language to my nieces and nephews. I am also an artist and would like to apply some of this in my work as art is great for mental health and wellbeing of individuals.



**Sarah Pinter**  
*Social Health Care Coordinator*

My name is Sarah and I am the Social Health Care Coordinator for the Social Health Program, located at the Kalwun Coomera Integrated Health and Wellbeing Hub.

I hold a Degree in Nursing (Psychiatric), am credentialed with the College of Mental Health Nurses and have over 25 years experience working in a variety of mental health settings.

In my role, I provide brief intervention and case management to clients and/or families identified with mental health and/or drug and alcohol problems. Working closely with clients and their families, I assist them to identify their needs, goals, and necessary resources to achieve these.

I utilise a flexible and holistic approach when working with clients and feel privileged to live and work on the Yugambeh speaking peoples country.

The past five years with Kalwun have enabled me to work closely with the Aboriginal and Torres Strait Islander community and to empower clients to self-manage their social and emotional wellbeing.



**Tidjane Diop**  
*Social Health Support Worker*

My name is Tidjane (pronounced Tee-Jahn) or just TJ for short. My mob is Kemer Kemer Meriam and Kulkalgal from the Eastern and Central (Zenadth Kes) Torres Strait Islands of Erub, Dauar, Ugar and Iama.

I work at Kalwun as the Social Health Support Worker, based at our Miami Health Clinic. I hold a Bachelor of Sociology and am currently completing a Masters Degree in Social Work.

I work with Aboriginal and Torres Strait Islander peoples who are experiencing mental health illness and/or substance misuse around AoDs. I provide support coordination to help improve the social and emotional wellbeing of our mob by forming relationships and linking clients in with culturally appropriate services to cater to their health needs and walk with them on their journey. I love working with and giving back to our community.

My hobbies include fishing, sport and exercise and being outdoors and I play Basketball in the NBL1 for the Gold Coast Rollers. I also play for the Australian Indigenous National Team. I've been fortunate to travel the world through playing basketball.



**Jarryd Stanley**  
*Social Health Care Coordinator*

My name is Jarryd, I am the Social Health Care Coordinator for Miami and Bilinga clinics. I identify as Aboriginal on my father's side, Wiradjuri Country, with family linking to Wagga and Wellington.

I hold a Diploma of Community Services Work, Bachelor of Social Work, and a Masters of Mental Health Practice.

My role is to work with clients struggling with issues relating to mental health and AoD within a social and emotional wellbeing capacity and support clients in their change. I work with clients to empower them to explore further intervention with AoD intensive support services or psychology and also work in the area of suicide prevention.

My passion is to work with clients within a social and emotional wellbeing capacity and explore their domains on impacting their social and emotional wellbeing. I feel social and emotional wellbeing is essential, it explores how influencing physical and spiritual connections to land can significantly impact a person's mental health and wellbeing. I also have a passion for improving health for First Nations children who are in care.

## KALWUN DOMESTIC AND FAMILY VIOLENCE PROGRAM

Learn about impacts of Domestic and Family Violence at our Men's Healing Journey Program.

# Healing Warriors

Learn strategies to be self-aware and responsible for behaviours and responses to violence.

**Four-week program:**  
Thursdays from  
10am - noon

**Lunch provided**

**Kalwun Child and Family Support Service**

**9 Jowett Street, Coomera**

**26 May • 2 June**

**9 June • 16 June**

**Please call Tanya or Dillon on (07) 5520 8600 to RSVP.**

# Kalwun affordable housing providing opportunities for community

Kalwun provides an Affordable Housing program for Aboriginal and Torres Strait Islander residents of the Gold Coast.

Housing assets include 50 residential properties with a mixture of units, duplexes and houses with two to four bedrooms. All properties are predominantly located between Tugun, Palm Beach, Varsity Lakes, Robina, Mudgeeraba, Miami, Merrimac, Nerang, Helensvale, Labrador, Chirn Park and Southport.

Our goal is to provide affordable housing options to community, to give our tenants the best possible chance to gain a good residential history and transition into the Gold Coast residential market or give the opportunity to save a house deposit.

To be eligible to go on the housing waiting list, clients must be of Aboriginal and/or Torres Strait Islander descent and have been a Gold Coast resident for two consecutive years or more.

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

We encourage eligible community members to apply as soon as possible to be added the waiting list.

**For more information or to apply, call our Head Office at Varsity Lakes on (07) 5578 3434 to have a yarn about the properties, we are always happy to help.**



## Help us to improve our services: tell us about your Kalwun experience

Kalwun clients from all service areas now have a much easier way to be a part of the improvement of Kalwun with the introduction of a dedicated feedback email account.

We are always striving for excellence across all our departments and have enhanced our feedback system so everyone can have their voice heard.

We strive to provide the best service to all community, therefore Kalwun are excited about our new feedback system.

Through our feedback channels you can ask any questions you may have (please provide a contact method for responses), enquire about services, or you can simply give feedback on where you think our services are doing well or where they can be improved.

We strongly encourage the community to provide us their feedback as we are always looking for ways to improve for the better of our community.

We look forward to hearing from you!

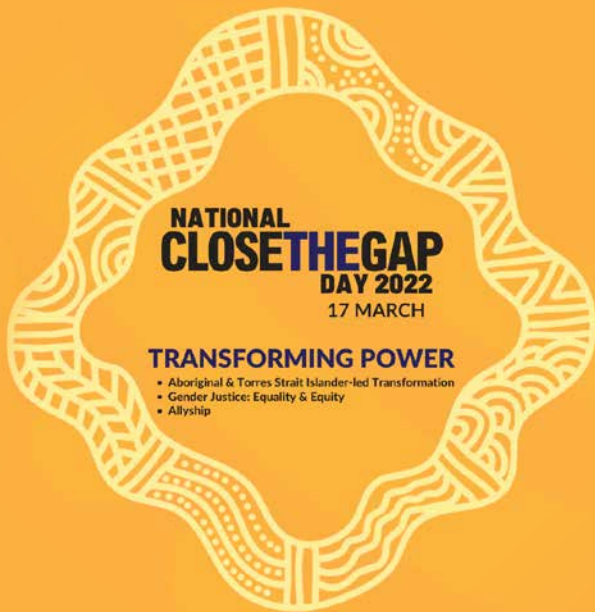
### HOW TO PROVIDE FEEDBACK

**Email:** [feedback@kalwun.com.au](mailto:feedback@kalwun.com.au)

**Web:** [www.kalwun.com.au/contact](http://www.kalwun.com.au/contact)

**In person:** Request a written form or use our dedicated iPads in our health clinics to submit your feedback via our online survey.

Alternatively, you can have a yarn with one of our friendly staff members at any time!



## Kalwun works towards Closing the Gap

In March each year, Australians from every corner of the country, in schools, businesses and community groups, show their support for the Close the Gap Campaign by marking National Close the Gap Day.

The Close the Gap (CTG) Campaign aims to close the health and life expectancy gap between Aboriginal and Torres Strait Islander peoples and non-Indigenous Australians within a generation. The campaign promotes a set of measurable targets to track and assess developments in the health and wellbeing of Aboriginal and Torres Strait Islander peoples.

This year, the team at Kalwun have reflected on the progress we have made as an organisation to work towards these targets.

### 1. EVERYONE ENJOYS LONG AND HEALTHY LIVES

Every day, Kalwun works towards our vision that “Our people live long, healthy, prosperous and happy lives”. Our mission is that: 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’s Community Care programs aim to assist older people and their carers with services including help at home and help getting out into the community. Services are designed to support eligible persons to remain living in their own homes in a way that promotes independence and reduces the risk of premature and/or inappropriate admission to residential aged care.

### 2. CHILDREN ARE BORN HEALTHY AND STRONG

Kalwun’s ‘Mums and Bubs’ program works to address some of the main contributors to low birth weights in babies including cigarette smoking during pregnancy, malnutrition and anaemia during pregnancy as well as limited antenatal care. Methods include:

- encouraging women to quit smoking with help from Kalwun’s Indigenous Health Workers and Deadly Choices team to provide culturally appropriate information, educational resources and free nicotine replacement therapies
- providing women with free pregnancy vitamins
- utilising Krurungal and other community-based support services, to assist families to gain access to groceries
- sharing culturally appropriate nutritional information about the importance of iron-rich foods during pregnancy.

Kalwun Mums and Bubs promotes women’s engagement in antenatal care by providing free antenatal health care at Kalwun health clinics or within their home and, if required, transport to their appointments, and a referral to the Waijungbah Jarjums Midwifery Group Practice based at Gold Coast Hospital.

### 3. CHILDREN ARE ENGAGED IN HIGH QUALITY, CULTURALLY APPROPRIATE EARLY CHILDHOOD EDUCATION IN THEIR EARLY YEARS

Kalwun’s Early Learning Program is a one-of-a-kind intensive early childhood support service and a school readiness program aimed at 3 -5 year old jarjums. This program was featured in the ‘Closing the Gap’ Report 2017.

### 4. CHILDREN THRIVE IN THEIR EARLY YEARS

Kalwun’s Early Learning Program is free for the Aboriginal and Torres Strait Islander community and designed to meet the needs of the individual child. Staff work alongside families to identify any existing gaps and address them before starting school.

Kalwun also facilitates the Jarjums Playgroup which involves learning through play-based activities and encourages social and community connection for parents and young jarjums with a component of educational and cultural support.

### 5. STUDENTS ACHIEVE THEIR FULL LEARNING POTENTIAL

Kalwun’s Health Service conducts yearly health checks at local schools to Kalwun clients 14 years and over. This ensures any development or social and emotional wellbeing issues are addressed to ensure the full potential for learning and health.

### 6. STUDENTS REACH THEIR FULL POTENTIAL THROUGH FURTHER EDUCATION PATHWAYS

Kalwun’s Youth Wellbeing Workers determine whether alternative education options would be beneficial for clients and add it as a goal for their action plan. The workers then source the most suitable options for their client. Recently, Kalwun clients have been successfully linked with the flexi-schools program, Arcadia College, Murri School and First Steps program.

### 7. YOUTH ARE ENGAGED IN EMPLOYMENT OR EDUCATION

A priority of the Youth Wellbeing team at Kalwun is to keep our kids engaged in school where possible. However, this isn’t always the best option for the client. In some circumstances we explore alternative options such as alternative education programs such as flexi-schools or First Steps. We also work collaboratively with employment providers such as GenZ to link our youth in with employment training opportunities.

## **8. STRONG ECONOMIC PARTICIPATION AND DEVELOPMENT OF PEOPLE AND THEIR COMMUNITIES**

Our Family Wellbeing Workers, Youth Workers and Support workers have built strong partnerships with job actives, DATSIP and training centres to ensure our Aboriginal and Torres Strait Islander community get the best support and opportunities in the workforce.

## **9. PEOPLE CAN SECURE APPROPRIATE, AFFORDABLE HOUSING THAT IS ALIGNED WITH THEIR PRIORITIES AND NEED**

Through the Affordable Housing Program, Kalwun is currently housing 50 Aboriginal and Torres Strait Islander families on the Gold Coast.

## **10. ADULTS ARE NOT OVERREPRESENTED IN THE CRIMINAL JUSTICE SYSTEM**

Kalwun's Domestic and Family Violence (DFV) program works with perpetrators with an aimed result of reducing the number of people that use violence in a domestic and family setting. This is hoped to have a positive effect on the overrepresentation of adults in the criminal justice system.

## **11. YOUNG PEOPLE ARE NOT OVERREPRESENTED IN THE CRIMINAL JUSTICE SYSTEM**

Kalwun's Youth Wellbeing Program aims to build on positive change, strengthen relationships with families and support networks as well as improve life skills and choices. We support young people through a combination of case management, mentoring and group activities. An early intervention/prevention approach is practiced with the aim to safeguard overrepresentation of young people in the youth justice system.

## **12. CHILDREN ARE NOT OVERREPRESENTED IN THE CHILD PROTECTION SYSTEM**

Kalwun's Family Participation Program (FPP) is aimed at reducing the overrepresentation of Aboriginal and Torres Strait Islander children in out-of-home care by 45% by:

- supporting families with an underlying Aboriginal and Torres Strait Islander cultural framework to allow for them to have control of the process
- empowering families to have more of a voice in the process and play a more active role - while ensuring the families are clear of the worries and concerns
- Identifying (through family consent) other family and kin who can support the children and family to stay together, or to have the children temporarily placed with family or kin until the parents are able to take on the role of ongoing care for the child/ren
- linking families to supports and services
- supporting parents to deal with their personal issues like addictive behaviours, domestic violence, or past traumas — all of which may influence the quality of care they provide for their child/ren and to themselves.

## **13. FAMILIES AND HOUSEHOLDS ARE SAFE**

Kalwun's DFV program aims to achieve safety for Aboriginal and/or Torres Strait Islander households as they work towards a significant and sustained reduction of violence towards Aboriginal and/or Torres Strait Islander women and children.

This is achieved by providing a culturally-appropriate service and allowing time to build rapport with our families and/or individuals — creating a safe environment. We then establish a safety plan and surround clients with a safety net of family and support services. The program then works towards the healing process of families and/or individuals by creating a healing journey plan that is a collaborative design by client and worker.

The program is also working towards providing information and education around domestic and family violence and healthy relationships in the form of workshops. We aim to provide these workshops to not just adults but also young people.

## **14. PEOPLE ENJOY HIGH LEVELS OF SOCIAL AND EMOTIONAL WELLBEING**

Kalwun's Social Health team delivers a program for Aboriginal and Torres Strait Islander people (as well as partners/parents/carers of an Aboriginal and/or Torres Strait Islander person) experiencing mental health illness and/or substance misuse disorders. The team provides case management and care coordination support and works to improve the social and emotional wellbeing of individuals.

Social and emotional wellbeing focuses on better connection of First Nations peoples' physical, mental and cultural needs to improve the overall sense of belonging. The Social Health team believe that people enjoy high levels of social and emotional wellbeing as it enables cultural safe practice and views First Nations people holistically when working within mental health and alcohol and other drug issues.

## **15. PEOPLE MAINTAIN A DISTINCTIVE CULTURAL, SPIRITUAL, PHYSICAL AND ECONOMIC RELATIONSHIP WITH THEIR LAND AND WATERS**

At Kalwun we are proud of our strong connection to the Country we work on, which is embodied through our Aboriginal Cultural Centre, Jellurgal, which strives to preserve, promote and share Aboriginal culture. The team at the centre takes thousands of guests each year on a journey of discovery into local Aboriginal culture through our renowned Jellurgal tours. Our on-country immersion experiences at Jellurgal play an integral role towards forming and maintaining a strong connection to the land, waters, people and stories of the region we live and work on.

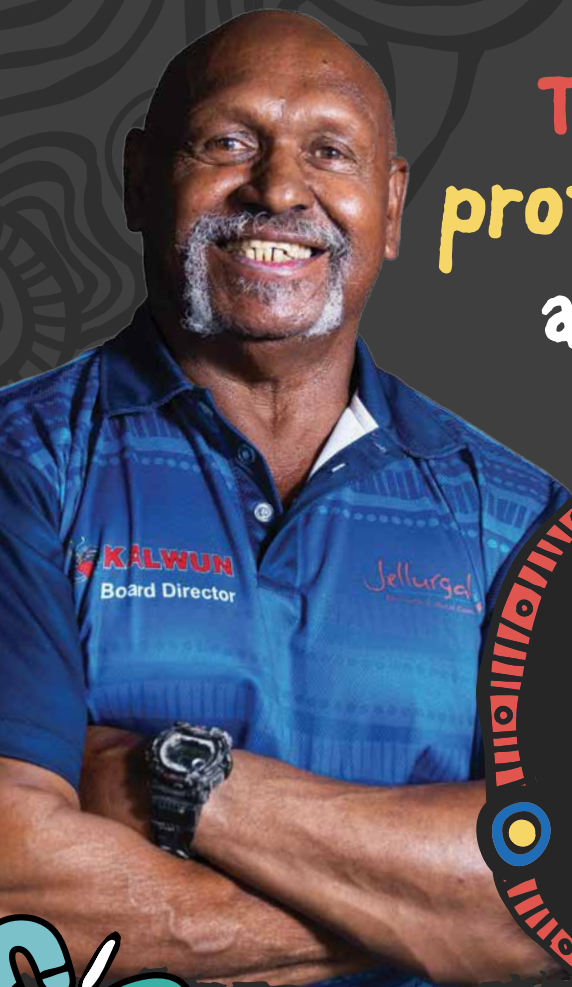
## **16. CULTURES AND LANGUAGES ARE STRONG, SUPPORTED AND FLOURISHING**

Kalwun are committed to championing First Nation languages and cultures throughout our organisation and the community. We work and partner with our team and local community to promote traditional languages and cultures through the host of events we hold each year, the communications we develop and the initiatives undertaken at Jellurgal, from our Jarjums Program to Aboriginal Dance Performances and Ceremonies and other bespoke cultural activities.

## **17. PEOPLE HAVE ACCESS TO INFORMATION AND SERVICES ENABLING PARTICIPATION IN INFORMED DECISION-MAKING REGARDING THEIR OWN LIVES**

All Kalwun services work to ensure that clients have understanding and control of their wellbeing. Kalwun's Family Participation Program (FPP) aims to empower and support Aboriginal and Torres Strait Islander families to participate in child protection decision making. The program sees family in the broader sense and includes extended kin relationships and significant individuals from the child's community.






Together we can  
protect our people  
against COVID-19



1800 254 354

**Mob Link** has been established to **support Mob living in SEQ** in linking with our local community controlled health and social services.

By calling Mob Link, our people from across South East Queensland can access **COVID** and **Non-COVID** related **health** and **social support services** such as:

-  Information about **where to get vaccinated**
-  Services to **support people and families** affected by COVID-19
-  **Linking up** to other health and social services – including hospital
-  **Transport** to and from hospital
-  Support with **medication supplies** and **medical aids**



**KALWUN**

