

# Kalwun Grapevine



**KALWUN**

**Jellurgal**  
Aboriginal Cultural Centre

Summer 2019



Kalwun's Bev Miller Award for Excellence winners, the Finance and Corporate Support Services team

## Message from the CEO

What a spectacular slide we have been on as we head towards the end of 2019!

Our Coomera Integrated Health and Wellbeing Hub has been completed. This is our very own state-of-the-art health and wellbeing facility for our community in the northern Gold Coast. In the last couple of months we have, with the support of the Institute for Urban Indigenous Health (IUIH), been able to finalise negotiations for a capital contribution and additional recurrent funding for the new service. The Queensland Government have agreed to contribute almost \$3m towards the construction cost of the facility. Kalwun have contributed almost \$1.5m of our own reserves. Also, Kalwun have further strengthened our partnership with IUIH and will together be responsible for implementing a new hub model of care at the new facility. Queensland Health will be providing an increase to the base funding for the pilot and have committed to contributing towards the cost of an evaluation led by IUIH.

Kalwun is committed to quality, safety and excellence. We have survived ISO and HSQF accreditation. We also finalised requirements for our review against the Aged Care Quality Standards. Thank you to all staff who contributed to the accreditation processes.

The Kalwun Annual General Meeting of the company members was held on 12 November. Please join me in congratulating members William

Oui, Nichelle Nona and Robert Pascoe, who have been reappointed for a three-year tenure.

I must congratulate Jellurgal Aboriginal Cultural Centre and our amazing team for being recognised as 'Highly Commended' at the Queensland Tourism Awards held on the Sunshine Coast in November (more on page 4).

This year we celebrated two milestones, 10 years of IUIH and 25 years of Kalwun Development Corporation Ltd. In this edition of the Kalwun Grapevine you will get to read more about IUIH and its history and see some of the photos from Kalwun's 25 year gala dinner.

Congratulations to all staff who were acknowledged at our All-Staff Christmas Event and Awards Day on 29 November. A special mention to our 10 years of service employees – Mr Jade Lewis, Dr Sinan Allez, Mrs Jenny Danson and Mrs Jacky Brown, our Award for Excellence team – Kalwun Finance and Corporate Support Services and overall Employee of the Year – Mrs Lexene Busbridge.

This is our last Kalwun Grapevine for 2019. Look out for our new and improved version in 2020. I wish you, your family and friends a very Merry Christmas and Happy New Year.

Ngaurai ngulungmai (speak soon),  
**Kieran Chilcott, Chief Executive Officer**

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## New Coomera Integrated Health and Wellbeing Hub set to open in December

Kalwun's largest ever project, the Coomera Integrated Health and Wellbeing Hub (the Hub), is complete and set to open to the community on Monday 16 December.

With office space totalling more than 1,000m<sup>2</sup> and including designated undercover parking for 23 cars, the Hub is set to provide much needed services to Indigenous and non-Indigenous clients on the northern Gold Coast.

Census data from 2016 showed that Coomera had the fastest growth rate of Indigenous population in all of Australia. The introduction of this new facility aims to satisfy the rapidly growing need for services in the area.

A large range of professional medical service providers will be based at the Hub including:

- general practitioners
- registered nurses
- health workers
- transport officers
- diabetes educator
- dietitian
- optometrist
- audiologist
- podiatrist
- paediatrician
- paediatric occupational therapist
- paediatric speech therapist
- psychologist
- psychiatrist
- adult occupational therapist.

In addition to these providers, specialised programs including Social Health, Mums and Bubs, Ear Research and Care Coordination will also be based at the Hub, providing an extensive range of health opportunities for clients. The Kalwun Child and Family Support Service will also continue to operate right next door at 9 Jowett Street.

Coomera Integrated Health and Wellbeing Hub is located at 7 Jowett Street, Coomera and will operate Monday to Thursday from 8.30am – 7pm and Fridays from 8.30am – 4.30pm.

For more information on Kalwun's health services and other offerings, visit our website at [www.kalwun.com.au](http://www.kalwun.com.au)

# Our Social Health team is here to help

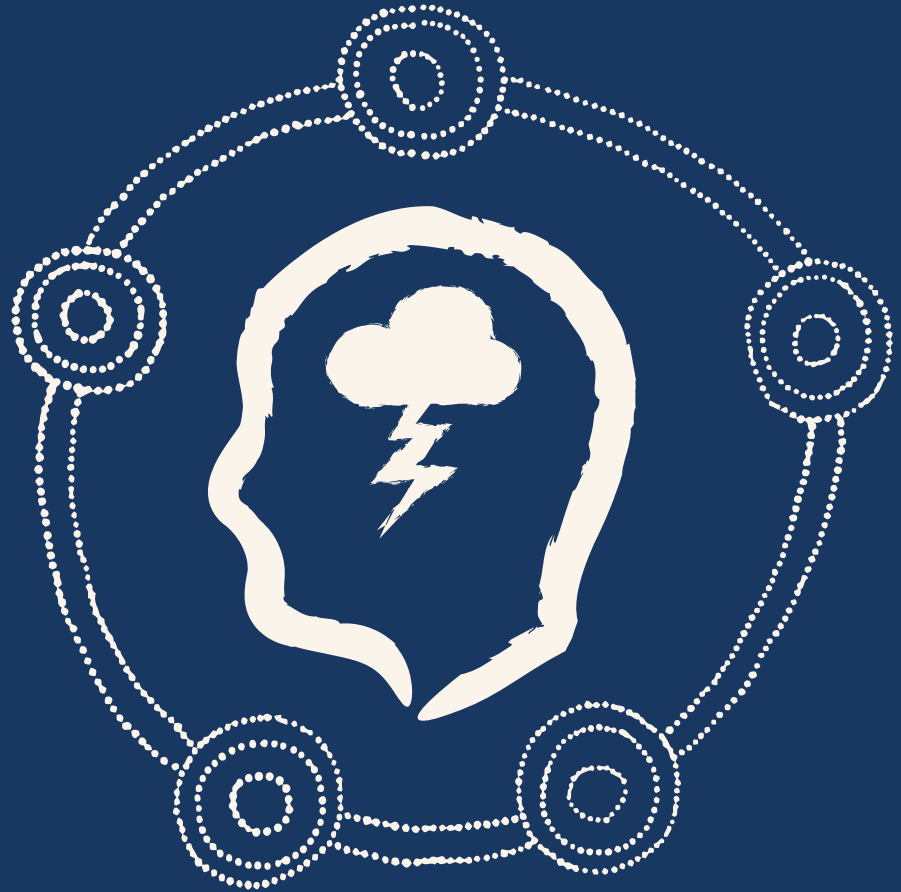
Kalwun's Health Service offers a Social Health Program for Aboriginal and Torres Strait Islander people suffering from mental health illness and/or substance misuse disorders.

The program offers 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 program aims 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. The program also works to reduce potentially preventable hospitalisation and encourage access to more appropriate use of existing mental health and AoD resources.

The Social Health Program is primarily a Gold Coast Primary Health Network (GCPHN) funded program for Kalwun and in 2020 the team will increase staff numbers.

Currently our team consists of a team of four staff including a Mental Health Nurse, AoD Practitioner and two counsellors. In 2020 the growth of this team will include a coordinator and



intake officer for the program and the Indigenous Project Officer and Indigenous Outreach Worker will also work in this team.

Access to this program can be by self-

referral, GP referral or family/friend referral among other referral pathways.

For more information on the Social Health Program, call the team on 5526 1112.

## Green space creates escape for Bilinga patients

Following a successful submission to Bunnings Warehouse, the Bilinga Health Clinic recently completed an upgrade of their outdoor space.

Staff from Bunnings created a garden area free of charge that has resulted in a calming and relaxing space that provides a non-clinical escape for clients at the service.

This upgrade follows a range of other garden and outdoor improvements Kalwun has made across our service areas to provide our clients with nurturing and peaceful areas to relax and get their dose of fresh air.



*Caitlyn, Marjorie and Melanie from Bilinga Health Clinic join members of the Bunnings team in their new garden space.*

Photo: Chris Proud



## Jelluralg achieves 'Highly Commended' status at Queensland Tourism Awards

Jelluralg Aboriginal Cultural Centre proudly achieved a Highly Commended result in the Qantas Award for Aboriginal and Torres Strait Islander Tourism category at the Queensland Tourism Awards held in November.

The category recognises Aboriginal and Torres Strait Islander tourism operations that demonstrate authenticity and cultivate a greater understanding of Aboriginal and Torres Strait Islander culture, history and traditions.

This year marks the first time that Jelluralg has entered the awards and to come away with this status is a great achievement.

At the awards ceremony, the Queensland Tourism Industry Council (QTIC) announced that 2020 will be the Year of Indigenous Tourism and will celebrate the unique heritage, diversity of culture and the rich history we have here in Queensland.

The team at Jelluralg look forward to what 2020 may bring for Indigenous tourism and are excited to be a part of it with new features and innovations to come in the near future.

For more information on the Queensland Tourism Awards and a full list of winners, visit [www.queenslandtourismawards.com.au](http://www.queenslandtourismawards.com.au)



2019 QUEENSLAND  
**tourism**  
awards

**HIGHLY COMMENDED**  
Qantas Award for Aboriginal  
and Torres Strait Islander Tourism

## Jelluralg has your last minute gifts sorted

Christmas is just weeks away and, for a one-of-a-kind gift, Jelluralg has you covered!

The gift store, featuring authentic one-of-a-kind products from local artists, offers intricate art pieces, jewellery such as emu feather earrings and necklaces, accessories, homewares and educational items including popular Aboriginal painted dolls.

Many of Jelluralg's products are unique and cannot be found anywhere else in the world.

Visit Jelluralg from 8am – 3pm weekdays at 1711 Gold Coast Highway, Burleigh Heads.



## Bond University medical scholarship on offer at for Indigenous students

Bond University is committed to providing opportunities in tertiary education for Indigenous Australians.

In 2020, Bond University will be providing an Indigenous pathway into its Medical Program\*. As part of this initiative, Bond University will award one 50% scholarship for one Aboriginal and/or Torres Strait Islander student commencing in the 2020 Medical Program.

This opportunity means that the successful applicant of the 50% scholarship will incur no up front cost to study the Bond University Medical Program, providing they are eligible for FEE-HELP and ABSTUDY\*\*.

People who identify as being Aboriginal and/or Torres Strait Islander and are expected to meet the academic entry requirements are encouraged to apply.

### BOND UNIVERSITY MEDICAL PROGRAM

The Bond University Medical Program is an integrated evidence-based course offering direct entry to both Year 12 school leavers as well as university graduates. It is designed to equip graduates with the knowledge and practical skills that a doctor needs to practise medicine in a modern clinical setting.

A strong emphasis is placed on clinical skills training, and due to small class sizes, students learn in a highly personalised environment with state-of-the-art equipment. With Bond's threesemester timetable and intensive clinical training periods, the Medical Program can be completed in 4 years and 8 months. Graduates are then eligible to apply for hospital internships. The Medical Program has a fully integrated award-winning Indigenous health curriculum.

### NYOMBIL INDIGENOUS SUPPORT CENTRE

The Nyombil Indigenous Support Centre caters to the ongoing growth of Indigenous student enrolments and supports the University's Indigenous community. The Centre assists students with transitioning into the higher education environment, as well as promoting cultural engagement by assisting students and the University to connect with the local Indigenous community.

The Centre, which is open 24/7, is equipped with dedicated tutorial and group study rooms, state-of-the-art computers and printers, as well as kitchen and lounge areas. It creates an environment where students are able to study, connect and grow both academically and personally for their ambitions to come to life.

\*The Medical Program is comprised of two sequential degrees - the Bachelor of Medical Studies (BMedSt) and the Doctor of Medicine (MD). All students selected for entry into the Medical Program will have to complete both the BMedSt and MD to be eligible for registration as a medical practitioner in any state or territory in Australia or New Zealand.

\*\*More information and eligibility requirements can be found at [bond.edu.au/financing-your-studies](http://bond.edu.au/financing-your-studies) under the 'Other Government Assistance' tab.

### HOW TO APPLY

The Indigenous pathway into the Bond University Medical Program will be automatically initiated once you identify on your QTAC application form that you are of Aboriginal and/or Torres Strait Islander descent. QTAC applications open on 16 January, 2020 and close on 30 January, 2020. You can visit the QTAC website at [qtac.edu.au](http://qtac.edu.au).

The Bond Medical Program starts in May 2020. Indigenous applicants who meet the requisite criteria for the Bond University Medical Program will be contacted by Bond University and invited to attend an Indigenous Community-Based Interview on-campus.

### WHO SHOULD APPLY

Aboriginal and/or Torres Strait Islander people who are expected to meet the academic criteria required for the Medical Program and have a passion to be an Indigenous doctor and leader for their community are encouraged to apply.

### ADMISSIONS CRITERIA

Interested applicants should refer to the admissions criteria for the Medical Program at [bond.edu.au/program/medical-program/medical-program-entry-requirements](http://bond.edu.au/program/medical-program/medical-program-entry-requirements)

## New bundles of joy

Five more beautiful girls have arrived to round out our year of Kalwun babies. Congratulations families and welcome to the world little ones!

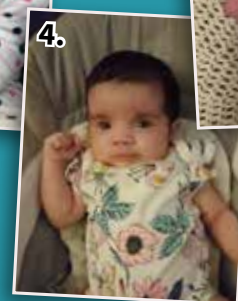
Photo 1: Leah's daughter, Lenorah

Photo 2: Mikeah's baby girl, Naija Mae

Photo 3: Tamika's daughter, Ava (pictured with big sister, Willow)

Photo 4: Brianna's baby girl, Tedaisha

Photo 5: Aralluen's daughter Amarlia





# What's on in summer



## 14 December

### KALWUN COMMUNITY CHRISTMAS EVENT

9AM - 12PM

Firth Park, Mudgeeraba

Join us as we celebrate Kalwun's 25 year anniversary with an extra special community event in Mudgeeraba.

With free breakfast on offer and a visit from Santa, don't miss this family-friendly event with activities including:

- Face painting
- Snow machine
- Jumping castle
- Rock climbing wall
- Photos with Santa
- Footy inflatable

We hope to see you there!

*Please note this is an alcohol and smoke free event.*

Merry Christmas & Happy New Year!



The team at Kalwun would like to wish all our clients and partners a very Merry Christmas and Happy New Year.

Stay safe over the holiday period and we look forward to serving you again in 2020.

Please note that all Kalwun sites will be closed from Friday 20 December 2019 and will be operating again from Monday 6 January 2020.

## 26 January

### AUSTRALIA DAY/SURVIVAL DAY

On Australia Day, the National Australia Day Council (NADC) recognises the unique status of the Aboriginal and Torres Strait Islander peoples. The NADC advises that it is committed to playing a part in the journey of Reconciliation by helping all Australians to move forward with a better understanding of our shared past, and importantly how this affects the lives of Aboriginal and Torres Strait Islander peoples today and how we might build a better future together.

For more information visit [www.australiaday.org.au/about-australia-day/reconciliation](http://www.australiaday.org.au/about-australia-day/reconciliation)

## 13 February

### NATIONAL APOLOGY ANNIVERSARY

Anniversary of the formal apology made on 13 February 2008 by the Government and the Parliament of Australia to Australia's Aboriginal and Torres Strait Islander people in particular to the Stolen Generations.

## Hard-working Kalwun team members awarded

Kalwun's CEO, Executive Leadership Team, management and staff recently celebrated our biggest year yet with a staff awards ceremony. Awards were presented for individual and team efforts, with the winners demonstrating exceptional dedication to their roles.

The award winners are:

### KALWUN EMPLOYEE OF THE YEAR

Lexene Busbridge

### KALWUN CHILD AND FAMILY SUPPORT SERVICE – EMPLOYEE OF THE YEAR

Natasha Jessimer and Daniel Lorroway

### KALWUN HEALTH SERVICE – EMPLOYEE OF THE YEAR

Letitia Campbell and Anita Bourke

### KALWUN COMMUNITY CARE SERVICE – EMPLOYEE OF THE YEAR

Rosie May and Virginia Grey

### KALWUN HEAD OFFICE AND JELLURGAL – EMPLOYEE OF THE YEAR

Joanne Davidson

### KALWUN NEW EMPLOYEE 'ROOKIE AWARD'

Dr Sean Mitchell

### KALWUN BEV MILLER AWARD FOR EXCELLENCE

Finance and Corporate Support Services



Kalwun CEO, Kieran Chilcott with Kalwun Employee of the Year, Lexene Busbridge

### KALWUN EMPLOYEE OF THE YEAR

Lexene Busbridge

Lexe is our Senior Cultural Officer at Jellurgal Aboriginal Cultural Centre and is someone who gets the job done without any expectation of accolades or recognition. Lexe has excelled in her role and is respected by co-workers at Jellurgal and company-wide. With over five years of service at Kalwun, we are very proud to have her in our team. She is a pleasure to work with, likeable, diplomatic and approaches all challenges with logic and common sense. Lexe has proven to be a positive ambassador for not only our people but for our culture, ensuring that it stays alive through sharing her knowledge with thousands of people annually.

## Celebrating Kalwun's long-serving team members

The all-staff event was also an opportunity to celebrate our long-serving team members. Awards were presented to staff who have given 5 and 10 years of service including:

### 10 YEARS OF SERVICE

Jade Murray-Lewis  
Dr Sinan Allez  
Jenny Danson  
Dr Mieke Van Driel (absent)

### 5 YEARS OF SERVICE

Chantal Togo  
Tammi Russell  
Michael Duke  
Kirsty Tulip  
Lexene Busbridge  
Jacky Brown (absent)



Kalwun's 10 Years of Service Award recipients



Kalwun's 5 Years of Service Award recipients

## Garden Mates program bridging the gap between Community Care services

Kalwun Community Care's 'Garden Mates' program commenced in September and has already helped our clients to improve their properties and also create a social connection.

The program was born when it was identified that, while there were clients who declined the Social Support program which gives access to the community, many clients were still happy to have a visit from our lawns team, get out and work their own gardens and have a yarn with the workers.

'Garden Mates' has managed to combine the Social Support and Lawns/Garden Maintenance programs into one, where clients are supported by the Lawns and Garden Maintenance Team to complete their own small garden projects. This includes assistance with trips to Bunnings, clean ups and minor garden repairs.

The result is some truly amazing garden transformations that Community Care clients and staff alike can be proud of.



## Art workshops inspire cultural creativity at Wellness Centre

The Wellness Centre clients at Kalwun's Community Care facility in Bonogin are treated weekly to an art and culture fix with local artist, Lalan Tusa.

Lalan shares her knowledge of painting techniques, bush tucker and bush medicine stories and brings along her very talented family to yarn with clients as part of their cultural group discussions.

The Wellness Centre will be celebrating art and culture next year in February where clients will have the opportunity to learn how to make clapping sticks, jewellery and other items of cultural significance.

For more information about the Wellness Centre, phone Kalwun Community Care on 07 5522 9197.





## At-risk youth now supported by specialised Kalwun wellbeing program

Kalwun's newly-formed Youth Wellbeing Program has been developed to support Aboriginal and Torres Strait Islander children and young people who may be living within at-risk families or who are at risk of entering (or already in contact with) the Youth Justice system and Child Safety.

The program focuses on offering support to young people on an identified need basis.

The aim of the Youth Wellbeing Program is to work with Aboriginal and Torres Strait Islander children and young people to enable positive change, building and strengthening their relationships with their families and support networks, empowerment, self-determination, and improved life skills and choices. The program works across sectors to ensure promotion of better life choices to enable the young person's potential.



Connection to culture is an important factor in the development of the whole person and a focus on health, spirituality, culture and personal wellbeing will empower our children and young people to be the best they can be.

The Kalwun Youth Wellbeing Program is proud to be a part of the **Street Cred Program; Street Collaborate, Re-engage, Empower and Deter (C.R.E.D)**. The initiative combines stakeholders from the Queensland Police Service, Cross Cultural Liaison Unit, Gold Coast Entertainment Precinct Group, Department of Child Safety, Department

of Youth Justice, representatives from the Gold Coast Youth Service and a G:link representative to maintain positive relationships with young people who have been identified as 'at risk' of engaging in antisocial behaviours or criminal activities. Together we all work toward encouraging young people to re-engage with family, culture, community, education and employment.

A referral is required to access this service and measured on a criteria basis.

Please do not hesitate to call the team on **5520 8600** for more information.

## Domestic and Family Violence Program helping individuals and families

Kalwun's Domestic and Family Violence Program provides support to Aboriginal and/or Torres Strait Islander families and their children who are affected by, or at risk of, domestic and family violence and works towards preventing and reducing the number of families affected by domestic and family violence.

The service provides a range of comprehensive and client-centred quality services to people who have experienced and/or are experiencing domestic and family violence.

The program provides women and children with support to escape and

recover from violence and abuse, empower them and improve their outcomes.

Support is provided through ongoing practical and emotional support for victims living through the abuse and for victims who have escaped the abuser.

Principles of the program include:

- Women and children's safety and wellbeing is at the centre
- Shared responsibility, partnerships and local responses
- Evidence and needs-based and outcomes focused

- Accessibility, equity and responsiveness
- Focus on long term social and cultural change
- Shared awareness and understanding of domestic, family and sexual violence

Referrals are accepted via the Family Wellbeing Program or self-referrals as a returning participant.

For more information, please contact Burleigh Child and Family Support Services on 5520 8600.



## Celebrating ten years of IUIH

This year we celebrate the 10th anniversary of the Institute for Urban Indigenous Health (IUIH). The IUIH was established in July 2009 and is owned by the four South-East Queensland (SEQ) Aboriginal Community Controlled Health Organisations (ACCHOs), including Kalwun.

Before IUIH, our existing services recognised that they did not individually have the capacity to meet the needs of our growing population, which the ABS estimates will continue to rapidly grow from around 50,000 in 2009 to Australia's largest Indigenous region by 2031 (129,835). The imperative to address this challenge shaped the blueprint for a ground-breaking new regional governance model – the IUIH Network – which has transformed our ACCHOs sector in SEQ. Reforms needed to be all-encompassing to strengthen corporate governance and management systems, while also enhancing our service delivery systems.

Kalwun and the communities it serves have significantly benefited from this integrated regional approach. For instance, our Bilinga and Oxenford clinics and our recently opened Coomera Integrated Health and Wellbeing Hub would not be possible without the collective strength, planning, and investment through the IUIH Network. Similarly, the IUIH Regional Health Services – now one of the largest and most flexible pool of Allied Health

disciplines in Australia – are shared across the IUIH Network clinics and available free of charge to our communities.

The IUIH is governed by a board comprising four Indigenous elected directors representing IUIH's Founding Member ACCHOs, along with four independent skills-based directors. Mr. Kieran Chilcott, Kalwun CEO, was one of the first IUIH Chairpersons and is a current IUIH Director. Mr. William Oui, Kalwun Chairperson, is the present IUIH Network Member representative, and both Ms Denise Lewis, previous Kalwun Chairperson, and Ms Nichelle Nona, Kalwun General Manager of Health and Aged Care Services are former IUIH Directors.

Some of the IUIH Network's most noteworthy achievements include:

- increased the number of clinics from five clinics in 2009 to 20 in 2019
- increased regular patient numbers from 8,000 in 2009 to 35,000 in 2019
- increased annual health checks (MBS 715s) from 550 in 2009 to 21,000 in 2019
- improved the experience of clients accessing care by reducing waiting times, and increasing availability of services when and where clients require them

- realigned services to become more planned and proactive, including focusing on prevention, screening, early intervention, monitoring and continuing care
- increased the income generation through the capture of Medicare, which is then reinvested to support ongoing growth and development of services where such services are not readily available to the community free of charge, for instance, dental, legal support, allied health, child and maternal services, and others
- increased the workforce to over 1,200 employees, including 620 Indigenous employees, making it the largest employer of Aboriginal and Torres Strait Islander peoples in SEQ.

Another significant achievement of the IUIH Network, including at Kalwun, is the establishment of the Deadly Choices Healthy Lifestyle Program (Deadly Choices), which is now considered one of Australia's most recognisable Indigenous brands. Behind the brand is a unique health education and behaviour change program that has demonstrably increased the number of Indigenous people taking control of their health by accessing their local health service, completing regular Health Checks, and engaging in physical activity, nutrition, quit smoking and other healthy lifestyle programs.



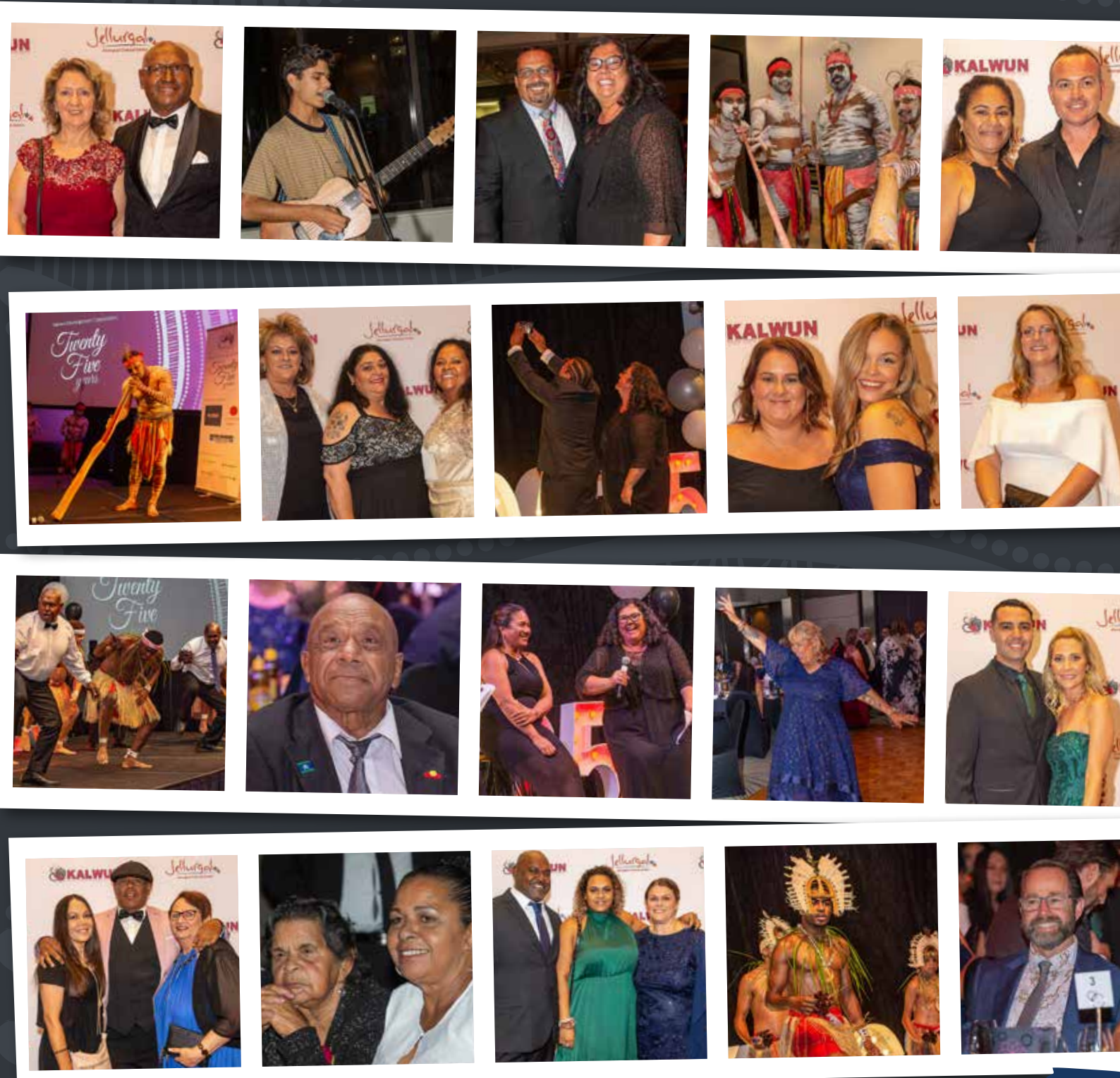
## CELEBRATING *Twenty Five* years

On Saturday 2 November, Kalwun's Board of Directors, CEO, Executive Team, staff, partners, supporters and friends came together to celebrate 25 years of providing high quality, professional, culturally-appropriate and respectful services to our people.

The gala event, held at the QT Hotel in Surfers Paradise, was a glamorous night of fun, entertainment and reflection.

Thank you to our Gold and Silver sponsors for their support to make this event happen.

We look forward to continuing our 25 year celebrations with the community at the Kalwun Community Event in Mudgeeraba on Saturday 14 December.





**KALWUN**



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

*Celebrating  
Twenty Five  
years*

*Kalwun  
Community  
Christmas  
Event*

FACE PAINTING  
SNOW MACHINE  
JUMPING CASTLE  
ROCK CLIMBING WALL  
PHOTO WITH SANTA  
FOOTY INFLATABLE  
FREE BREAKFAST

FIRTH PARK  
MUDGEERABA

SATURDAY  
**14<sup>TH</sup>**  
DECEMBER  
9AM – 12PM

ALCOHOL & SMOKE FREE EVENT