



KALWUN DEVELOPMENT CORPORATION LTD 2017-2020 STRATEGIC PLAN



Kalwun Development Corporation Ltd is an Aboriginal community-controlled organisation providing comprehensive primary health care, human services and community care interventions for Aboriginal and Torres Strait Islander people, families and communities in south-east Queensland.

Established originally in the 80's as a Housing Cooperative and then in 1994 as Kalwun Development Corporation Ltd, Kalwun today is going through a dynamic period of growth, change and renewal. We are consolidating and building on the strengths of core programs, and improving service quality. At the same time, we continue to respond to existing and emerging unmet needs of our community.

The Strategic Plan 2017-2020 commits the organisation to four strategic priorities that seek to ensure that Kalwun continues to strengthen our foundations through transparent and accountable management and governance practices. To be of most benefit to the clients and communities we work with now and into the future, we need to ensure that we sustain our organisation.

Our commitment to quality is at the forefront of this plan with an emphasis on continual quality improvement embedded within our business units. Kalwun commits to developing our people to ensure that we are creating not only a strong and capable workforce but also leaders of our next generation. Central to this plan is a commitment to partnerships. Our focus on engaging our community and stakeholders as partners of the organisation will ensure that we genuinely engage in two-way dialogue and that we have the mandate to advocate on behalf of our people.

It is fitting that in developing this strategic plan we sought the views of our community and stakeholders through community forums,

Board and management workshops and staff surveys. The new plan is also informed by a review of our strengths, weaknesses, opportunities and threats through the process.

Kalwun used the strategic planning process as an opportunity to identify specific undertakings to explore over the next three years. The top 3 key desires identified for Kalwun to pursue include:

1. New youth services and diversionary interventions.
2. Establishment of kindergarten/childcare services.
3. Increased dental services and coverage.

The new strategic plan is developed in the interests of the people and communities we serve, and the staff, members, volunteers and funders whose passion and commitment make our work possible.



VISION

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

OUR MISSION

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

Kalwun Development Corporation Ltd will provide innovative and progressive services within a holistic framework. We endeavour to assist all people but more specifically Aboriginal and Torres Strait Islander individuals and their families.

We strive to provide equitable, reasonable and justifiable access to affordable housing and housing support, primary health care and dental services, aged care and disability programs and support, protection services for young people and children, support for parents and families, educational initiatives and emergency relief assistance.

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



OUR VALUES



Respect

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



Integrity

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



Community Focused

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



Professionalism

We are committed to excellence and providing high quality services.



Reconciliation

We acknowledge the past mistreatment of Aboriginal and Torres Strait Islander people.

We work together and build relationships between the wider Australian community and Aboriginal and Torres Strait Islander peoples for the benefit of all Australians.

OUR SERVICES

Kalwun Finance and Corporate Services:

Housing Services
Emergency Relief Support

Kalwun Health Service:

Comprehensive Primary Health Care Clinics
Allied Health & Dental Services
Community Health Programs

Kalwun Community Care Service:

Commonwealth Home Support Program
Home Care Packages

Kalwun Child and Family Support Services:

Recognised Entity (Child Protection)
Family Wellbeing Services
Foster and Kinship Care
Indigenous Education Services

Jellurgal Aboriginal Cultural Centre:

Burleigh Headland (Jellurgal) Tours
Cultural Promotions including Aboriginal Dancers
Events and Incursions (Schools/Childcare)



Strategic Priority 1**LEAD THE WAY**

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

Strategic Priority 2**IMPROVE OUR SERVICES**

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

Strategic Priority 3**DEVELOP OUR PEOPLE**

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

Strategic Priority 4**HAVE MEANINGFUL PARTNERSHIPS**

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





KALWUN HEAD OFFICE

Housing and Emergency Relief

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KALWUN COMMUNITY CARE SERVICE

Aged Care and Disability Support

118 Bonogin Rd, Bonogin 4213

Postal: PO Box 2588, Burleigh Waters Qld 4220

Phone: 07 5522 9197

KALWUN HEALTH SERVICE – MIAMI CLINIC

2020 Gold Coast Hwy, Miami Qld 4220

Postal: PO Box 313, Miami Qld 4220

Phone: 07 5526 1112

KALWUN HEALTH SERVICE – OXFENFORD CLINIC

Level 1 | 2 Leo Graham Way, Oxenford Qld 4210

Postal: PO Box 820, Oxenford Qld 4210

Phone: 07 5514 7100

KALWUN HEALTH SERVICE – BILINGA CLINIC

Airport Central B1, 1 Eastern Ave, Bilinga Qld 4224

Postal: PO Box 462, Tugun Qld 4224

Phone: 07 5589 6500

KALWUN CHILD & FAMILY SUPPORT SERVICES - BURLEIGH

14 Kortum Drive, Burleigh Heads Qld 4220

Postal: PO Box 3880, Burleigh Town Centre,
Burleigh Heads Qld 4220

Phone: 07 5520 8600

KALWUN CHILD & FAMILY SUPPORT SERVICES - LOGAN

Postal: PO Box 1124, Slacks Creek Qld 4127

Phone: 07 3380 6400

KALWUN FAMILY WELLBEING CENTRE - COOMERA

9 Jowett Street, Coomera Qld 4209

Postal: PO Box 1210, Oxenford Qld 4210

Phone: 07 5676 6477

JELLURGAL ABORIGINAL CULTURAL CENTRE

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