



**KALWUN**

*Jellurgal*  
Aboriginal Cultural Centre

Kalwun Development Corporation Ltd

# 2019/2020 ANNUAL REPORT

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

We sadly note the recent passing of Robert Pascoe (Uncle Bob). Uncle Bob was an inaugural Director of Kalwun and served on the Kalwun Board for 26 years. Prior to being on the Kalwun Board, Uncle Bob was also a Director of the Gold Coast Aboriginal Housing Co-op in the 1980s.

Uncle Bob was at every meeting and his long standing corporate knowledge and understating of Kalwun's past was of great value. Sometimes a man of very few words, Uncle Bob's presence was always known and he gave a level of calm and comfort in some of our most difficult circumstances and complex Board matters.

Thank you Uncle Bob for all that you gave, you will be very sadly missed.

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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 2019/2020 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.

# 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.

# 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.

# Our key business areas



# Locations and services

In 2019/2020, 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

## 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**

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

Helensvale

Pacific Pines

**Kalwun Nerang  
COVID-19 Respiratory  
Clinic**

Nerang

Biggera  
Waters

Southport

Surfers  
Paradise

Broadbeach

**Kalwun Health  
Service - Miami**

**Kalwun Head Office  
Kalwun Community Care -  
Aged and Disability**

Kalwun Head Office

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

**Jelluralgal Aboriginal  
Cultural Centre**

Bonogin

Currumbin

**Kalwun Health  
Service - Bilinga**

Tweed Heads

# Chairperson's report



On behalf of the Board of Directors of Kalwun Development Corporation Ltd, I am both pleased and proud to present our Annual Report for the 2019/2020 year.

Kalwun has continued to play a central role in ensuring that the Aboriginal and Torres Strait Islander people in the south-east Queensland region have access to the appropriate supports they need, when they need them. Our vision is that our people live long, healthy, prosperous and happy lives. “Our People” are our Elders, our patients, clients and consumers, they are our staff and the wider community. We exist for all people. Over the past 12 months we have continued to see strong numbers of people accessing our services. This is a testament to our staff who continually strive to provide high quality, professional, culturally appropriate and respectful services for people in their time of need.

Our services have been specifically designed to cater for all individuals from birth to healthy ageing and we are more committed than ever on keeping our mob and families together. We continue to improve the way we immerse culture into all that we do at Kalwun and have a key focus on connecting with and supporting our community.

2020 marks the final year of our 2017-2020 Strategic Plan. I am so proud of the achievements we have realised in meeting the strategic goals we set out to accomplish some four years ago. We now look forward as we embark on a journey to develop a new Strategic Plan which will shape the next chapter of our organisation. The Plan will see the Board undertake an extensive engagement process with our consumers, community and key stakeholders to develop the new strategic plan.

On behalf of the Board, we acknowledge the continued support of our partner Aboriginal and Torres Strait Islander Organisations and their tireless efforts to improve the health and well-being of our communities. We also acknowledge the support of our partners from government and the non-government sectors. I would specifically like to acknowledge and thank Mr Adrian Carson, his management team and the Institute for Urban Indigenous Health for their generous support towards securing funds for our Coomera development and expansion of vital services during the COVID-19 pandemic.

I would like to take this opportunity to thank and congratulate the Executive Leadership Team, Management, and all staff for your collective efforts and dedication in navigating the challenges which our organisation and community has faced through COVID-19.

Finally, I thank my fellow Directors for their dedication to Kalwun and the professionalism they have upheld as Directors during the past 12 months. Each of our Directors execute their roles with such integrity and we continue to work towards strategic goals for not only our people now but also our future generations.

**Mr William Oui**  
Chairperson

“ We continue to improve the way we immerse culture into all that we do at Kalwun and have a key focus on connecting with and supporting our community. ”

# CEO's report

In what has been an incredibly challenging year, given the far-reaching impact of the COVID-19 pandemic, I would like to first and foremost acknowledge and sincerely thank our entire Kalwun team for their ongoing efforts, dedication and resilience in continuing to provide the highest standard of service to our community during such an unprecedented time.

The 2019/2020 financial year marked a significant milestone in the history of our organisation with the celebration of 25 years since the incorporation of Kalwun. The breadth of our programs and service delivery for Aboriginal and Torres Strait Islander people on the Gold Coast continues to grow and improve and with the completion of our new Coomera Integrated Health and Wellbeing Hub in late 2019, our services extend to premises across the northern, central and southern regions of the Gold Coast.

I am pleased to share some of our key activities and achievements in 2019/2020:

- Our 25 year Gala Event was a memorable evening of recognition and celebration for all involved. I would like to take the opportunity to express my sincerest appreciation to all of those individuals who have contributed to the success of Kalwun since our inception.
- We completed the Coomera Integrated Health and Wellbeing Hub in November 2019, the largest project Kalwun has ever embarked upon. The project was completed on time and within budget and we thank Hutchinson Builders for an excellent working partnership on this project.
- Funding for Coomera was increased from \$500,000 in the prior financial year to \$830,000 in the 2019/2020 financial year. This increased funding envelope enables us to continue to build on our services offered to a growing local community.
- We held our first Youth Camp this year at The Outlook – Boonah, delivering a successful, action packed intensive camp offering adventure based activities to build on self-esteem, life skills and cultural connectedness.
- Jellurgal Aboriginal Cultural Centre proudly achieved a Highly Commended result in the Qantas Award for Aboriginal and Torres Strait Islander Tourism category at the 2019 Queensland Tourism Awards.

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

- Commencing in March 2020, we introduced our COVID-19 Action Plan, which provided an organisational roadmap in response to the impact of the pandemic across each business unit. The Plan was revised and circulated company-wide frequently in line with government advice.
- In March, telehealth consults were introduced with a concentration on servicing vulnerable clients initially and then expanding further to a wider population of clients. Now all Kalwun clients have access to telehealth consultation services.



- In May we opened our COVID testing clinic, staffed by a General Practitioner and a Nurse. A total over 289 tests were undertaken over May and June 2020.
- We supported up to 64 new Indigenous clients when new funding was made available specifically aimed at supporting Elders through the pandemic. This doubled our Indigenous client participation for the service and saw the provision of daily frozen meal deliveries increase from around 20 per day to over 100 per day.
- While Wellness Centre activities had to be suspended for a period of time, we continued to support clients by having yarns at their front door with a cuppa and delivering activity packs. We later relaunched the Wellness Centre with a fresh new look which included landscaped walkways and an increased wellness focussed program with new activity options for clients to choose from each day.

From a financial perspective, our organisation is well positioned with a strong balance sheet and sustainable revenue streams to support our services going forward. I acknowledge and sincerely thank our funding partners who have provided Kalwun with the resourcing to deliver our services to thousands of community members across the region, more so now than ever during this challenging period.

It would be remiss of me to not recognise and sincerely thank our Executive Leadership Team, who lead the day-to-day operations of our business units, for their ongoing contribution and dedication as well as the strategic support and guidance provided by our Board of Directors. Every day is an honour and a privilege for me to be the CEO of this organisation and work alongside the management, the Board and our entire team.

In closing, to our entire Kalwun family, please look after each other, our Elders and families in keeping our community safe moving towards a new year whilst staying abreast of the latest health advice. 2019/2020 has been a year like no other and I wish you and your families hope and the best of health and success for the year ahead.

**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

*Board Director*

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



## MR GRANT WILLIAMS

*Deputy Chairperson*

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



## MRS EUALANDA SIMPSON

*Board Director*

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



## 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 a Diploma in Business Administration.



## MR MALCOLM THOMSON

*Board Director*

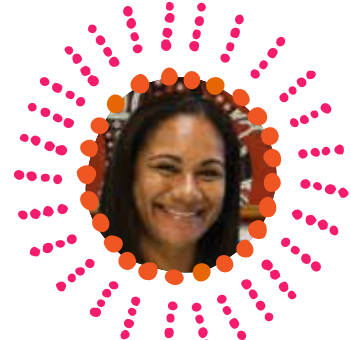
First elected to the Board of Directors in 2011, Malcolm is a long-serving member of Kalwun. Malcolm has worked for many years in the construction industry and completed an Australian Institute of Company Directors “Foundations of Directorship” course in 2016.



## 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.



## 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.



## MS TRACEY CASTLE

*Independent Director*

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



# Our funders and partners

## OUR FUNDERS

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

## OUR PEAK BODIES

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

## OUR PARTNERS

- Act for Kids
- Arcadia College / GenZ Employment
- ATSICHS Brisbane
- Burringilly HACC Service
- Centrecare
- CURA / Multicultural Communities Council
- Currumbin Wildlife Sanctuary
- David Fleay Wildlife Park
- Dementia Australia
- Domestic Violence Prevention Centre
- Georgina Aged Persons Hostel
- Gold Coast 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 Yugambeh Museum, Language and Heritage Research Centre
- Uniting Care Community Qld
- We Care Disability and Community Services
- Yugambeh Aboriginal Dancers
- Yugambeh 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, having worked across executive roles predominantly in the not-for-profit sectors. Kieran commenced employment with Kalwun in 2007, working in executive leadership roles since 2009. He is passionate about the community controlled sector and its ability to achieve stronger outcomes for all Aboriginal and Torres Strait Islander people.

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

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

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

## MR DENNIS BOTHMA

*Chief Financial Officer and General Manager - Community Care*

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

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

In 2019/2020, Dennis has also taken on the role of General Manager - Community Care.

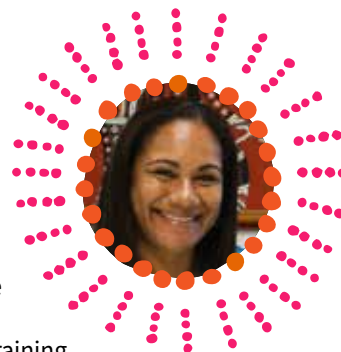


## MS VANESSA SUMMERS

*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).



## 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 a Diploma in Business Administration.



## MS EMILY ROLLS

*Executive Administrator*

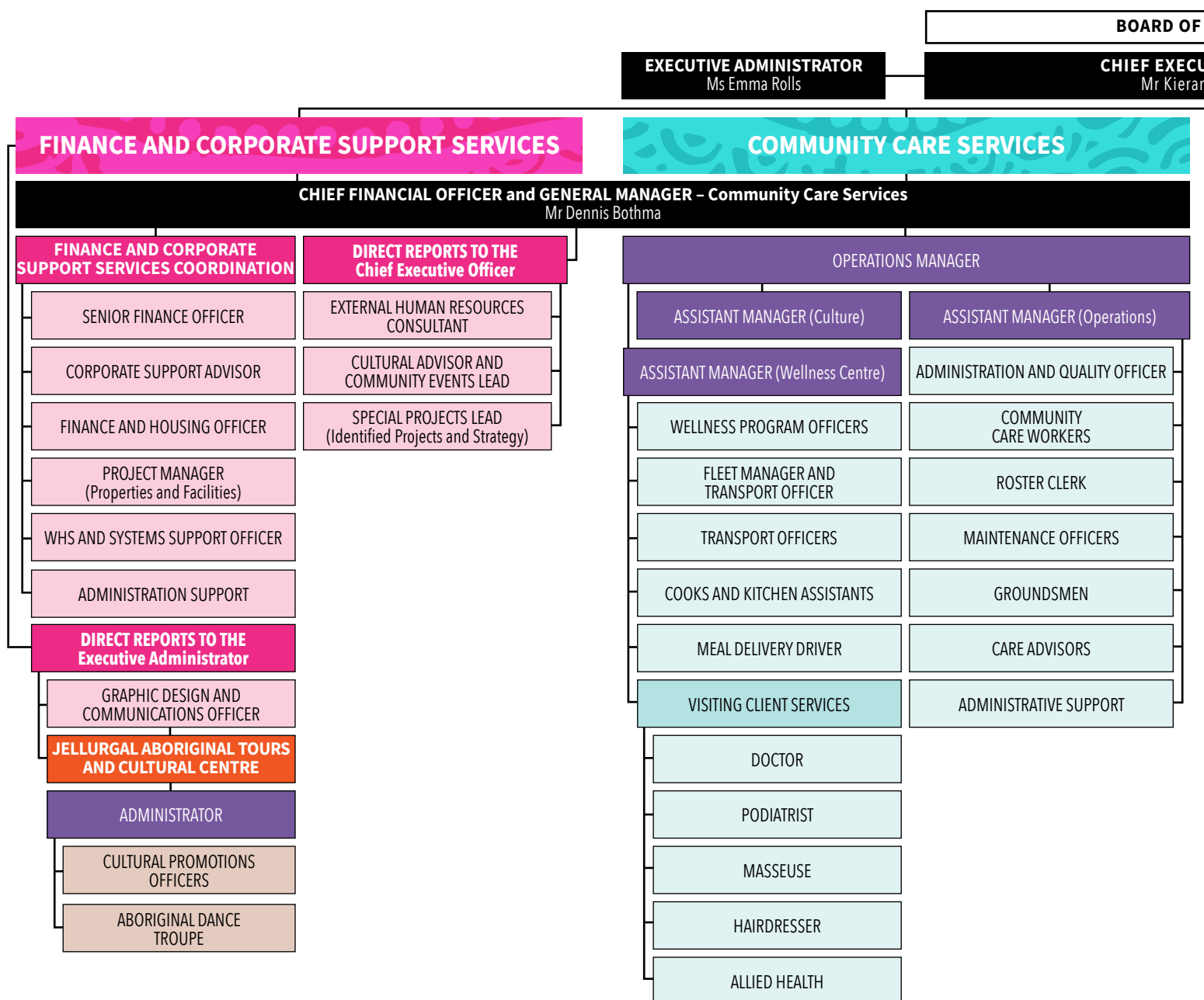
Emily started her career on the frontline with Kalwun Health Service in 2010, working as Medical Receptionist then Administrator.

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

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



# Organisational chart



## KEY

EXECUTIVE LEADERSHIP TEAM

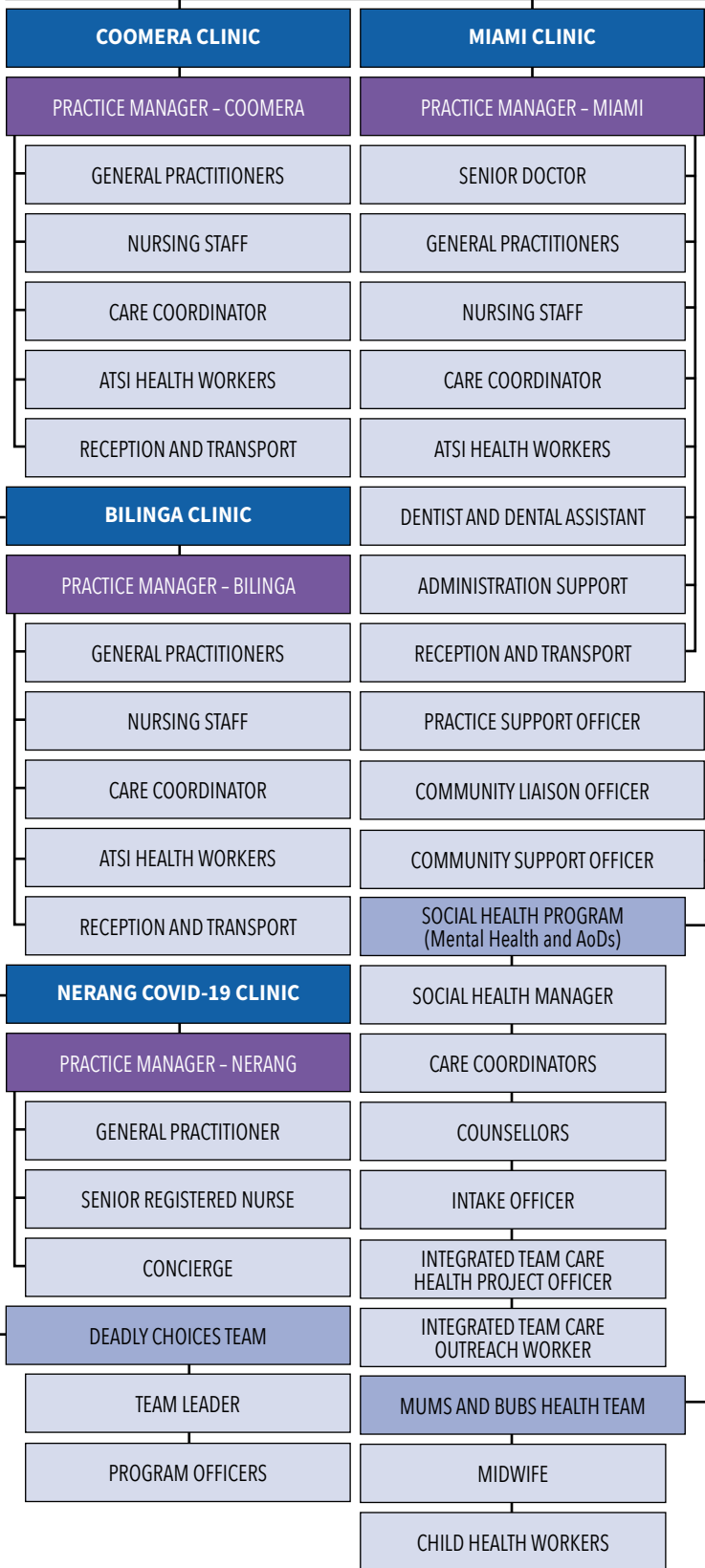
SENIOR LEADERSHIP GROUP



<b>DIRECTORS</b>
<b>DEPUTY DIRECTIVE OFFICER</b> Chilcott

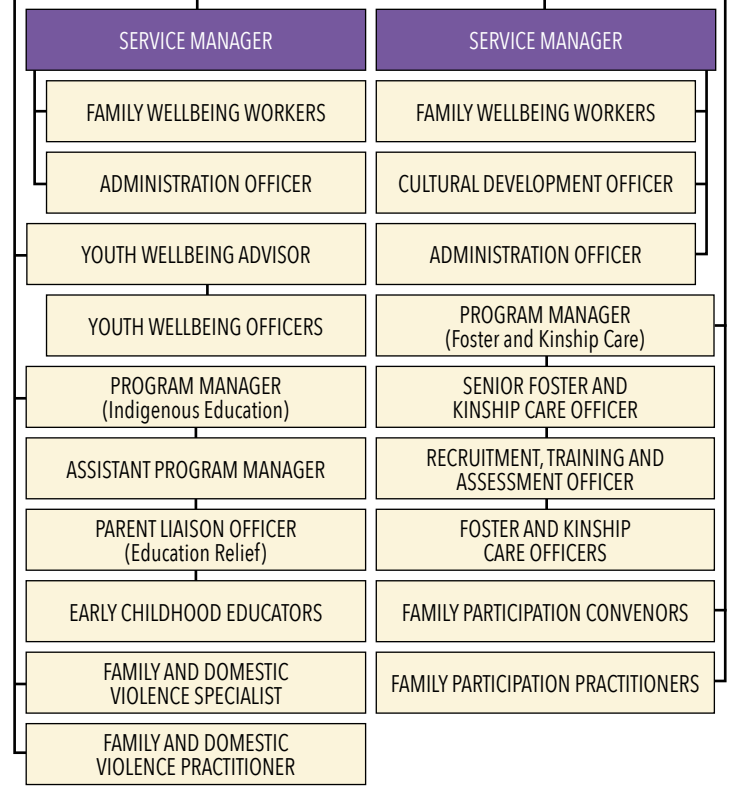
## PRIMARY HEALTH CARE SERVICES

**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 22 September 2020.

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

# Highlights

265 families assisted by the Family Wellbeing Service

24 jarjums enrolled in our Early Learning Program and a further 33 on a wait-list\*

43 individuals assisted by our Domestic and Family Violence Program

Supported 64 new Indigenous clients starting from March 2020

30 young people assisted by our Youth Wellbeing Program

148 External cultural experiences

117 Jellurgal Jarjums cultural incursion sessions

407 clients receiving aged care support

52 clients using us for their Home Care Packages

\$19.7m annual revenue in 2019/2020

138 people supported through Kalwun Housing

162 staff employed

2,922 Aboriginal and Torres Strait Islander health checks completed

5,719 active health patients including 81% of Aboriginal or Torres Strait Islander descent

1,115 new patients accessing health services

## FINANCE AND CORPORATE SUPPORT SERVICES

\$39.1m worth of assets

112 students assisted with annual school book packs

## HEALTH SERVICES

## CHILD AND FAMILY SUPPORT SERVICES

\* Of the 33 children on the waitlist in 2020, we have been able to offer 15 of these placements in our 2021 program.

## COMMUNITY CARE SERVICES

## JELLURGAL ABORIGINAL CULTURAL CENTRE



# Finance and Corporate Support Services

## ABOUT KALWUN FINANCE AND CORPORATE SUPPORT SERVICES

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

## SERVICES PROVIDED:

- 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 2019/2020

- Finalised the implementation of a company-wide Human Resources and Payroll system to support Kalwun's growth. The system is branded as the Kalwun Employee Network (KEN). This new system streamlines administrative tasks and reduces data entry, as well as consolidates manual forms into an online format. Staff are now interacting with their profiles online and have the ability to set goals for themselves which are used in a new and improved annual appraisal process. Learning courses are also available via the platform to enhance skills and support development. Finally, recruitment also now links to the online system, which makes welcoming new staff to Kalwun a much more integrated and seamless process.
- Effectively supported tenants through COVID-19 with appropriate temporary adjustments to policies to reflect the legislated changes during the pandemic. The housing sector underwent nation-wide reforms during the past 12 months and Kalwun Housing has been able to implement these changes with little to no disruption to tenants.
- Hosted Kalwun's most significant celebrated milestone to date, with the 25 year anniversary gala event at QT Gold Coast. This was a remarkable celebration of all past and present serving staff, Board and community.
- Marked the completion of the brand new purpose-built Integrated Health and Wellbeing Hub at Coomera. Doors opened in late 2019 to welcome our first patients just before Christmas. This was the largest project that Kalwun had ever undertaken, and the result is a facility that will be here to support community for generations to come.
- The Marketing and Communications team appropriately managed all forms of communication during the past 12 months by strategically limiting any information overload, whilst also sharing correct and timely information with our mob.
- Supported 112 school-aged children and their families with a contribution of up to \$75 per child towards their school book packs.

*\* Names are changed to maintain client privacy.*

### Goal achieved for Kalwun housing tenant

Georgia\*, a tenant who resided in a Kalwun property for four years, successfully secured a mainstream property on the Gold Coast.

Kalwun's affordable housing assisted the tenant financially as well as provided a rental history to be able to move out.

The property was then offered to another family on the waitlist.





# 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 2019/2020

- Celebrated the completion of Kalwun's largest ever project, the Coomera Integrated Health and Wellbeing Hub. With office space totalling more than 1,000m<sup>2</sup> and including designated undercover parking for 23 cars, the Hub will provide much needed services to Indigenous and non-Indigenous clients on the northern Gold Coast. A large range of professional medical service providers are based at the Hub including:
  - general practitioners
  - registered nurses
  - health workers
  - transport officers
  - paediatrician
  - paediatric occupational therapist
  - paediatric speech therapist
  - psychologist
  - psychiatrist
  - adult occupational therapist
  - diabetes educator
  - dietitian
  - optometrist
  - audiologist
  - podiatrist.
- Provided 1,336 episodes of dental care.
- Provided 35,698 episodes of medical care across the three health clinics.
- Held 40 Deadly Choices programs and had 450 children graduate from these programs, an increase of 68% from the 2018/2019 financial year.
- Kalwun staff attended 24 schools across the Gold Coast region to conduct health checks for 267 children.
- In response to the COVID-19 pandemic, Kalwun opened the doors to the Gold Coast's first dedicated COVID-19 Respiratory Clinic for Aboriginal and Torres Strait Islander people in May 2020. The stand-alone building on Nerang Street provided a safe and convenient testing service for all Aboriginal and Torres Strait Islander people as well as non-Indigenous vulnerable people.

### Career development and success for school-based trainee

In 2013, Benowa State High School contacted Kalwun to see if their health clinic was interested in taking on a school-based trainee in Administration, working one day per week in the clinic and completing a Certificate III in Business Administration.

The successful applicant was Brittane Packer, aged 16 at the time. Brittane commenced at Kalwun's Miami clinic in March 2013, just two days before her 17<sup>th</sup> birthday. She completed the school-based traineeship in December 2013 and was offered a full-time Medical Receptionist position. Brittane excelled in this role, was inspired to further her career with Kalwun, and in January 2015 commenced a trainee Aboriginal Health Worker role.

Over a period of 18 months, Brittane successfully completed a Certificate IV in Primary Health Care and she continued to work at Kalwun until early 2018. Brittane then began study to be a Registered Nurse, with graduation in October 2020.

Kalwun staff have seen Brittane flourish during her years with Kalwun and wish to congratulate her on these achievements.



# 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 2019/2020

- Kalwun’s Community Care Service was able to support up to 64 new Indigenous clients starting from March 2020 when new funding was made available, specifically aimed at assisting Elders through the COVID-19 pandemic. This doubled our Indigenous client participation for the service.
- Daily frozen meal deliveries increased from around 20 per day to over 100 per day after March 2020.
- While Wellness Centre activities had to be suspended during COVID-19 lockdowns, Kalwun staff continued to support clients in community by having yarns at their front door with a cuppa and delivering activity packs.
- Kalwun relaunched the Wellness Centre after a few months in hiatus with a fresh new look and landscaped walkways. With many more wellness-focused and activity-based options for clients to choose from each day, a significant emphasis on cultural activities each week is now the cornerstone of the centre. Complimenting the relaunch is a ‘*Celebration of Seniors*’ with client designed shirts, which centres around the idea of people coming together to share, learn and grow.

\* Names are changed to maintain client privacy.

### Urgent assistance provided for Gold Coast Elder

Elder, James\*, phoned to ask about meals. Staff determined he was wanting emergency meals until pay day, he was not a Kalwun client and he had not registered with My Aged Care or linked in with anyone other than a Social Worker from Gold Coast Health Unit.

Community Care staff organised to have six meals delivered to him urgently and asked for permission to send off a Referral for an Assessment for Aged Care eligibility for ongoing support.

James was incredibly grateful and the team at Kalwun are happy they could supply emergency meals to an Elder asking for help, link him with other services and seek help to assist him with these through partner agencies, our indigenous pathway and within our own Kalwun Social Health Team.





# 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.
- Family and Domestic Violence Support Program – supports and empowers families escaping and recovering from violence and abuse.
- Foster and Kinship Care – funded by the Department of Communities to recruit, train and assess Aboriginal and Torres Strait Islander carers with the aim of placing Aboriginal and Torres Strait Islander children with culturally-appropriate carers, ensuring they remain connected with their cultural identity and retain relationships with their families and communities.
- Early Learning Program – a school readiness program for Aboriginal and Torres Strait Islander children aged 3 to 5 years, based on the Early Learning Framework.
- Jarjums Playgroup – a supported playgroup available for families of Aboriginal and Torres Strait Islander descent with children aged from 0 to 5 years within the Gold Coast community.

## KEY ACHIEVEMENTS IN 2019/2020

- Increased Foster and Kinship Care placement numbers.
- Successfully conducted our first Youth Camp.
- Continued to deliver services to our families throughout the COVID-19 pandemic.
- Operated children's playgroups two days per week.
- One staff member completed a Graduate Certificate of Human Services and two staff members secured scholarships with Griffith University to complete their Graduate Certificate of Human Services.
- Experienced continued success of the following programs:
  - Playgroup
  - Early Learning
  - Foster and Kinship Care
  - Family Participation
  - Family Wellbeing
  - Youth Wellbeing
  - Domestic and Family Violence.

*\* Names are changed to maintain client privacy.*

### Kalwun helps Grandmother with transition to carer

The Kalwun Family Wellbeing team received a referral from the Department of Child Safety to work with Fiona\*, a grandmother who had to look after three of her grandchildren, two girls and one boy, after they were removed from their mother.

Fiona was starting from scratch and the Kalwun team helped her to set up Centrelink payments/carer payments, housing (large enough to fit the entire family), consistent schooling with a school that has embraced the children and are helping to support Fiona as well, wellness programs, referral to health and wellbeing programs as well as a referral to Financial Counselling to support Fiona to catch up on outstanding debts incurred.

The Department of Child Safety stepped away five weeks into the referral as the Kalwun Family Wellbeing team was on track with all supports.

Fiona is still working alongside her grandson as he is still requiring further assistance however Kalwun are helping with referrals to services near their new home. Both of Fiona's granddaughters are now extremely happy and their counselling is no longer needed. Fiona was able to connect with spiritual healing and has since called to say how happy and supported she felt by Kalwun.



# Jellurgal Aboriginal Cultural Centre

## ABOUT JELLURGAL

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

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

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

## SERVICES PROVIDED:

- Visitor centre
- Guided tours
- Customised cultural programs
- Aboriginal dance performances
- Aboriginal art exhibit
- Gift shop
- 'Jellurgal Jarjums' educational incursions for Early Learning Centres
- Event space hire

## KEY ACHIEVEMENTS IN 2019/2020

- Jelluralg Aboriginal Cultural Centre's new website took out multiple awards at the 2019 Joomla Australia Site Awards. Jelluralg's website placed in four of the five award categories, taking out the top prize in two. The awards won were:
  - People's Choice Award - WINNER
  - Most Innovative Award - WINNER
  - Best User Experience Award - Finalist
  - Most Attractive Award - Finalist.
- Senior Cultural Officer, Lexene Busbridge, attended and was a guest speaker at the Central Queensland Indigenous Tourism Forum in Rockhampton on behalf of Tourism and Events Queensland to share the Jelluralg story in November 2019. The Forum is intended to provide inspiration and insight to local Aboriginal people who are considering getting involved in tourism. Another aim of the Forum is to strengthen relationships between established non-Indigenous tourism business and local Aboriginal community members.
- 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 2019. 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 Jelluralg has entered the awards and to come away with this status is a great achievement.
- Cultural Officer, Anthony Cora, was named one of the Queensland Government's 2020 Young Tourism Leaders. See feature story below for more information.
- Provided 148 external cultural experiences across the Gold Coast (this number has reduced from the 2018/2019 financial year due to COVID-related event restrictions and cancellations).
- Conducted 117 Jelluralg Jarjums programs (this number has reduced from the 2018/2019 financial year due to COVID-related cancellations).
- Took 2,761 local and 186 international students and educators on Jelluralg tours (this number has reduced from the 2018/2019 financial year due to COVID-related cancellations).
- Four staff completed a Certificate III in Tourism.
- Centre Administrator completed a Diploma of Hospitality Management.
- Launched the online store component of the Jelluralg website in April 2020. This allowed us to continue to support our local artists by enabling the sale of their products during our COVID-related closure that spanned from March until July 2020.

### Anthony takes on tourism leadership role

In February 2020, the Queensland Government announced 10 Indigenous Young Tourism Leaders to champion their industry and culture in 2020 – the year of Queensland Indigenous Tourism. One of these Leaders was Jelluralg's very own Cultural Officer, Anthony Cora.

The Young Tourism Leaders Program provides influential and inspiring role models to encourage young people to consider a career in the tourism industry. The Leaders are young people who have found success in the tourism industry, have a wealth of knowledge, experience and advice, and are keen to share the stories of their career journey.

They make presentations in schools, engage with vocational and tertiary students, participate in careers events to promote tourism careers, and actively connect with the tourism industry to promote the skills and talents which young tourism professionals offer.

Anthony's passion for promoting Indigenous tourism made him an ideal candidate for this role. He enjoys being the first point of contact many tourists have with Aboriginal culture and giving them an unforgettable, authentic cultural experience and can now also use this passion and knowledge to inspire the next generation of tourism leaders.

# What our clients are saying



“ Deadly as! Completely wonderful.

To walk the Burleigh Headland and hear the history of this amazing place was a sheer joy. It was such a special day thank you to sis Trish for sharing the yarnings of her mob, a true and genuine place to experience the history of our land! ”

“ Kalwun is an amazing medical practice staffed by caring and friendly health professionals.

A bulk billing service with the highest quality care. After caring for our family for over 20 years I would trust no other medical centre on the Gold Coast but Kalwun.

A big shout out to the fabulous Dr Jeremy Inglis and nurse Martha who relentlessly strive to find solutions to even the toughest of health care issues.

Thank you. ”



“ I’ve felt drawn to Burleigh Heads for many years and finally moved here several months ago. The headland is one of my favourite places; I adore the views and love to hang out with the birds and reptiles who live in the national park.

After going on a Jellurgal Walkabout tour yesterday, I feel even more respect and awe for this magnificent landform. One of a small group of only five people, I was rapt that our guide was Anthony, an attentive and thoughtful Yugambah-speaking man who offered us fascinating insights into Jellurgal while patiently answering our many questions.

From now on, every time I meander along the oceanview trail – listening to the cries of the sea eagles, looking out past breaching humpback whales to North Stradbroke Island, or staring up at Jabreen’s giant rocky fingers – I’ll think of the stories Anthony shared with us and feel an even deeper respect for this very sacred and powerful place. A huge thanks to Anthony for a most enlightening and rewarding experience. ”



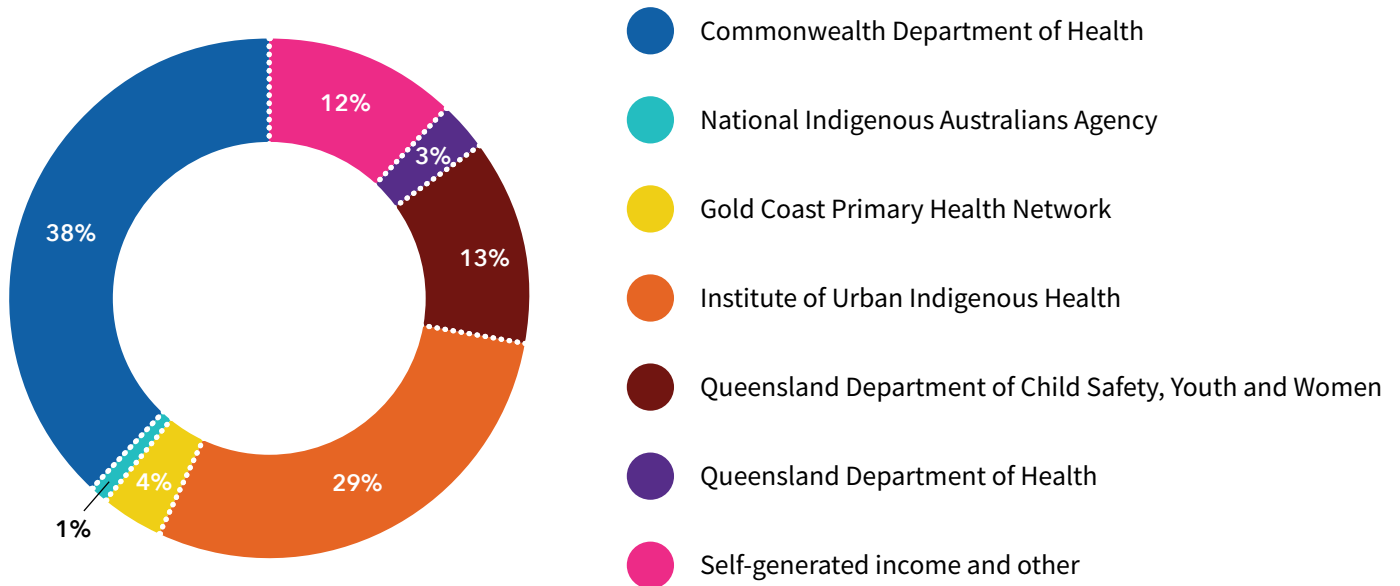
# Our finances

This finance section of the report outlines our financial position from 2019/2020.



# Our income and expenditure

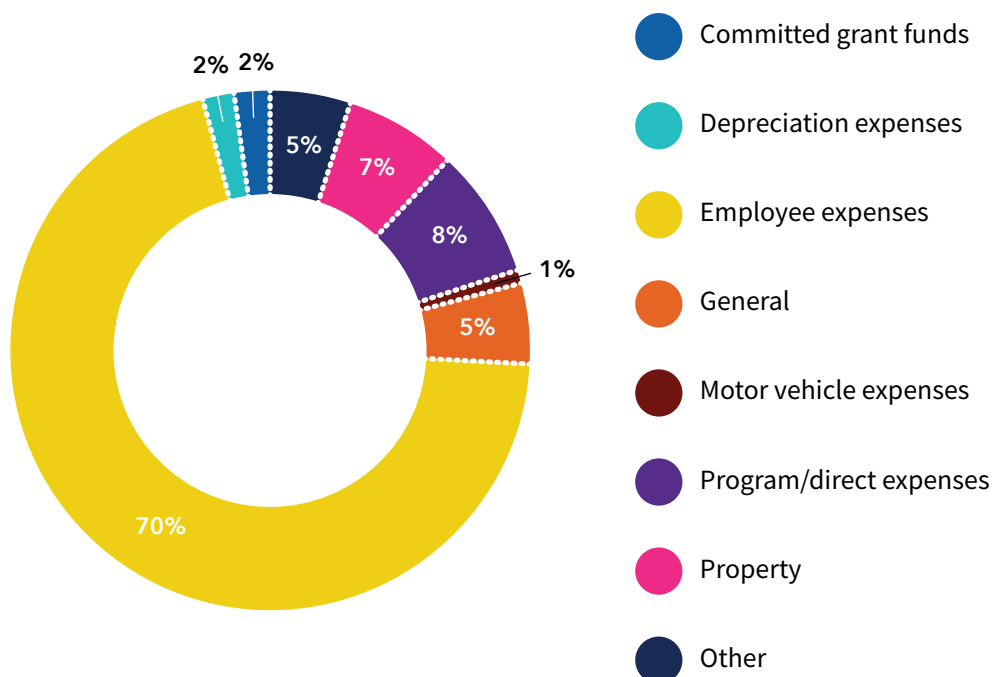
## WHERE OUR FUNDS COME FROM



## HOW OUR FUNDS ARE DIVIDED

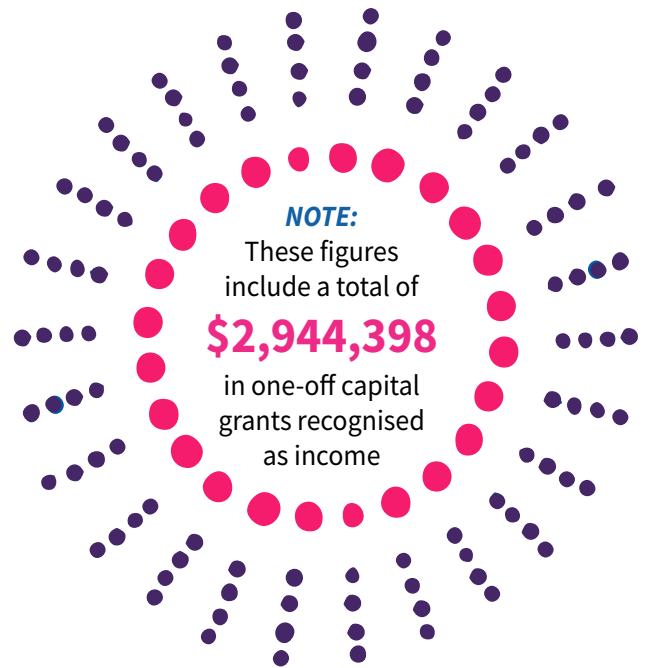
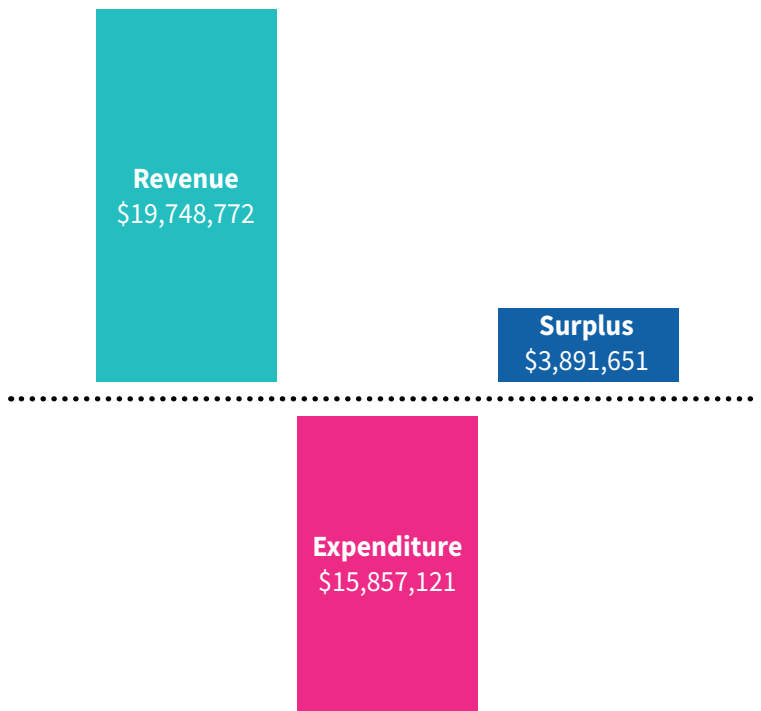


## WHERE OUR FUNDS ARE SPENT

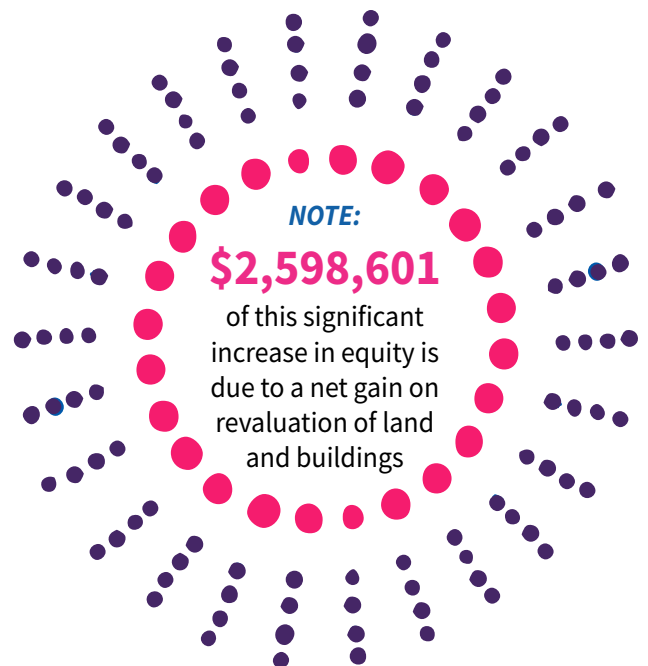
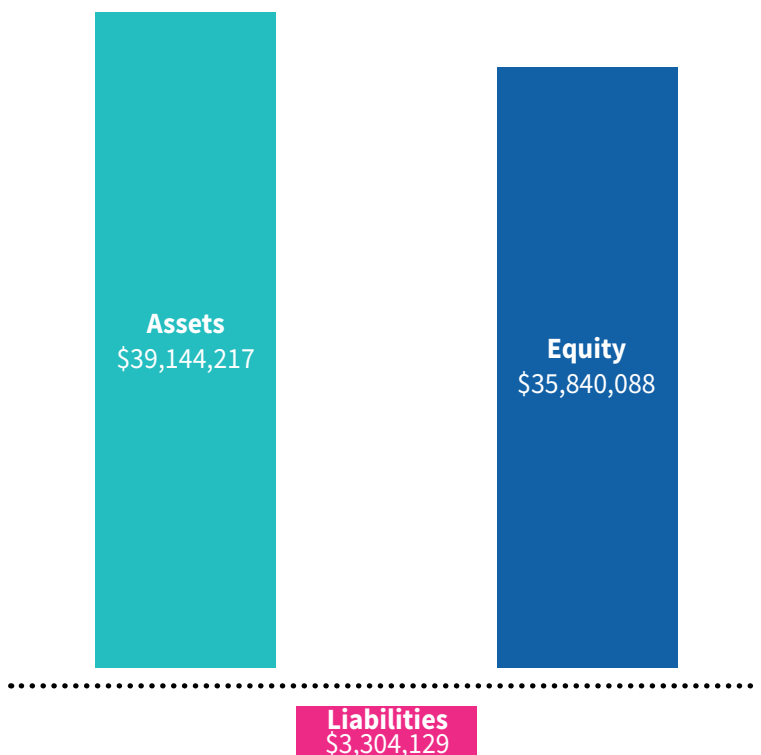


# Our financial position

## OUR FINANCIAL PERFORMANCE



## OUR FINANCIAL POSITION





# Contact us

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