



Kalwun Development
Corporation Ltd

2021/2022 ANNUAL REPORT





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

Contents

INTRODUCTION	2
About Kalwun	3
Our vision.....	3
Our mission.....	3
Our values.....	3
Strategic Plan 2017-2020	4
Our key business areas.....	5
Locations and services.....	6
Chairperson’s report	8
CEO’s report.....	9
OUR ORGANISATION	10
Board of Directors	11
Our funders and partners.....	12
Executive Leadership Team	13
Organisational chart	14
Our team.....	16
Communication.....	17
OUR PERFORMANCE.....	18
Highlights.....	19
Corporate Support Services.....	20
Health Services.....	22
Community Care Services.....	24
Child and Family Support Services.....	26
Jellurgal Aboriginal Cultural Centre	28
OUR FINANCES	30
Our income and expenditure	31
Our financial position.....	32
CONTACT US.....	32



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 2021/2022 Annual Report outlines information about our business including our vision and mission, key business areas and locations and introduces our Chairperson and Chief Executive Officer.

About Kalwun

On 11 March 1981 the Gold Coast Aboriginal and Islander Housing Co-operative Society Limited was first incorporated. The Co-op, as it was referred, was initiated as the result of a successful local movement of Aboriginal people on the Gold Coast lobbying for affordable housing to help those in need. The Co-op was granted a number of homes by the federal government which were offered for rent to community members under an affordable housing scheme.

In 1993 the company employed an aged care worker, community worker and health worker and began delivering a small range of aged care support, transport to the Brisbane Aboriginal Health Service and community support services.

Kalwun Development Corporation Ltd was incorporated in 1994 and took over the operations of the Co-op.

Kalwun is an Aboriginal and Torres Strait Islander community controlled corporation which is governed by elected Aboriginal and Torres Strait Islander Directors and one Independent Director.

Since its inception, Kalwun has proven to be a highly reputable and professional company within south-east Queensland. Kalwun has actively partnered with the Elders, community, funders and key stakeholders to improve a wide range of outcomes for all people.

The company currently delivers and facilitates access to doctors, allied health services, dental services, community health programs, child protection initiatives, family support services, foster and kinship care support, early education programs, playgroups, aged care and disability support, in-home care, day respite, emergency relief and community housing and housing support.

Kalwun is also the parent-company to Jellurgal Aboriginal Cultural Centre.

Our vision

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

Our mission

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

Kalwun Development Corporation Ltd will provide innovative and progressive services within a holistic framework. We endeavour to assist all people but more specifically Aboriginal and Torres Strait Islander individuals and their families. We strive to provide equitable, reasonable and justifiable access to affordable housing and housing support, primary health care and dental services, aged care and disability programs and support, protection services for young people and children, support for parents and families and educational initiatives.

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

Our values



RESPECT

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



INTEGRITY

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



COMMUNITY FOCUSED

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



PROFESSIONALISM

We are committed to excellence and providing high quality services.



RECONCILIATION

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

Strategic Plan 2017-2020

The Kalwun Strategic Plan 2017-2020 (which was extended to 2021 by Board resolution) was successfully completed by the company and the new plan 'Towards 2025' is live on the Kalwun website.

The below major achievements resulted from the preceding Strategic Plan.

- Improved organisational structure for the organisation reflecting growth and service consolidation
- Establishment of a Senior Leadership Group
- Year-on-year revenue growth
- Purchase of commercial and residential property
- Development of the Coomera Integrated Health and Wellbeing Hub (valued at over \$4.5m)
- Employed a Marketing and Communications team member
- Began publishing the Kalwun Grapevine community newsletter
- Increased diversity of programs and supports available to community
- Implemented a dedicated Quality position
- Assisted with the establishment of the Yugambeh Region Aboriginal Corporation Alliance (YRACA)
- Improved service integration
- Implemented strategies that allow for internal promotion opportunities
- Introduced new software systems for human resource management, quality and community housing
- Began the Annual All Staff Event and Awards
- Contracted an external Employee Assistance Provider
- Supported existing and new Elders Groups
- Implemented an online feedback mechanism
- Played a stronger role advocating for improvements in already funded programs to meet community expectation and need

TOWARDS 2025

The 2025 Strategic Plan, 'Towards 2025', commits the organisation to four strategic priorities that seek to ensure that Kalwun continues to build upon and strengthen its foundations, leadership, people, services, and stakeholder relations.

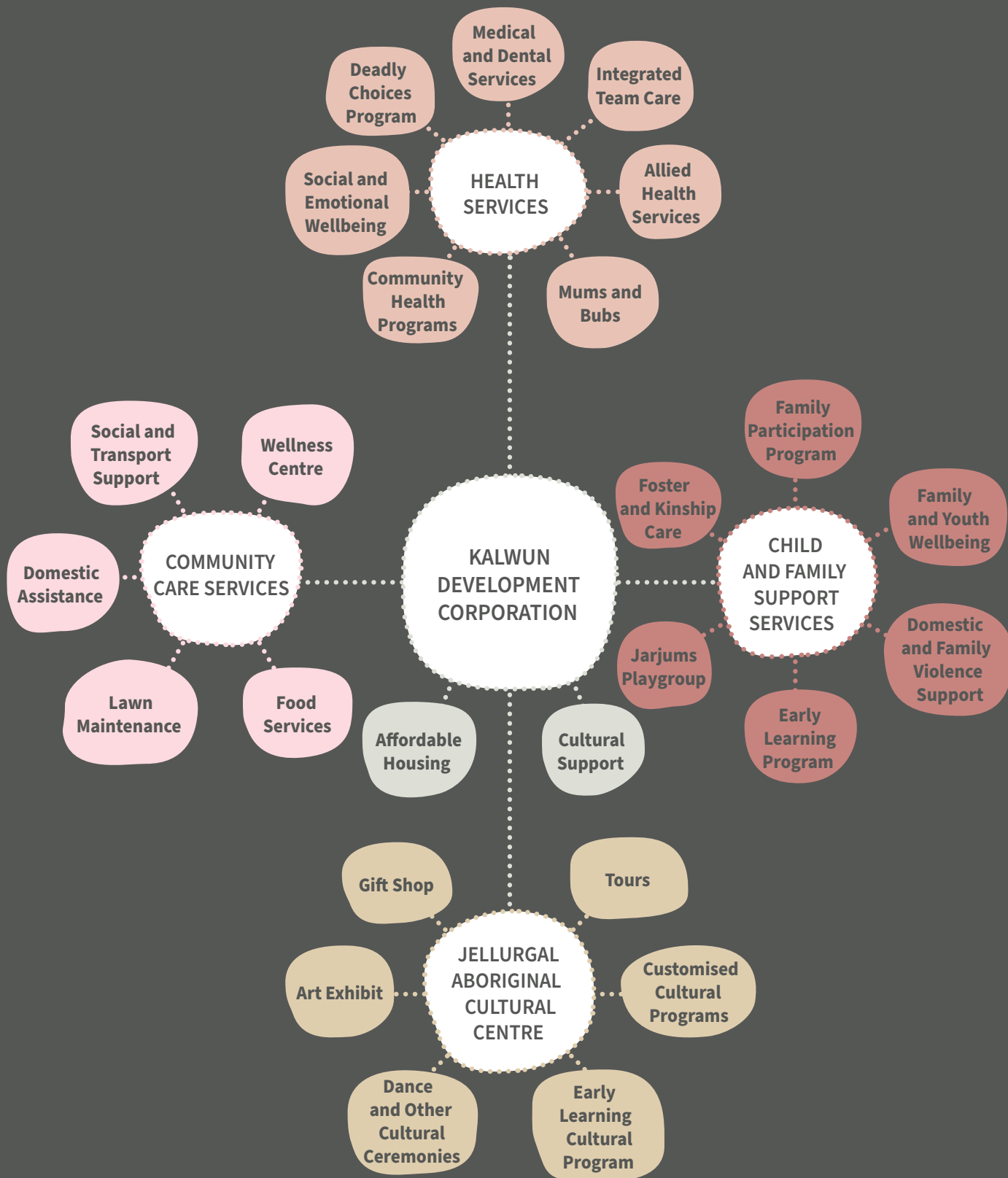
Culture is at the core of this new plan.

This is a very exciting step forward for the Gold Coast's largest Aboriginal Community Controlled Entity.

The plan is available for viewing on our website through the QR code below or by visiting www.kalwun.com.au/strategic-plan



Our key business areas



Locations and services

In 2021/2022, Kalwun had nine sites across the Gold Coast offering a range of services to the community.

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 *(Closed permanently from 10 June 2022)*

- COVID-19 testing and vaccinations

COMMUNITY CARE

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

CHILD AND FAMILY SUPPORT – SOUTH

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

CHILD AND FAMILY SUPPORT – NORTH

- Family Wellbeing
- Playgroup and parenting programs
- Early Learning Program

JELLURGAL ABORIGINAL CULTURAL CENTRE

- Tours
- Customised cultural programs
- Aboriginal dance performances
- Art exhibit and gift shop
- Early Learning Cultural Program



Yatala

Ormeau

Pimpama

Coomera

Kalwun Coomera Integrated Health and Wellbeing Hub

Helensvale

Kalwun Child and Family Support Service – North

Pacific Pines

Biggera Waters

Kalwun Nerang COVID-19 Respiratory Clinic
(Closed permanently from 10 June 2022)

Nerang

Southport

Surfers Paradise

Broadbeach

Kalwun Health Service – Miami

Kalwun Head Office

Kalwun Community Care – Aged and Disability

Bonogin

Kalwun Child and Family Support Service – South

Jellurgal Aboriginal Cultural Centre

Currumbin

Kalwun Health Service – Bilinga

Tweed Heads



Chairperson's report

On behalf of the Board of Directors of Kalwun Development Corporation Ltd, I am delighted to present our Annual Report for the 2021/2022 year. Kalwun has continued to play a key role in ensuring that Aboriginal and Torres Strait Islander people across the south-east Queensland region have access to the appropriate support, facilities and services they require, when they need them. Once again we have continued to see record numbers of people accessing our services. This is a credit to our entire team and their tireless efforts to provide high quality, professional, culturally appropriate and respectful services to our community.

The Kalwun Board of Directors welcomed a new Director, Mr Jade Lewis, to the Board at our last AGM. Jade's long-standing connection to Kalwun, his commitment to community and desire for improved outcomes for our mob have been embraced by our Board. Ms Tracey Castle was once again reappointed as an Independent Director. The Kalwun constitution allows the Board to appoint one Independent Director annually to fill a skills deficit and act as a guide, coach, and mentor to the company. Additionally, for the first year ever we decided to have both a male and female Co-Deputy Chairperson. I would like to acknowledge both Mr Grant Williams and Ms Tracey Castle for their support. Additionally, I would like to acknowledge our Company Secretary, Ms Nichelle Nona and the Chair of our Finance Subcommittee, Ms Vanessa Summers, for their oversight during the past 12 months. Mr Lindsay Blow and Mr Malcolm Thomson also play vital roles, as long serving Directors, in ensuring that our corporate knowledge is retained and our culture remains at the forefront.

The past 12 months have also been an amazing time to reconnect with staff and teams at a Board level. We have had business units present to the Board as well as a very special dinner with the Senior Leadership Group. We hope to build on these opportunities in 2023.

As Directors, we continue to review the company's governing document to ensure that it is fit for purpose and members will have an opportunity in 2023 to have a say about what this should look like to future-proof our organisation. Kalwun has come a long way from our humble Housing Co-op days but our strength continues to be the Executive and the Board's desire to evolve with the times.

I would like to take this opportunity to recognise and thank our CEO and all staff for their collective efforts, innovation, commitment and outcomes achieved. Our organisation is well placed with strong performance outcomes, a strong balance sheet and sustainable revenue streams to support our services going forward.

We are currently planning to execute our new strategic plan by taking the time to plan for a very targeted and precise response. Our previous plan, completed in 2021, was the driver for some amazing improvements and results. The Board are excited and optimistic about the direction of our new plan.

Lastly, I emphasise that each and every one of us are standing on the shoulders of giants. Our family members, the trailblazers, notable people of colour, our advocates, our protesters, our nurturers – let's continue to do our ancestors proud and carry on fighting the good fight.

Big Esso,

Mr William Oui
Chairperson

“Our organisation is well placed with strong performance outcomes, a strong balance sheet and sustainable revenue streams to support our services going forward.”

CEO's report

It is always a pleasure to present an Annual Report for the reflection of the year that was and I am extremely proud of our Kalwun staff, other Aboriginal and Torres Strait Islander service providers and volunteer community members. They, once again, have worked tirelessly to ensure that our people received the services and supports that they required, at the right time, in the right place and by the right person. Whether it be a First Nations person grounded in culture, a group of supportive Elders, an individual from community or a Kalwun staff member or professional employed by one of many service providers, our community have been looked after and collectively we will continue to be better-off, healthier, and stronger as a result.

It only takes one interaction or one smile or just one hand to completely change a life and, as the CEO of this organisation, I have been ever so fortunate to see hundreds, if not thousands, of lives changed for the better during my tenure. Where else would you rather be?

Our highlights speak for themselves. Each one of our business units has continued to expand and diversify our offerings during the past 12 months. The breadth of our programs and services for Aboriginal and Torres Strait Islander people across the Gold Coast region continues to evolve and improve. The outcomes we are collectively achieving and the impacts we are having on our local community have been far-reaching.

This Annual Report will provide a comprehensive overview of our key achievements but I am pleased to share some standouts from an Executive perspective:

- Finance and Corporate Support Services is now implementing a suite of effective business support and development functions and has successfully transitioned to a business partner model as opposed to the traditional head office role.
- The Affordable Housing program has been reorganised internally with improved systems and processes and we have undertaken one of our most extensive repairs and maintenance programs in the past decade.
- Kalwun's quality management workplan has seen the organisation maintain accreditation across all aspects of the business, including the recertification for ISO 9001:2015 during the reporting period.
- The doors were shut at the Kalwun COVID-19 Respiratory Clinic in Nerang, however we celebrate the tremendous job done by all Kalwun staff during the pandemic and in response to the unprecedented challenges faced.
- All aspects of Health Services saw an uplift during the last 12 months. Operating in line with the 'living with COVID' public health strategy, Kalwun continues to support mob and ensure that we can continue to meet the needs of community, whether it be in person, telehealth, group support or with transport.

- Our supports and care services for seniors have continued to evolve in line with federal government changes. Kalwun is well positioned to respond to the 2024 reforms.
- At the request of Mununjali Housing and Development, Kalwun delivered the Family Participation Program in the Beaudesert region.
- The Kalwun Early Learning Program received a substantial donation, through the support of Ryan James, and an injection of funding from the National Indigenous Australians Agency to expand services into Coomera.
- We commenced a review into Jelluralg Aboriginal Cultural Centre and the Board committed to ensuring that Jelluralg evolves and becomes a cultural icon for the Gold Coast community. The Centre committed to a makeover and revised opening hours including Saturday mornings.

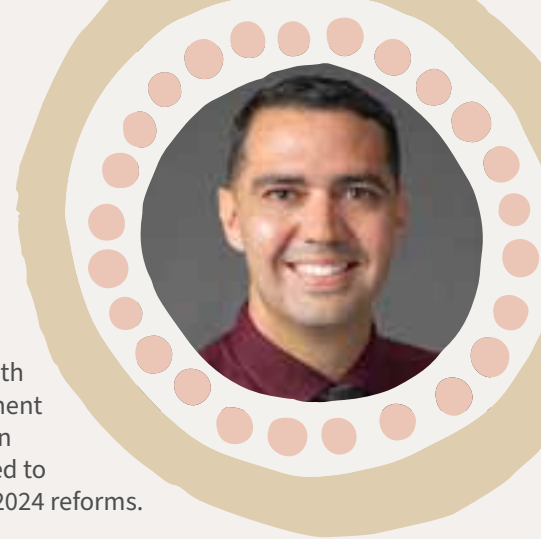
Frustratingly, I continue to advocate to Government the need for our Palm Beach Elders Accommodation. This project is shovel ready and will deliver eight single-bedroom units for our Elders. It has been extremely difficult to obtain a commitment for this project. I will continue to dig through the red tape, share our proposal with the decision makers, and make the noise required to get this much-needed project off the ground.

Thanks, once again, to our staff and community for your collective support and contribution. Never forget our founders - I acknowledge those before us, our Elders and our former Directors for their work to ensure that we exist for community. I would also like to recognise our funders and key partners who support and resource us to continue to provide a vast range of services and initiatives across the community.

In closing, I'd like to personally thank the Board and Executive Leadership Team who drive our vision to enable and empower our people. The past year saw several changes, including the departure of some treasured staff. We also welcomed many amazing individuals to the organisation. Despite the ever-changing landscape we face with service delivery, funders, and political directions, it's a testament to our Board, Executive and staff that Aunty Pam Mam's vision that 'nothing is to stop, everything must continue' is embodied by our organisation and that the health and wellbeing of our community is in good hands.



Mr Kieran Chilcott
Chief Executive Officer





Our organisation

This section of the report describes our funders and partners, introduces the Board of Directors and Executive Leadership Team and also outlines the Kalwun Development Corporation Ltd organisational structure.

Board of Directors

MR WILLIAM OUI

Chairperson

Elected as Chairperson in May 2016, William has had more than 25 years with Kalwun. He is the Chair of the Executive Oversight, Performance and Remuneration Subcommittee and completed a Certificate IV in Business (Governance).



MS VANESSA SUMMERS

Finance Subcommittee Chair

Vanessa has more than 10 years experience with Kalwun and currently holds the position of General Manager – Child and Family Support Services. She is also the Chair of the Finance Subcommittee. Vanessa has qualifications in the areas of counselling, care, business and human services.



MS TRACEY CASTLE

Co-Deputy Chairperson

With a long history in Indigenous services, Tracey spent 14 years with the Indigenous Community Advisory Board (TAFE). She holds a Bachelor of Society, Politics and Indigenous Studies, a Graduate Certificate in Career Development and has diplomas and certificates in a range of other disciplines.



MR LINDSAY BLOW

Board Director

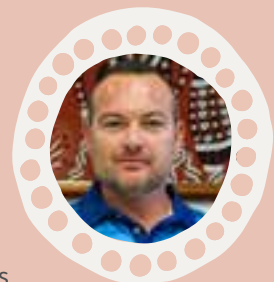
Lindsay has more than 25 years with Kalwun, completed a Certificate IV in Business (Governance) and is a long-serving paramedic with the Queensland Ambulance Service. He also spends time in the community, helping with Indigenous reading programs in local schools.



MR GRANT WILLIAMS

Co-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).



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 NICHELLE NONA

Company Secretary

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



MR JADE LEWIS

Board Director

Raised on the Gold Coast and growing up in and around Kalwun, Jade has been a member for 22 years and has given more than 13 years of service at multiple Kalwun divisions. Jade currently holds the position of Enrolled Nurse/Care Coordinator with Kalwun’s Health Service and continues to service our community members with care and support.



Our funders and partners

OUR FUNDERS

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

OUR PEAK BODIES

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

OUR PARTNERS

- Act for Kids
- Arcadia College / GenZ Employment
- 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 Yugambah Museum, Language and Heritage Research Centre
- Uniting Care Community Qld
- We Care Disability and Community Services
- Yugambah Aboriginal Dancers
- Yugambah Region Aboriginal Corporation Alliance (YRACA)
- Yulu-Burri-Ba Aboriginal Corporation for Community Health

Executive Leadership Team

MR KIERAN CHILCOTT

Chief Executive Officer

Kieran is a highly regarded and accomplished senior executive and CEO. He commenced employment with Kalwun in 2007, working in executive leadership roles since 2009. Kieran is passionate about the community controlled sector and its ability to achieve stronger outcomes for all Aboriginal and Torres Strait Islander people.

Formerly a teacher, Kieran holds a Bachelor of Education majoring in behaviour management, and a range of other tertiary qualifications including a Diploma of Management, Cert IV in Business Governance, Cert IV in Training and Assessment, Cert IV in Project Management and a Cert IV in Mental Health. Kieran has chaired and been a member of several Boards at a local, state and national level.

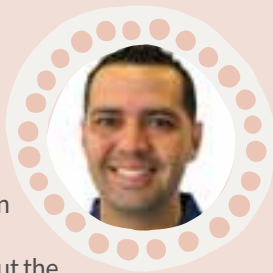
Kieran is the most senior executive of Kalwun and is ultimately responsible for the day-to-day operations of Kalwun, including managing the Executive Leadership Team and any major corporate decisions, and implementing the company's long and short term plans as determined by the Board of Directors.

MR DENNIS BOTHMA

Chief Financial Officer and General Manager - Community Care

Dennis joined the Kalwun team in 2016 as the Senior Financial Officer when he also started the *CPA Gold Coast Not for Profit Group*, offering professional development services specifically for those in the non-profit sector. He was appointed to the position of Chief Financial Officer in 2017 and oversees the Corporate Support team, leading the way in finance and contract management as well as providing oversight of strategic human resources initiatives, workplace health and safety, property and facility management, information and system supports, risk management and company legal affairs.

Dennis holds a Bachelor of Business and a Diploma of Governance and is a CPA. He is also a Fellow of the Institute of Community Directors Australia. In 2021/2022, Dennis has continued the role of General Manager - Community Care.



MS NICHELLE NONA

General Manager - Health Services

Nichelle has always excelled in the area of administration. She has worked for Kalwun for more than 10 years, working her way up from Administration Assistant to Practice Manager and finally to the General Manager position she currently holds. Nichelle has completed Diplomas in Business Administration and Practice Management.

MS VANESSA SUMMERS

General Manager - Child and Family Support Services

Beginning her career with qualifications in book keeping and medical reception, Vanessa has grown her expertise over the years to include qualifications in community services, business, training, management and counselling, including a Graduate Certificate in Human Services.

Vanessa has worked with Kalwun for more than 10 years, working her way up to the General Manager - Child and Family Support Services position that she holds today. She has previously held a board position with the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSICPP).

MR TRAVIS COUCH

General Manager - Business Development and Strategy (active until April 2022)

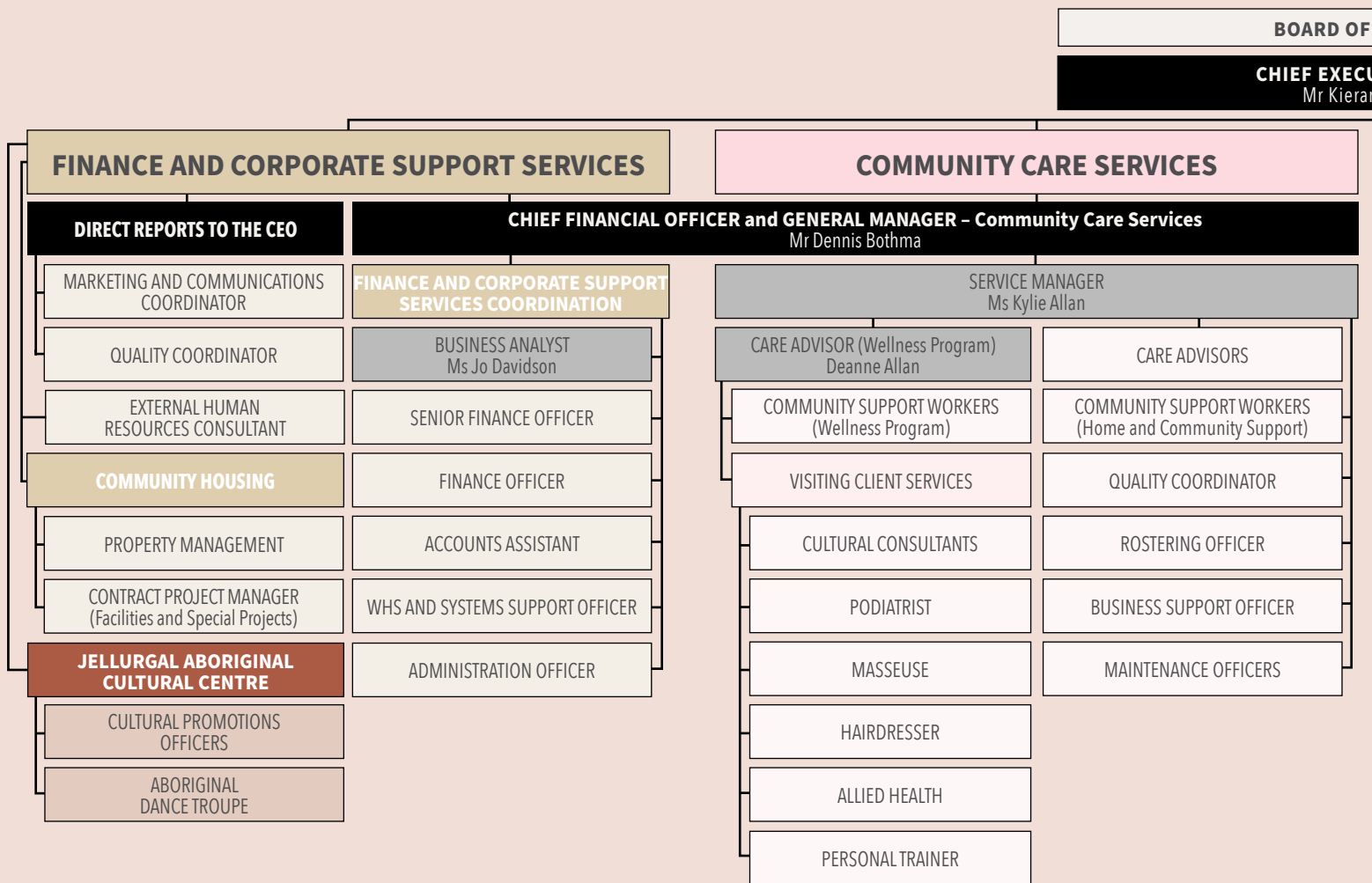
With a career spanning over 15 years in senior executive positions across the not-for-profit sector, Travis specialises in strategic planning, community engagement and stakeholder relations.

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

Travis was appointed to the General Manager - Business Development and Strategy role at Kalwun in 2020 assuming oversight for stakeholder partnerships, marketing and communications, quality management, special projects and strategic planning.



Organisational chart



KEY

EXECUTIVE LEADERSHIP TEAM

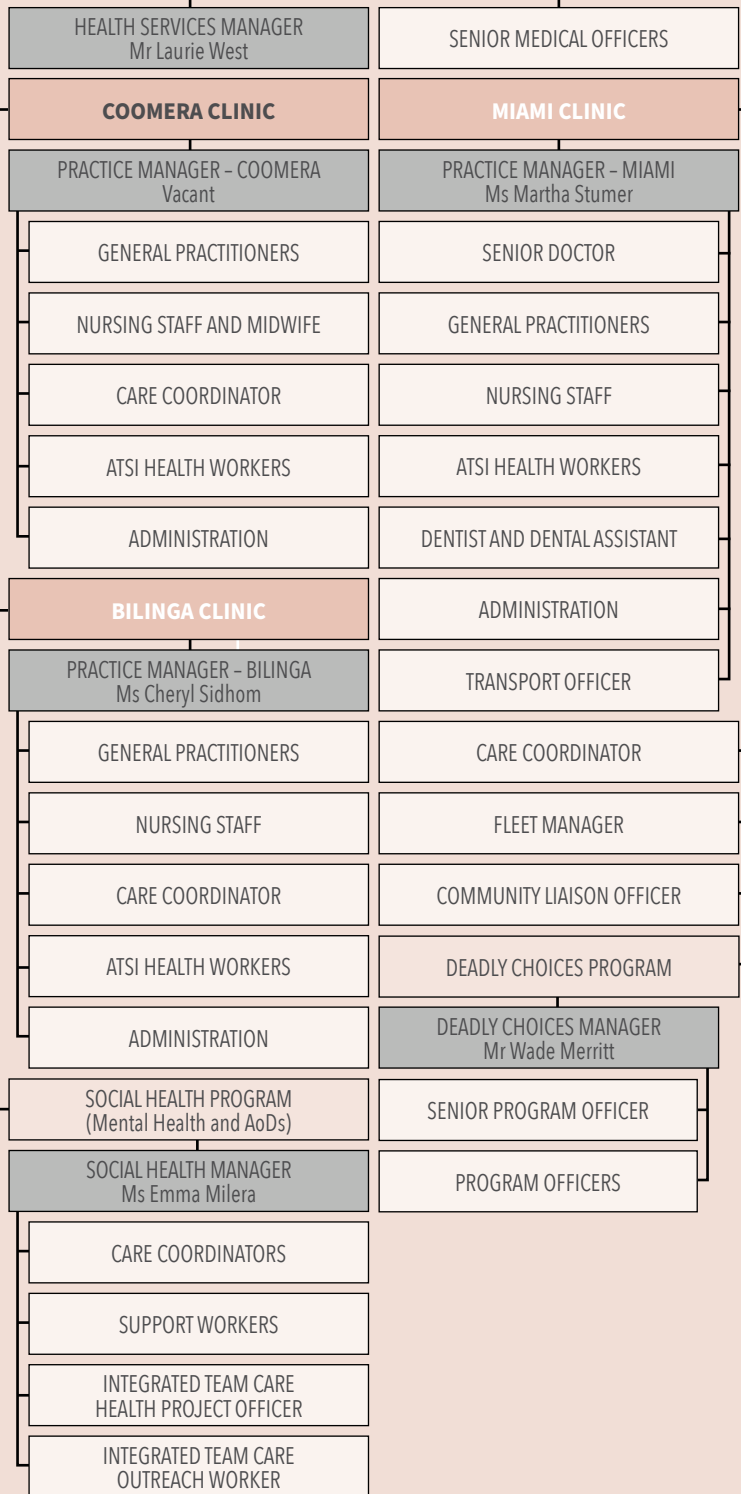
SENIOR LEADERSHIP GROUP

DIRECTORS

DEPUTY DIRECTIVE OFFICER
Dana Chilcott

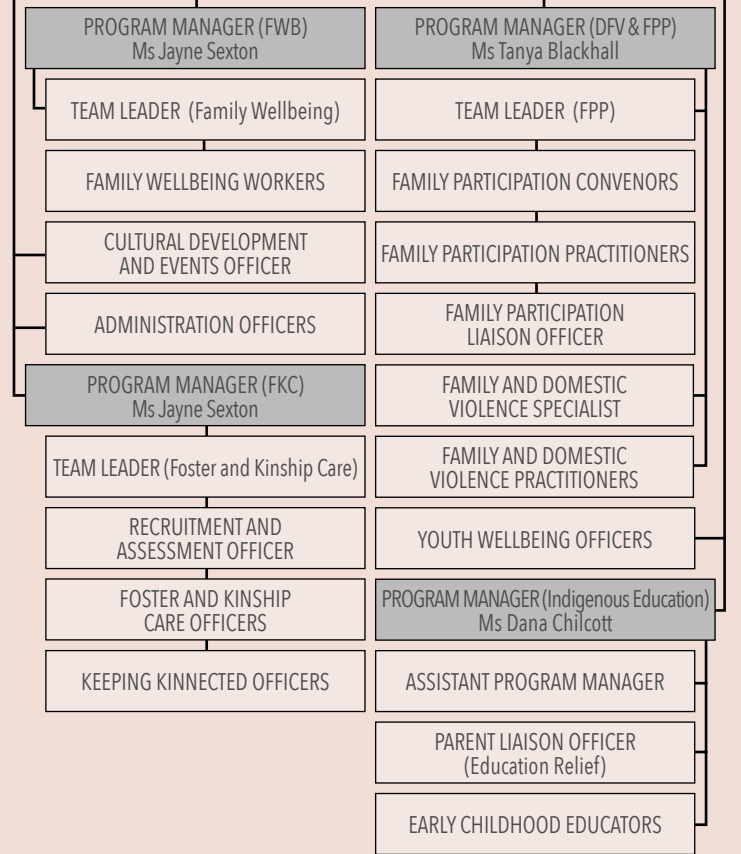
PRIMARY HEALTH CARE SERVICES

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 30 June 2022.

Our team

Kalwun's wide range of service areas means the organisation has a talented and diverse team of staff that specialise in various areas of expertise across our sites on the Gold Coast.

With specialist teams in our Health, Community Care, and Child and Family Support Services as well as at Head Office and Jellurgal Aboriginal Cultural Centre, Kalwun offers a range of job types and opportunities.

* Includes Board members

149

staff* employed (as at 30 June 2022) including

88

Aboriginal and/or Torres Strait Islander staff*

4.2%

casual staff

95.8%

full/part time staff

In total, staff have completed:

48

certificates (levels I to IV)

19

bachelor degrees

32

diplomas plus 1 advanced diploma

7

graduate certificates

2

masters degrees

1

PhD

2021/2022 STAFF ACHIEVEMENTS

Each year, Kalwun recognises and celebrates individual and team achievements across the organisation. We would like to congratulate the below staff members and teams for their hard work and dedication across the 2021/2022 year.

HEAD OFFICE AND JELLURGAL ABORIGINAL CULTURAL CENTRE EMPLOYEE OF THE YEAR

Nadine Wakefield

COMMUNITY CARE SERVICES EMPLOYEES OF THE YEAR

Sandra Klaus

Corrone Lysander

CHILD AND FAMILY SUPPORT SERVICES EMPLOYEES OF THE YEAR

Lahni Buimaiwai

Leilani Summers

HEALTH SERVICES EMPLOYEES OF THE YEAR

Sunny Samra

Christopher Keuntje

KALWUN ROOKIES OF THE YEAR

Letitia Anderson - Head Office

Kirriyl Blanch - Child and Family Support Services

THE BOB PASCOE SILENT ACHIEVER AWARD

Kalwun Deadly Choices Team

THE CHAIRMAN'S AWARD

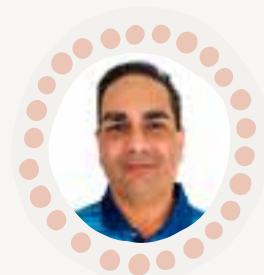
Jenny Richards

Daniel Willson-Day

KALWUN EMPLOYEE OF THE YEAR

Laurie West

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, 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.'



This year's Kalwun Employee of the Year is awarded to Laurie West from the Health Services team. Laurie is described as an individual who has significantly contributed to making our business better. He has an eye for detail, will subtly push for better outcomes and has managed to remain calm and level-headed during stressful times.

Laurie is a kind, sincere and solution-focused individual who has had the opportunity to improve the health and wellbeing of those on the frontline, been able to unaffectedly support those seeking COVID testing and treatment and now has a massive role overseeing the implementation of a new model of care within an ever growing and ever changing medical environment. Congratulations Laurie.

We would also like to congratulate staff achieving milestone employment anniversaries this year with Kalwun.

5 years

Kylie Allan
Michelle Lewkowicz
Veronica Martin
Anouk Nona
Sarah Pinter

10 years

Michelle Bond
Anita Bourke
Melanie Latailakepa
Shane Paulson
Doreen Van der Graaf

15 years

Kieran Chilcott
Nichelle Nona
Brian Palmer

Communication

Kalwun communicates with clients, community, partners and stakeholders through a wide range of methods and mediums. This includes our Grapevine Newsletter and Jingeri Jellurgal e-newsletter as well as our informative and easily navigated websites for both Kalwun (www.kalwun.com.au) and Jellurgal (www.jellurgal.com.au) and social media channels. Below is a snapshot of information shared through our social media and websites. For a full list of social media details, go to page 32.





Our performance

This section of the report highlights the five main business areas of the organisation. It outlines the key project accomplishments and statistics across the areas of Corporate Support Services, Health Services, Community Care Services, Child and Family Support Services and Jellurgal Aboriginal Cultural Centre.

Highlights

CORPORATE SUPPORT SERVICES

\$40.7m
worth of assets

144

staff employed (as
at 30 June 2022)

\$19.6m

annual revenue in
2021/2022

151

people
supported through
Kalwun Housing

CHILD AND FAMILY SUPPORT SERVICES

60

individuals
assisted by our
Domestic and
Family Violence
Program

32

jarjums
enrolled in our
Early Learning
Program with a
further 48 on a
waitlist

69

young
people assisted
by our Youth
Wellbeing
Program

37

carer
households and

76

children
supported
through our
Foster and
Kinship Care
Program

138

families
assisted by
our Family
Wellbeing
Service

JELLURGAL ABORIGINAL CULTURAL CENTRE

More than

100

external
cultural
experiences

354

Jellungal Little
Explorers
workshop
bookings

760

Jellungal
Walkabout tour guests

88

Deadly
Choices programs
delivered in local
primary and
secondary schools

52,187

client contacts with
clinical staff

2,148

Aboriginal and
Torres Strait
Islander health
checks completed

949

clients
seen by the
Dental team

78

clients using
us for their Home
Care Packages

10,394

high quality
fresh meals
delivered
during
2021/2022

462

clients
receiving aged care
support (includes 128
Aboriginal and Torres
Strait Islander clients)

Corporate Support Services

ABOUT KALWUN CORPORATE SUPPORT SERVICES

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

SERVICES PROVIDED:

- Affordable Housing program
- Finance and payroll
- Human resources
- Workplace health and safety
- Quality and accreditation
- Contract management
- Business development
- Executive support
- Marketing and communications



KEY ACHIEVEMENTS IN 2021/2022

• Repair and maintenance at Kalwun properties

Much-needed repair and maintenance work was carried out on all 50 of our residential properties over the course of the 2021/2022 financial year including:

- a new master locking system installed across all Kalwun properties that allow for single key entry
- new interconnected photoelectric smoke alarms installed in all 50 properties
- extensive roof repairs completed at seven tiled properties and new Colourbond roofs installed at five properties
- new hail-resistant polycarbonate roof sheets installed on seven patio awnings, including two new concreted patio areas and one new pergola
- the replacement of 57 metres of timber retaining wall
- extensive termite damage repairs at two properties, one of which included a complete new bathroom suite and laundry
- 10 new Colourbond fences installed
- nine new cooktop ovens installed
- eight full internal house paints completed
- seven new hot water systems installed
- one new complete kitchen renovation.

Local family settle into new home

A local family, who had been on the Housing Waitlist for more than five years, are now settled into medium to long term accommodation as part of Kalwun's Affordable Housing program.

The family was comfortable in their area of preference for many years until they became a casualty of the recent housing crisis and rental increases. Kalwun were able to work with a local community service provider to assist this family to move into a temporary dwelling close to where they had lived for many years. Unfortunately, Kalwun doesn't have many larger properties in this area, and it was unlikely that we could have provided suitable accommodation to this family.

When a Kalwun property outside of this family's area of preference was vacated, the family was approached by Kalwun Housing and encouraged to view the property. The team assisted the family to weigh up the pros and cons and gave adequate space and time to allow them to make an informed decision.

Fast forward to today and this family is settled, happy and secure. The children are still attending the same school and the family have adjusted to a different routine.

Kalwun received feedback from the parent that they were ever so grateful to have the feeling of security and that the Kalwun team took the time to support them, answered countless questions and allowed them the time to make their decision without feeling overwhelmed or pressured.



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

We have a total of 50 residential properties on the Gold Coast with a mixture of units, duplexes and houses with two to five bedrooms that cater for a range of families and individuals.

Success stories such as this are just one of the reasons that our team work together day in and day out to ensure that our people live long, healthy, prosperous and happy lives.

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.

From May 2020 to June 2022 Kalwun also operated the Nerang COVID-19 Respiratory Clinic for COVID-19 testing and vaccination.

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 2021/2022

• Health care for our mob

- Completed 2,148 Aboriginal and Torres Strait Islander health checks.
- 88 Deadly Choices programs delivered in local primary and secondary schools
- 264 Tobacco stalls and 2,143 surveys completed
- 38 babies born in the Mums and Bubs program, including 19 boys and 19 girls
- 377 clients have received a service from the Social Health team
- 949 clients seen by the dental team
- 1,246 transports provided
- 4,092 allied health consultations
- 52,187 client contacts with clinical staff

• WATCH and INFLATE trials wrapping up

The WATCH and INFLATE trials endeavoured to identify ear disease and learn about treatment outcomes in the community. Since January 2017, the studies undertaken at Kalwun included 3,272 children tested for ear disease.

The WATCH trial had 36 Kalwun children with an acute ear infection monitored through their treatment with antibiotics or watchful waiting. The INFLATE trial had 28 Kalwun children involved, with 15 trialling the novel Otovent treatment and 13 were monitored through the standard care pathway. Families contributed to interviews on how ear disease and its treatment affects them and how research should be conducted with our mob.

Through ear checking and monitoring, 12 children were identified with unresolved ongoing Ear, Nose and Throat (ENT) problems and Kalwun was able to support them for surgery at Gold Coast Private Hospital in April 2022.

The feedback from parents as a result of the ENT surgery is that the life-changing surgeries were profound. The trials at Kalwun will end on 30 September 2022.

Helping our young people create and connect

Christopher Keuntje, Kalwun's Social Health Support Officer, completed a 12-week program with the youth at Gold Coast Youth Services at The Foyer (an integrated learning and accommodation setting for young people aged 16-24 years). As part of the program, Christopher connected with the youth and helped facilitate an art piece for NAIDOC 2022 - Get Up! Stand Up! Show Up!

This program has been vital for the youth who are disconnected from family, Country and culture and has provided them with some sense of belonging and connection to our local community.

The piece will be displayed at the Kalwun Coomera Integrated Health and Wellbeing Hub during NAIDOC week and will then sit proudly in the entry to GCYS The Foyer.

Please see below for more information about the project in Christopher's words.

HOW WAS THIS PIECE CREATED?

At The Foyer I have been working with six young ones who all ventured here from other parts of our beautiful country (Australia) and are disconnected from culture and family.

As a part of building relationships, The Foyer consented to implementing cultural learnings into their service which is a blessing for our young ones that will one day be our leaders. This has also been an opportunity to implement culture with Mob and also educate our non-Aboriginal and/or Torres Strait Islander Brothers and Sisters.

I would like to give thanks to The Foyer and all that participated and made this happen, I would also like to mention the strength and courage these young ones have shown and the stories they have shared through this journey.

WHAT IS THE THEME?

The youth decided to base the art piece around this year's NAIDOC theme: Get Up! Stand Up! Show Up!

WHAT IS THE STORY OF THE ARTWORK?

The story to this piece is taken from this year's NAIDOC theme with all communities and groups coming together to talk of change and healing for our mobs, our Country and Mother Earth. We come from far and wide, and this is depicted in the travel lines and footprints from all the animals which have travelled with Mob.

As we sit and discuss business, we all come together in harmony to encourage change and new beginnings and share peace and strength to heal our mobs and our Country.

The colours represent: Ocean/coastal people – blue, rainforest people – green, inland people – orange

Animal tracks: Representing animals that inhabit the local area and were once a food source.



Christopher Keuntje with the artwork created by youth at The Foyer

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 2021/2022

- **Significant focus on continuous quality improvement and aged care quality and safety standards**

With the ever-changing legislative environment, it is paramount that Kalwun keeps up with the changes and improvements that our funding bodies expect from us. As a result, we have made a change to some of the ways we work to better service our clients.

- **Employed an aged care Quality Coordinator**

This position assists with the above continuous quality improvements to the service.

- **Preparation for funding reform**

This reform is scheduled to take effect on 1 July 2024.

- **Improving our focus on clinical governance and care**

- **Staff recruitment and training**

During the 2021/2022 financial year, we employed six new Aboriginal and Torres Strait Islander staff and accessed funding and supported them to complete either Certificate III or Diploma level courses in aged care. This allowed us to have Kalwun staff employed to deliver a more bespoke and professional aged care service, rather than utilising contractors.

- **Delivered a Dementia Awareness Program for community across 12 months**

- **Focused on streamlining internal referral pathways**

We did this by working with our Kalwun brothers and sisters in other business areas to provide a more holistic service for our older people.

Kalwun team works together to improve outcomes for our people at Community Care

Kalwun's Community Care team has successfully worked together with staff across the Health and Child and Family Support teams to deliver better outcomes for our people.

EASING THE LOAD FOR WORKING CARER

A family working with the Kalwun Family Wellbeing team had a grandparent caring for the grandchildren. This put pressure on the family unit as, in this case, the grandparent was still working.

Community Care was able to take some pressure off the situation by assisting to get the person approved for services. They were then supplemented with meals and transport.

This is evidence that Aged Care does not necessarily have to mean that people are old and frail. We can still make a meaningful contribution to someone's situation, ultimately having a positive impact on the person's healthy ageing.

CONNECTING WITH HOBBIES

Kalwun's Social Health team were assisting an individual who had been receiving support and was also eligible for Aged Care services.

The person expressed a desire to connect with hobbies again, and we were able to support them to get back to fishing in the creeks, which is something that they now enjoy doing on a more frequent basis with the support of Kalwun Community Care.



Kalwun's Community Care support includes the delivery of nutritious meals to clients.

SUPPORTING CLIENTS TO RETURN TO WORK

Some of our younger clients still wish to participate in work activities and research shows that people will age better if we look at their social and emotional connections as well as their physical health.

We set up an Op Shop retail environment at the Bonogin Wellness Centre and invited clients to gain experience 'working' at the shop. Since running this initiative, we have successfully supported two clients to find ongoing employment in community Op Shops.

Child and Family Support Services

ABOUT KALWUN CHILD AND FAMILY SUPPORT SERVICES

Kalwun Child and Family Support Services is the central hub for delivering the Family Participation Program, a family wellbeing service, foster and kinship care and Indigenous education programs on the Gold Coast.

SERVICES PROVIDED:

- Family Participation Program (FPP) – supports the primary principle that Aboriginal and Torres Strait Islander people have the right to self-determination and the right to quality services.
- Family and Youth Wellbeing Services – supports Aboriginal and Torres Strait Islander families with children and young people under the age of 18 years.
- Domestic and Family Violence Support Program – supports and empowers families escaping and recovering from violence and abuse.
- Foster and Kinship Care (FKC) – funded by the Department of Communities to recruit, train and assess Aboriginal and Torres Strait Islander carers with the aim of placing Aboriginal and Torres Strait Islander children with culturally-appropriate carers, ensuring they remain connected with their cultural identity and retain relationships with their families and communities.
- Early Learning Program (ELP) – 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 2021/2022

- **Kalwun Early Learning Program receives donation to expand services**

With the assistance of Brisbane Broncos player, Ryan James, Kalwun received funding from local medtech business, Hough, to expand services for its much needed and in-demand Early Learning Program.

The one-off \$77,000 donation from Hough, as part of their partnership with the Ryan James Group to create Minjungbal Medical Supply, enabled the Kalwun ELP to increase its operating days at the Coomera and Burleigh centres, allowing for additional support for 24 children for the remainder of 2022.

- **Child in care receives award**

Foster and Kinship Care Worker, Natasha, applied for an award through Infinity Care Solutions for kids in care who are excelling in different areas. Natasha nominated one of our young people as they were excelling in sports at school, coming first place in cross country and qualifying for districts. They won the award and planned to use the gift cards to buy some new running shoes or football boots.

- **Support for our mob**

- 32 Jarjums enrolled across our three Early Learning Program sites at Burleigh, Currumbin and Coomera with 48 Jarjums on our waitlist
- 60 individuals assisted through our Domestic and Family Violence Program
- 138 families supported through our Family Wellbeing Program
- 69 young people assisted by our Youth Wellbeing team
- 37 carer households and 76 children supported by our Foster and Kinship Care team

Family Wellbeing team finds success in improving school attendance and family dynamic

This year, Kalwun began support for a family that was referred to Kalwun's Family Wellbeing program through The Department of Education due to the child's attendance records and the mother struggling to get him to school each morning.

Previous family trauma had impacted on the mother's mental health and parenting capacity and, at the end of 2021, the mother realised that the point of the child's attendance was beyond her and reached out to the school for support. The mother had also left her job to focus on her son's education.

The start of 2022 was extremely hard on the family and, once Kalwun's Family Wellbeing team came on board and started building rapport with the family, it was identified there were quite a lot of factors impacting on the child's attendance.

Since working with Kalwun and developing an Action Plan, both mother and child are making significant improvements in routine and boundaries in the home. The child's attendance has improved from approximately 20 per cent to more than 60 per cent and positive feedback has been received from the school as the child has been presenting as more rested in class.



Kalwun's Family Wellbeing Service delivers timely, effective support to Gold Coast families with children and young people under the age of 18 years.

The Youth Wellbeing Worker identified that the child would like to play sport and the child is now actively playing sport every week. Further support recommendations have been made and followed by the family, with the child seeing a psychologist and receiving teacher aide and guidance officer support at school to address the gaps in their learning due to the previous lack of attendance.

While there are still actions to be completed, there are huge changes happening within the family and the mother has expressed her gratitude for having Kalwun Family Wellbeing services involved.

Jellurgal Aboriginal Cultural Centre

ABOUT JELLURGAL

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

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

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

SERVICES PROVIDED:

- Visitor centre
- Guided tours
- Customised cultural programs
- Aboriginal dance performances
- Aboriginal art exhibit
- Gift shop
- 'Jellurgal Jarjums' educational program for early learning centres



Photo: The Heart Folk

KEY ACHIEVEMENTS IN 2021/2022

- **Local school tours bounce back in 2022**

After local school tours reduced during 2020/2021 as schools limited their external outings, the last 12 months has seen a significant increase in numbers with close to 2,200 local primary and secondary school students enjoying a Jellurgal experience. More than half of these were in the last quarter alone which shows a promising outlook for the remainder of 2022 and into the future.

- **Little Explorers workshops popular with families**

Since starting in October 2020, Jellurgal's Little Explorers workshops have introduced more than 500 children and their parents to Aboriginal art and culture. With 67% of these guests visiting in 2021/2022, the program is growing in exposure and popularity.

- **Great feedback from Jellurgal visitors**

"Really enjoyed our guided tour and learning about the history of the First Nations People of the area. Thank you to our tour guide and for the overall experience. Highly recommend visiting Jellurgal!"

"So wonderful, the care of sharing such a personal yet integral part of oneself. Done with grace and dignity. It is incredibly interesting and we can all learn a lot from connecting to/with culture..."

"My visit to Jellurgal Aboriginal Cultural Centre was incredibly informative and has provided me with a deeper appreciation and understanding of the cultural significance of the land in which I am often present in."

Jellurgal presents virtual Aboriginal art class for Australian specialist travel agents in Korea

In an attempt to promote Australia's rich Indigenous cultures, the Tourism Australia Korea team hosted a live webinar of an Aboriginal art class for the first time in the market for the Aussie Specialists in Korea on 26 October 2021.

In partnership with Tourism and Events Queensland (TEQ) and Jellurgal Aboriginal Cultural Centre, the live workshop was designed to provide hands-on experience for the participants so they were able to obtain a fun and educative opportunity to learn the history and heritage of Aboriginal cultures and how to contain the elements in the tour products for their customers.

To begin, Jellurgal Aboriginal Cultural Centre Cultural Officer, Anthony, sang a welcoming song and played the didgeridoo. He then continued the session, showing the attendees how to paint their subjects and explained the meanings of Aboriginal symbols.

As this was the first workshop to showcase the Aboriginal cultural experience for the Korean travel market, the event drew significant attention in the Korean travel trade industry. To make the workshop more informative and productive, the Tourism Australia Korea team limited the number of attendees to 45 so everyone was eagerly interactive and engaged by boasting their paintings and sharing their stories and experiences of Australia.

The workshop received very favourable feedback from the participants who came to have a better understanding of Aboriginal culture and generated massive media coverage on the travel trade media, applauding the initiatives to discover rich culture that connects to today.



Jellurgal Cultural Officer, Anthony, demonstrates Aboriginal art techniques to the Tourism Australia Korea team via web-link.



The Tourism Australia Korea team proudly shared their artworks created during the online workshop.

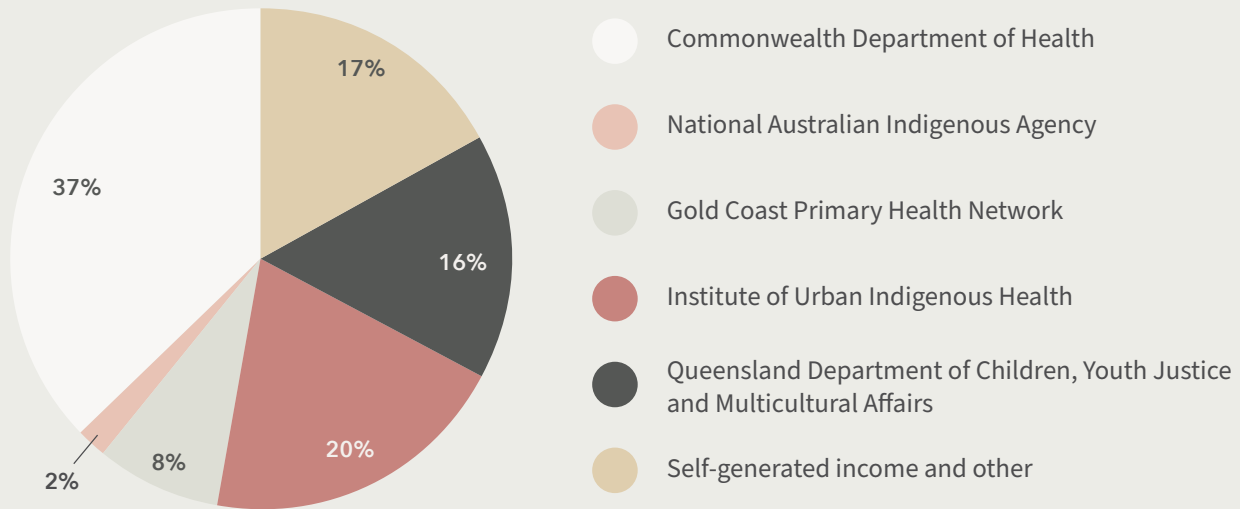


Our finances

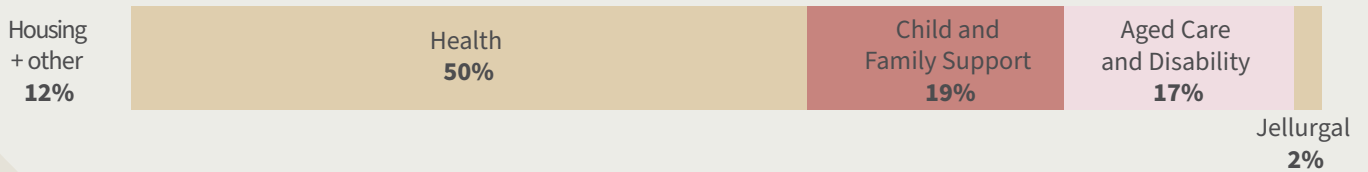
This finance section of the report outlines our financial position from 2021/2022.

Our income and expenditure

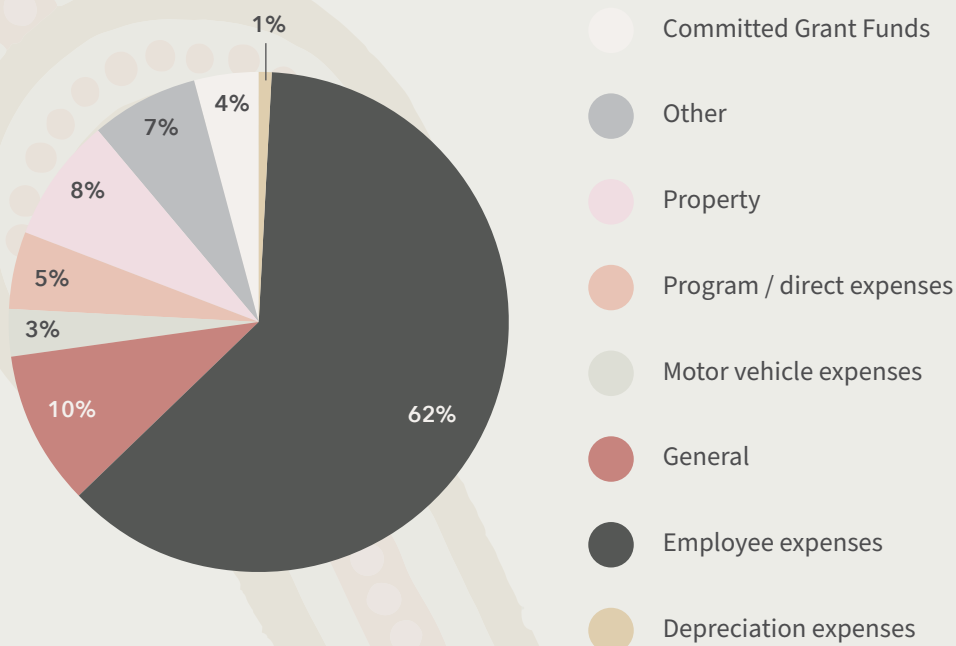
WHERE OUR FUNDS COME FROM



HOW OUR FUNDS ARE DIVIDED

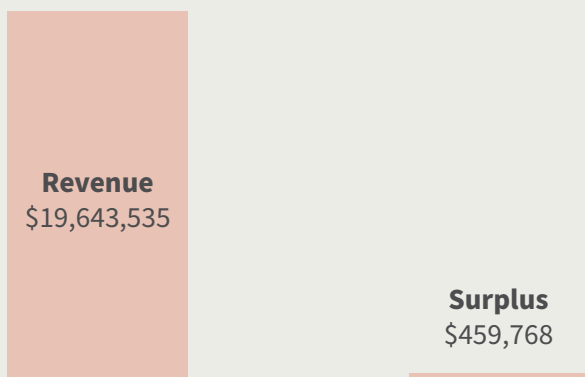


WHERE OUR FUNDS ARE SPENT

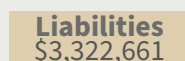
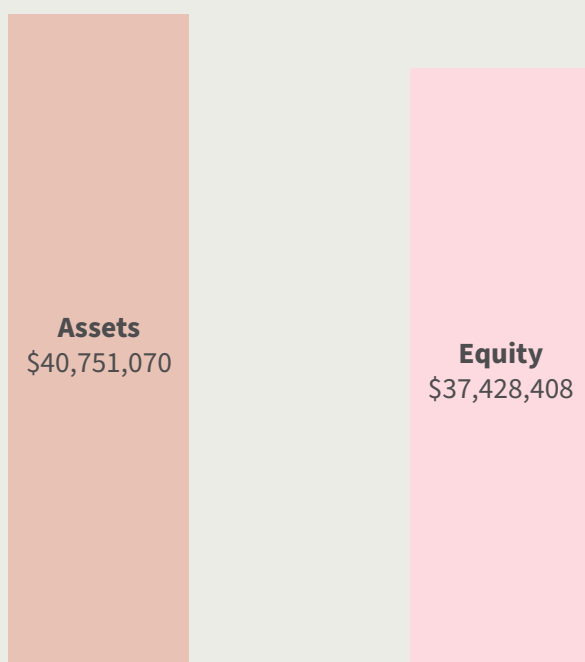


Our financial position

OUR FINANCIAL PERFORMANCE



OUR FINANCIAL POSITION



Contact us

KALWUN DEVELOPMENT CORPORATION LTD

🏠 Level 1, 14 Cassia Drive, Varsity Lakes QLD

📮 PO Box 2588, Burleigh Waters QLD 4220

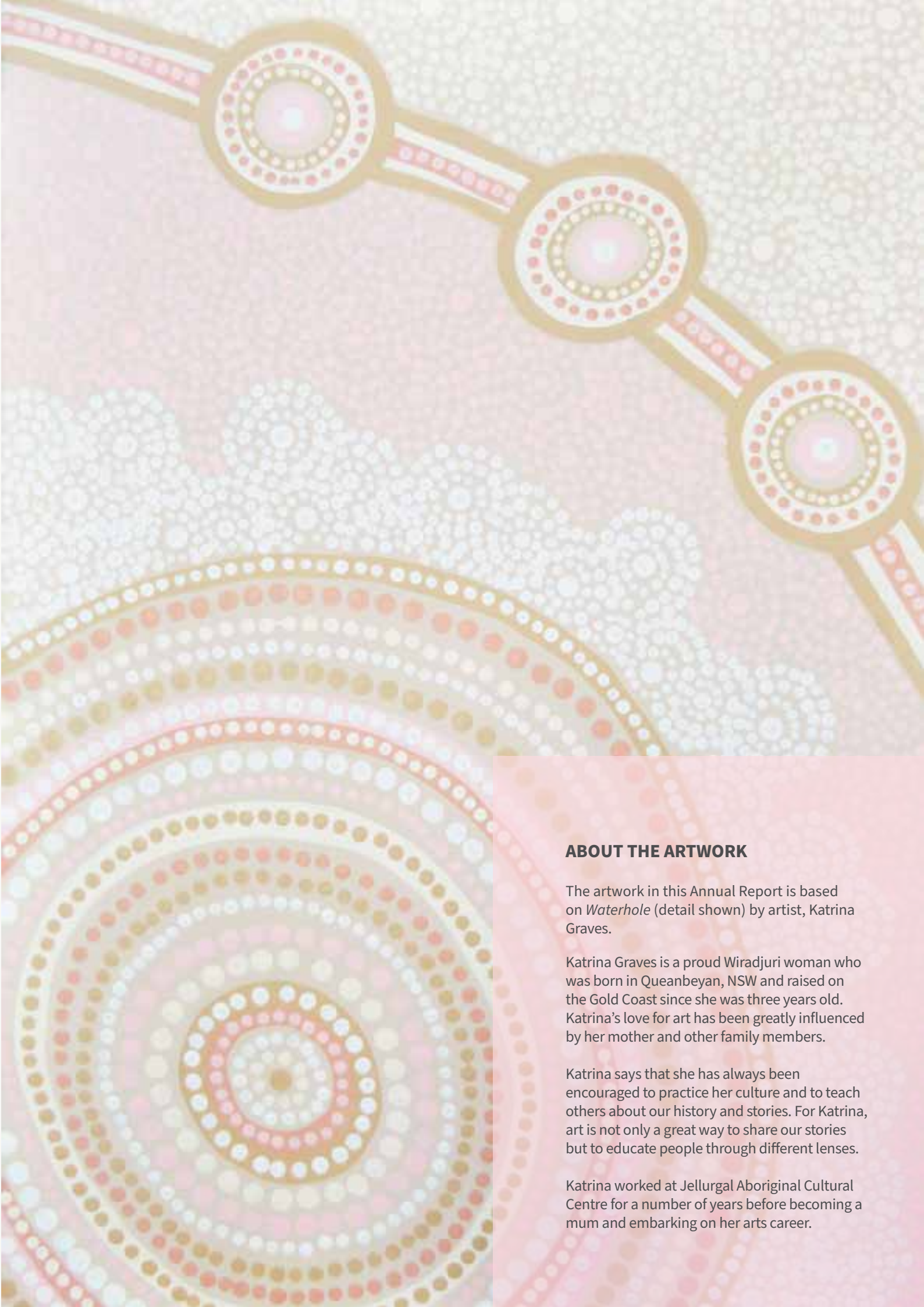
📞 Phone (07) 5578 3434

✉️ headoffice@kalwun.com.au

For the most up-to-date information on Kalwun and our services or for a digital download of this report, please visit www.kalwun.com.au

📘 facebook.com/Kalwun
facebook.com/JellurgicalTours

📷 instagram.com/Jellurgical



ABOUT THE ARTWORK

The artwork in this Annual Report is based on *Waterhole* (detail shown) by artist, Katrina Graves.

Katrina Graves is a proud Wiradjuri woman who was born in Queanbeyan, NSW and raised on the Gold Coast since she was three years old. Katrina's love for art has been greatly influenced by her mother and other family members.

Katrina says that she has always been encouraged to practice her culture and to teach others about our history and stories. For Katrina, art is not only a great way to share our stories but to educate people through different lenses.

Katrina worked at Jellural Aboriginal Cultural Centre for a number of years before becoming a mum and embarking on her arts career.

