



NHULUNDU
HEALTH SERVICE

ANNUAL REPORT 17 | 18



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NHULUNDU
HEALTH SERVICE

Gladstone Region Aboriginal & Islander
Community Controlled Health Service Ltd.





About OUR SERVICE

OUR VISION

By working together with our community we will strive for equitable health outcomes and build healthier lives for our Aboriginal and Islander people.

OUR MISSION

To provide culturally appropriate, comprehensive primary health care that is of the highest standard and is directed towards 'Closing the Gap' in Indigenous health.

To work towards improved patient access and an improved patient journey – a journey where the patient is centred and engaged, through excellent and efficient care and community education which will deliver improved wellbeing for all.

OUR FUNDING BODIES

Gladstone Region Aboriginal and Islander Health Service would like to acknowledge the ongoing support of the following funding bodies:

- Australian Government Department of Health
- Department of Communities Child Safety and Disability Services
- James Cook University Generalist Medical Training
- CheckUP Australia
- Central, Wide Bay and Sunshine Coast PHN





New PREMISES ON GOONDOON STREET

Without a doubt the official opening of our new premises in Goondoon Street was a landmark achievement in the history of Nhulundu Health Service.

The impressive building is however, just that, an impressive building, which, while something to be proud of is nothing without the dedicated staff who deliver the many services to this community.

During the official opening, GRAICCHS CEO Mr Matthew Cooke said "Having all these services under the one roof allows us to provide seamless and culturally appropriate care which places our clients firmly at the centre of the process. It provides practical support as well as ensuring social and emotional wellbeing, not only for the individual, but for their whole family."

The commitment of the staff to deliver this service is what makes Nhulundu Health Service unique in our community and separates it from being just another medical service.

The integrated care which can be provided to families with multiple needs is a result of building strong and resilient services which cross the boundaries of funding to deliver care based on need. This approach can only strengthen our already established medical clinic and aged care services and support the new services being introduced by Family Well Being team.

Nhulundu Health Service provides holistic, patient centred care and offers bulk billing services for both Indigenous and non-Indigenous clients.



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2018 marks yet another year of growth and expansion of both our health service delivery activity and infrastructure in meeting the health and wellbeing needs of our clients and community.

Report

Chairperson's REPORT

2018 marks yet another year of growth and expansion of both our health service delivery activity and infrastructure in meeting the health and wellbeing needs of our clients and community. As Chairperson of the Gladstone Region Aboriginal and Islander Community Controlled Health Service t/a Nhulundu Health Service I am pleased to provide a report to members for the 2018 financial year.

Firstly, on behalf of my great-grandmother Bessie a proud Byellee Woman, I would like to acknowledge and pay my respect to all of the Traditional Owners of the land and sea country where we deliver health and wellbeing programs – in the Gladstone Region I acknowledge the Bailai (Byellee), Gurang, Gooreng Gooreng, Taribelang Bunda Peoples and in Biloela I acknowledge the Gangalu People. I would also like to acknowledge our Elders past and present who have paved the way for us to be where we are today and to our future Elders who will continue to lead and guide our people to achieve better outcomes in the areas of health, housing, education and economic participation. 2018 has also seen the handing down of a Native Title Determination by the High Court of Australia to

recognise the continuing connection to country of the Bailai, Gurang, Gooreng Gooreng and Taribelang Bunda Peoples.

The recent opening of the Medical Centre at 27-29 Goondoon Street has paved the way for further building refurbishments throughout 2018 including the introduction of a new dental chair and oral hygiene facilities as well as a dedicated Aged Care and Disability Services Office. The organisation has also invested in the refurbishment of our facilities in Biloela to ensure that our clients and community in the Banana Region, in particular Biloela, have adequate infrastructure for the provision of health and wellbeing services – this will continue to be a strategic focus as both Board and Management look to increase service delivery from one day per week in response to community demand.

Nhulundu Health Service continues to play a significant role in marking cultural and historical celebrations and milestones for our people and community including National Reconciliation Week and NAIDOC Week. The organisation hosted a civic event with the Mayor of the Gladstone Regional



Council, Councillor Matt Burnett, and his colleague's at Barney Point Beach to mark 50 years of the 1967 Referendum and 25 Years since the High Court Mabo Decision. Our Staff produced a coffee table booklet with the support of the Gladstone Ports Corporation titled "50 Faces, 50 Stories" sharing pictures and telling the stories and experiences of these major milestones from our local Elders, Leaders, Youth and Community.

2018 seen an improvement in the company's financial position after some major investments in the previous year to refurbish the 27-29 Goondoon Street facilities. With our strong commitment to modern corporate governance practices the Board remains committed to growing our financial position to meet the current and future business needs. As we approach the year ahead we will be focussed on recruiting independent skills based Directors and a new Company Secretary to replace Ms Charmaine Harch. On behalf of the Board and Management I thank Charmaine for her professional support and commitment and wish her well with her new endeavours.

In final, I wish to thank my fellow Board of Directors

and Management for their commitment and dedication to ensuring a strong, responsive and professional Aboriginal Community Controlled Health Organisation. In particular I'd like to thank Melissa Cook for her assistance in fulfilling the Chief Executive Officer role whilst Matthew Cooke has been seconded to higher duties.

I look forward to taking on the future challenges as we strive to provide place based solutions for our people and communities across the Gladstone Region and Biloela.



Yours sincerely

Lee-ann Dudley
Chairperson

Ceo REPORT

2018 marks an eventful year for the Gladstone Region Aboriginal and Islander Community Controlled Health Service t/a Nhulundu Health Service from the implementation of the recently funded Department of Child Safety – Family Wellbeing Service, investing in our management personnel capability, through to more building refurbishments across the Gladstone and Biloela Offices to meet the ever increasing health and wellbeing needs of our people and communities.

Whilst 2018 has been an eventful year it has not come without its challenges. We continue to face an ongoing battle in attracting and sustaining senior General Practitioners to the Gladstone Region. This is a challenge faced by many regional and rural communities throughout Queensland and the Nation. We will continue to explore new approaches now and into the future to overcome this major barrier in the delivery of comprehensive primary health care services. Underpinning this approach is the desire to ensure a place based approach and response to the health and wellbeing needs of our communities. We're working hard to not only attract General Practitioners to the region but other crucial workforce personnel including Allied Health. This included working closely with the Universities in the placement of their students in our clinics. History shows us that if we train people regionally there is a higher chance that they will establish themselves in the regions.

After the previous year of major capital works and investment in infrastructure to meet the needs of our people and communities it was pleasing to end 2018 with a modest improvement to the financial position of the company. The further diversification of human and social services offered by Nhulundu Health Service is key to our financial viability as we respond to funding and program changes at all levels of government including those being made to the Medicare Benefits Schedule (MBS) and the Australian Governments – Indigenous Australians' Health Programme. In principle

financial support has been given from Gladstone Foundation to the sum of \$600,000 towards the acquisition of 27-29 Goondoon Street Medical Centre with other financing options being pursued with Indigenous Business Australia (IBA) and the Indigenous Land Corporation (ILC). A reduction in rental lease costs through the acquisition of the Medical Centre will mean that savings can be invested in the employment of more General Practitioners, Registered Nurses and Aboriginal Health Practitioners.

Underlying the growth of Nhulundu Health Service in 2018 has been our strong commitment to succession planning and increasing the employment of Aboriginal and Torres Strait Islander employees across the business, especially young women. This remains a key focus for both Board and Management now and into the future – we must invest in our people and grow our own if we are serious about addressing the broader social determinants of health including sustainable employment. A mix of new management personnel in 2018 has been key to building our capability and improving our compliance with reporting and statutory obligations. The senior management team recently commenced the development of a Strategic Plan which has a strong focus on integrating risk for consideration by the Board in early 2019. This Strategic Planning process has been led by consultant lawyer Ms Kerrin Anderson. Nhulundu Health Service also commenced the trialling of a new Clinical Software to improve data reporting and improved service delivery. Management will monitor the software and to ensure it is user friendly, captures data and improves reporting to our funding agencies. A major step to improving our approach to quality, safety and accreditation was the creation of a new role and the employment of a Quality Officer, Ms Shannae Saltner, who has made a significant contribution to quality, safety and accreditation in a short period of time. Shannae has supported management and all business units which



has seen the recent recertification of ISO 9001:2015 Quality Management System Standard accreditation and AGPAL Clinical accreditation.

The success and development of Nhulundu Health Services hinges on the most important company asset, our Staff. I thank them for their dedication and efforts over the past 12 months and look forward to working with them to improve individual and team performance now and into the future. Their efforts are key to improving the health and wellbeing of our people and communities.

I wish to thank Business Services Manager Melissa Cook for her dedication and support in fulfilling the Acting Chief Executive Officer role in my absence. Melissa will be key to the organisations success now and into the future.

Finally, I wish to thank the Board of Directors for their support, guidance and tough decision making throughout 2018. Their commitment to modern

corporate governance practices allows for a clear separation of roles and responsibilities between governance and management and has led to some major milestone over the past 12 – 18 months.

I look forward to a challenging and prosperous 2019!



Yours sincerely

Matthew Cooke
CEO

Board OF DIRECTORS

Clinic SNAPSHOT A YEAR IN REVIEW

 **926**
Health Checks
Completed over the last 12 months


204
**GPMP
Care Plans**


198
**Team Care
Arrangement
Care Plan**


456
**Care Plan
Review**


22
**Antenatal
Attendances**


748 **CLOSE
THE GAP**
Clients
Registrations

NURSE FOLLOW UP ITEMS

Educational input following
Care Plans
749

NURSE FOLLOW UP ITEMS

Educational input following
MBS 715
1190

179 

Childhood Vaccinations

We have had an increase in the percentage of children fully vaccinated for age, and continue to markedly exceed the state and national averages for this.



Lee-ann Dudley •

Board Chair and Director

Lee-ann is the Indigenous Affairs Advisor at Gladstone Ports Corporation. She is a proud Aboriginal woman (of the Byellee People in Gladstone) with South Sea Islander and Torres Strait Islander heritage. Lee-ann has used her role to create positive change within the Indigenous Community by being a part of various committees and groups to work towards Closing the Gap and improving health services in the Gladstone region. She is currently involved in many GPC projects which aim to deliver better outcomes for local Aboriginal and Torres Strait Islander people.



Gay SIRRiss •

Director

Gay is a proud Toolooa woman (part of the Gurang peoples). Their country lies between the Calliope and Boyne Rivers, and extends back to Many Peaks Ranges and out to the surrounding islands. Gay joined the Nhulundu (GRAICCHS) Board in order to gain a better understanding of the health needs of the Gladstone Murri Community. She holds the position of Library Officer at the Gladstone Regional Council and has been in the role for the past 13 years. Gay serves on many committees including GRC's OHS Executive and Sub Committee, FDCLG Committee, PCCC Health and Aged Care Committee, PCCC Elders and Culture Committee and the Gladstone NAIDOC Committee.



Del Parter •

Director

Aunty Del Parter has been involved with the Indigenous community in the Gladstone region for many years. She is a former Chairperson and long term Director of Nhulundu Wooribah Indigenous Health Organisation Inc. As well she served as a Director of Gehgre Aboriginal Corporation and was a former Chairperson of that organisation. She is also a NAIDOC Committee member.

A Pastor in her local church, Aunty Del volunteers for many local community organisations and has a special passion for health and aged care.



Ben Ghee •

Director

Ben is a Torres Strait/South Sea Islander man with family ties to Mer Island in the Torres and Epi Island in Vanuatu. He joined the Board of Nhulundu Health Service as a direct result of the wonderful service the organisation provided to his parents for many years. He is proud to offer his services to this great community asset, and to feel that he is able to help in some small way. Ben has spent 13 years as an Advanced Care Paramedic with the Queensland Ambulance Service and holds a Diploma in Paramedical Science and a Diploma in Government along with a Certificate II in Security.



Sonya Ingra •

Director

Sonya Ingra is new to the Board of Nhulundu Health Service; a proud Gooreng Gooreng women, she brings to her role the experience of having fulfilled a similar role at an Aboriginal Health Service in Brisbane. As an active member of the Gladstone community, a former employee and client of the service, she is well placed to discuss the needs and feelings of the community. Sonya believes that she brings a grassroots perspective from the community around what is needed and what can be achieved. She looks forward to continuing to contribute to the growth and improvement at GRAICCHS.



Charmain Harch •

Company Secretary

Charmaine Harch (LLB Grad DipAppCorpGov) is a Chartered Secretary with a legal background and has been Nhulundu's Company Secretary since 2014. She attended a State High school then obtained her law degree at the University of Qld. Charmaine was a solicitor in private practice and later an in-house lawyer. Since 2004 Charmaine has worked nearly exclusively in the Not for Profit area. She holds a post graduate diploma in Applied Corporate Governance from Governance Institute of Australia and has worked in the Aboriginal Community Controlled Health Services sector since 2013.



ACTIVE IN THE *Community*

Staff from GRAICCHS were very active in the community over the past year.

From Aged Care outings, Deadly Choices Youth Days, School visits and Christmas celebrations, the Nhulundu Health Service team was there providing support, education and assistance to our community members.

Nhulundu staff were out and about in the community in many and varied capacities; whether it was helping to organise NAIDOC activities, assisting families through Sorry Business, providing support to our young people through school health checks and transition periods or providing medical outreach to the region, the Nhulundu Health Service team were there proudly representing their organisation.



Below: Families came out to enjoy the entertainment and activities at the Deadly Choices Youth days.



The Deadly Choices Youth days were well attended throughout the year. One of the big attractions at the NAIDOC Youth Day held at the Gladstone netball courts was the drumming activity organised by the PCYC.



Above: Community members march down Goondoon Street in the annual NAIDOC parade. N hulundu Health Service staff marched and distributed bottled water on the day.



Above Top: Elders and Aged Care clients enjoyed a delicious lunch and entertainment at the NAIDOC Elders Luncheon sponsored by GPC.

Above Centre & Above: Christmas on Quoin Island was once again a highlight of the N hulundu Health Service Community Calendar. 300 community members and staff enjoyed a relaxing day by the pool, with entertainment and a delicious meal included.



Our Program:

Aged Care

COMMUNITY & HOME CARE



The financial year has seen the development of diverse activities by the Nhulundu Aged Care Program to better meet the needs of our Aged Care clients and the changing demographics of our region.

There were a number of challenges that needed to be managed. These included a higher than usual turnover of staff, recruitment of a new manager and the ongoing reforms around increasing choice in home care.

Nhulundu Health Service's Aged Care program

continues to increase support to new and existing clients which has ensured that more and more people in the Gladstone Region have been able to live independently in their place of choice.

The program's aim is to assist our clients to live as independently as possible at home with our support workers by their side. We have developed strong relationships with other organisations in the local community to assist us in working with our clients to achieve the best possible outcomes for their situation.



AGED CARE

Family Wellbeing SERVICE

The Family Wellbeing program commenced as a part of the Nhulundu Health Service suite of programs in October 2017. It is part of the Queensland Government's investment in offering vulnerable Aboriginal and Torres Strait Islander children and families a coordinated mix of services to address multiple levels of need. The program was designed to provide an empowering framework within which participants are supported to access culturally responsive support to improve their social, emotional, physical and spiritual wellbeing, and build their

capacity to safely care for, and protect their children.

The team has worked hard to establish the program across the Gladstone region, Biloela and Banana Shire and to build relationships both internally and externally.

This program has funding for 3 years and the team looks forward to building community relationships and building family capacity through networks and internal services available at Nhulundu Health Service.

SUPPORT SERVICES:





Left: Our medical centre was officially opened on Wednesday, September 27 by Mr Glenn Butcher MP, Assistant Minister for Infrastructure and Transport, Member for Gladstone.

Below: Integrated Team Care allows patients to access specialist and Allied Health services and medical aides and equipment and transport assistance.

Far Below: Our Aged Care social support group activities have been refreshed with increased client base



Inset: GRAICCHS has invested in a new online, extended Learning program for Aged Care Support Workers to assist them to provide improved and comprehensive care to our clients.



Highlights

YEAR IN REVIEW

Mental Health

GRAICCHS was successful in receiving funding from Central Queensland, Wide Bay, Sunshine Coast PHN for Mental Health Services. This funding has allowed us to expand our mental health services to include a Child Psychologist, as well as extended AOD Counselling to Gladstone and Biloela, and the continuing services of a Psychologist.

The funding also supports a mental health Coordinator. The funding is to June 2019.

Biloela Outreach Clinics

Outreach clinics to Biloela have increased with weekly clinics now being delivered. A General Practitioner, Registered Nurse and Aboriginal Health Worker attend the mobile outreach van at Biloela every Thursday. The employment of a receptionist at the FWB office has assisted with appointments and improved community access to this service. Demand continues to grow.

Integrated Team Care

GRAICCHS commenced the ITC (Integrated team care) program and exceeded expectations on intake and client activity when the program only had 9 months worth of activity. We have clients in this program from Gladstone region, Biloela, Theodore, Arcadia Valley, Maiora. There have been 57 clients accessing the assistance of this program to allow them access to specialist and Allied Health services and medical aides and equipment and transport assistance.

Increasing client base

As at June 30, 2018 we had a client population of 4788 with 2936 being Aboriginal and or Torres Strait Islander (this accounts for both Gladstone and Biloela) and 1852 being non Indigenous.

Opening of new premises

After years of planning, hard work and sheer persistence, Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) made the final transition to its new premises in Goondoon Street.

The medical centre was officially opened on Wednesday, September 27 by Mr Glenn Butcher MP, Assistant Minister for Infrastructure and Transport, Member for Gladstone.

The expanded floor space has allowed for, not only increased capacity in the medical clinic, but the co-location of Central Queensland Regional Aboriginal and Islander Community Controlled Health Organisation, the Aboriginal and Torres Strait Islander Legal Service, Family Wellbeing Centre, along with existing Aged Care Services and Deadly Choices.

Improvements for our Aged Care clients

We have undertaken to actively listen to client feedback to assist in bringing about change in workforce development and service delivery. As a result of this we have refreshed our social support group activities to be more client focussed and increased our client base.

We have also invested in a new online, extended Learning program for Aged Care Support Workers to assist them to provide improved and comprehensive care to our clients.





NHULUNDU
HEALTH SERVICE

FINANCIAL
REPORT **17:18**



SUMMARISED STATEMENT OF FINANCIAL POSITION FOR THE YEAR ENDED 30 JUNE 2018

	2018 / \$	2017 / \$
ASSETS		
Cash & cash equivalents	1,034,084	1,028,235
Trade & other receivables	475,713	161,409
TOTAL CURRENT ASSETS	1,509,797	1,189,644
Property, plant & equipment	863,173	818,580
TOTAL NON CURRENT ASSETS	863,173	818,580
TOTAL ASSETS	2,372,970	2,008,224
LIABILITIES		
Trade & other payables	510,505	302,403
Provisions	137,256	126,527
Unexpended grant funds	341,058	169,281
TOTAL CURRENT LIABILITIES	988,819	598,211
Employee benefits	19,110	36,358
TOTAL NON-CURRENT LIABILITIES	19,110	36,358
TOTAL LIABILITIES	1,007,929	634,569
NET ASSETS	1,365,041	1,373,655
EQUITY		
Retained earnings	1,365,041	1,373,655
TOTAL EQUITY	1,365,041	1,373,655

**SUMMARISED STATEMENT OF FINANCIAL POSITION
FOR THE YEAR ENDED 30 JUNE 2018**

	2018 / \$	2017 / \$
REVENUE FROM OPERATIONS		
Revenue	4,965,797	4,116,049
TOTAL REVENUE	4,965,797	4,116,049
EXPENDITURE		
Employee benefits expense	2,358,972	2,294,053
Depreciation expense	87,696	452,602
Motor Vehicle Expenses	118,415	112,937
Unexpended Grants	341,058	169,281
Other expense	2,068,270	1,346,552
TOTAL EXPENDITURE	4,974,411	4,375,425
OPERATING SURPLUS (DEFICIT)	(8,614)	(259,376)

**Gladstone Region Aboriginal and Islander Community
Controlled Health Service Ltd**
ABN 21 132 666 525

**Report of the Independent Auditor on the Summary Financial
Statements**

The summary financial statements, which comprise the summary statement of financial position as at 30 June 2018 and the summary statement of profit or loss and other comprehensive income are derived from the audited financial report of Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd for the year ended 30 June 2018.

In our opinion, the accompanying summary financial statements are consistent, in all material respects, with the audited financial report.

Summary Financial Statements

The summary financial statements do not contain all the disclosures required under the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summary financial statements and the auditor's report thereon, therefore, is not a substitute for reading the audited financial report and the auditor's report thereon.

The Audited Financial Report and Our Report Thereon

We expressed an unmodified audit opinion on the audited financial report in our report date 2 November 2018. The audited financial report is included in the 2018 Financial Report.

Management's Responsibility for the Summary Financial Statements

Management is responsible for the preparation of the summary financial statements which does not include a summary of the key financial accounting policies. Those policies should be accessed by reference to the audited financial report.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summary financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.

Hanrick Curran Audit
Hanrick Curran Audit Pty Ltd
Authorised Audit Company: 338599

M. Georgiou
Michael Georgiou
Director

Brisbane, 14 December 2018



NHULUNDU
HEALTH SERVICE

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Gladstone Region Aboriginal and Islander Community
Controlled Health Service Ltd

