

NHULUNDU

ANNUAL REPORT

2024



NHULUNDU
HEALTH SERVICE



**Gladstone Region Aboriginal and Islander
Community Controlled Health Service Ltd**

27-29 Goondoon St,

PO Box 5158

Gladstone QLD 4680

Phone. 07 **4979 0992** | Email. info@nhulundu.com.au

www.nhulundu.com.au



TABLE OF CONTENTS

4	About Us Our Vision, Our Purpose, Position Statement & Guiding Principals
---	--

6	Our Structure
---	----------------------

8	Our Board Introducing our board members
---	---

10	CEO Report Matthew Cooke
----	------------------------------------

12	Our Model of Care
----	--------------------------

13	Our Leadership Team
----	----------------------------

14	Primary Health Care Business Unit
----	---

17	Family Wellbeing Business Unit
----	--

18	Aged Care Business Unit
----	-----------------------------------

20	Business Services Business Unit
----	---

22	Our Community Murri Christmas Community Fun Day
----	---

24	Our Financial Report 2023 - 2024
----	--



NHULUNDU
HEALTH SERVICE

Gladstone Region Aboriginal & Islander
Community Controlled Health Service Ltd.

ABOUT US



VISON

A society in which our First Nations People and communities enjoy optimal health and well-being outcomes.



PURPOSE

To provide culturally appropriate, accessible, integrated and equitable health and wellbeing services to First Nations People in Gladstone and surrounding areas.



POSITION STATEMENT

Community • Culture • Well-Being



VALUES

We are committed to these values:



COMPASSION

Empathetic approach to delivering services to our clients.



RESPECT

Respect everyone and everything.



QUALITY

Quality is at the forefront of our entire business and we strive for Continuous Quality Improvement.



ACCOUNTABILITY

We are accountable to our clients, community and stakeholders



CULTURE

An understanding of community & culture underpins all we do.



LEADERSHIP

Leading the way in approaches to management and delivery of our services.



GUIDING PRINCIPLES

1 **People centered** in the delivery of services and management of our organisation

2 **Manage our resources** for sustainability of the organisation and the environment

3 **Developing a community** of qualified First Nations professionals

4 **Achievement of best possible outcomes** is our priority

5 **Innovative and flexible** approaches to finding solutions

6 **Place-based services** specific to our community

7 **Evidence-based delivery** of health and well-being services

8 **Value partnerships** and collaboration to deliver best possible outcomes

9 **Act honestly** with integrity in all aspects of our operations

NHULUNDU HEALTH SERVICE is a dynamic organisation operating at the highest level of health care, services and advancement in medical services and procedures. This reflects our vision for improving the health and wellbeing of Aboriginal and Torres Strait Islander people in the broader Gladstone region.

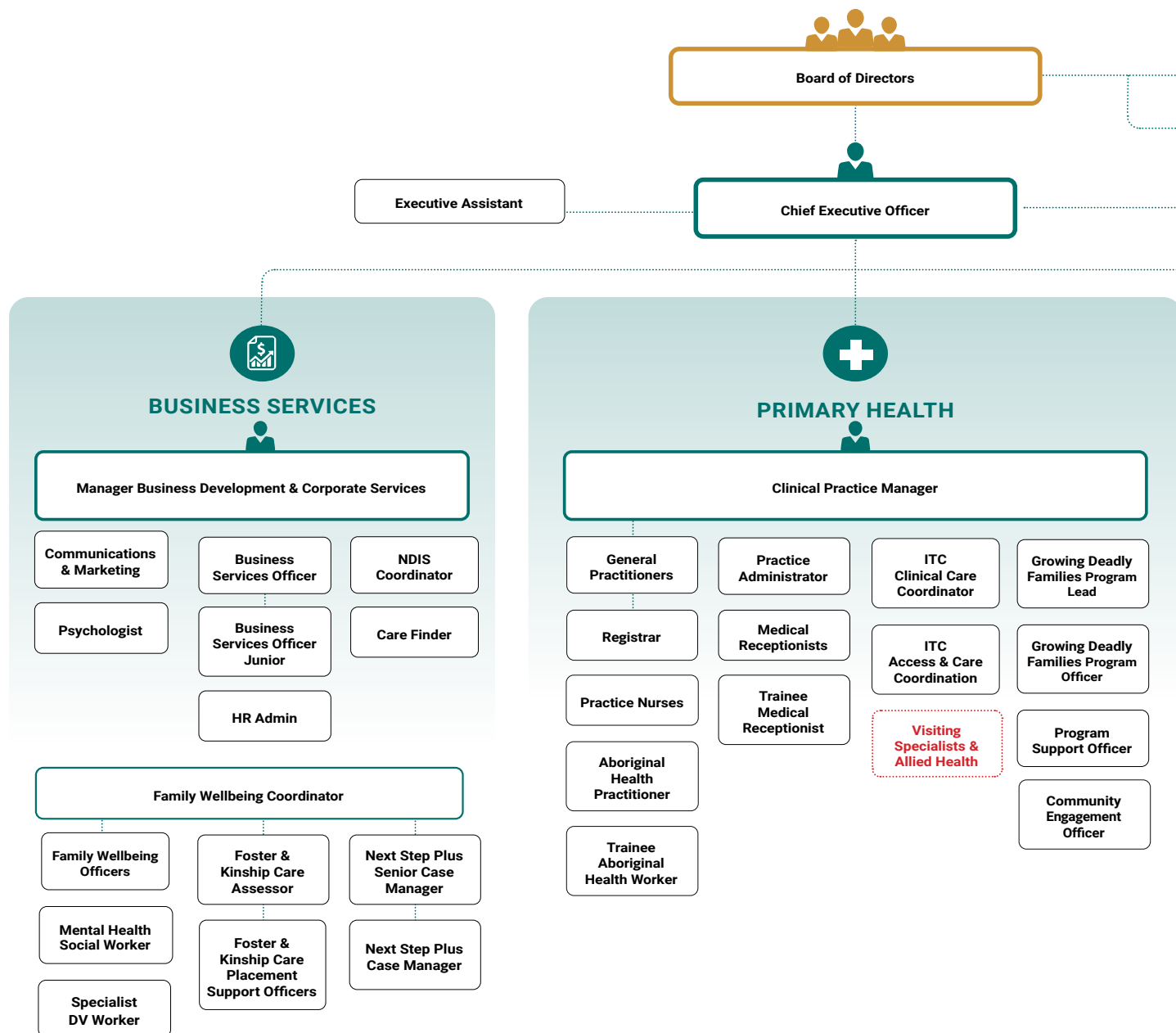
Our committed staff ensure continued provision of high quality, culturally appropriate health care, community and family support and services to our community.

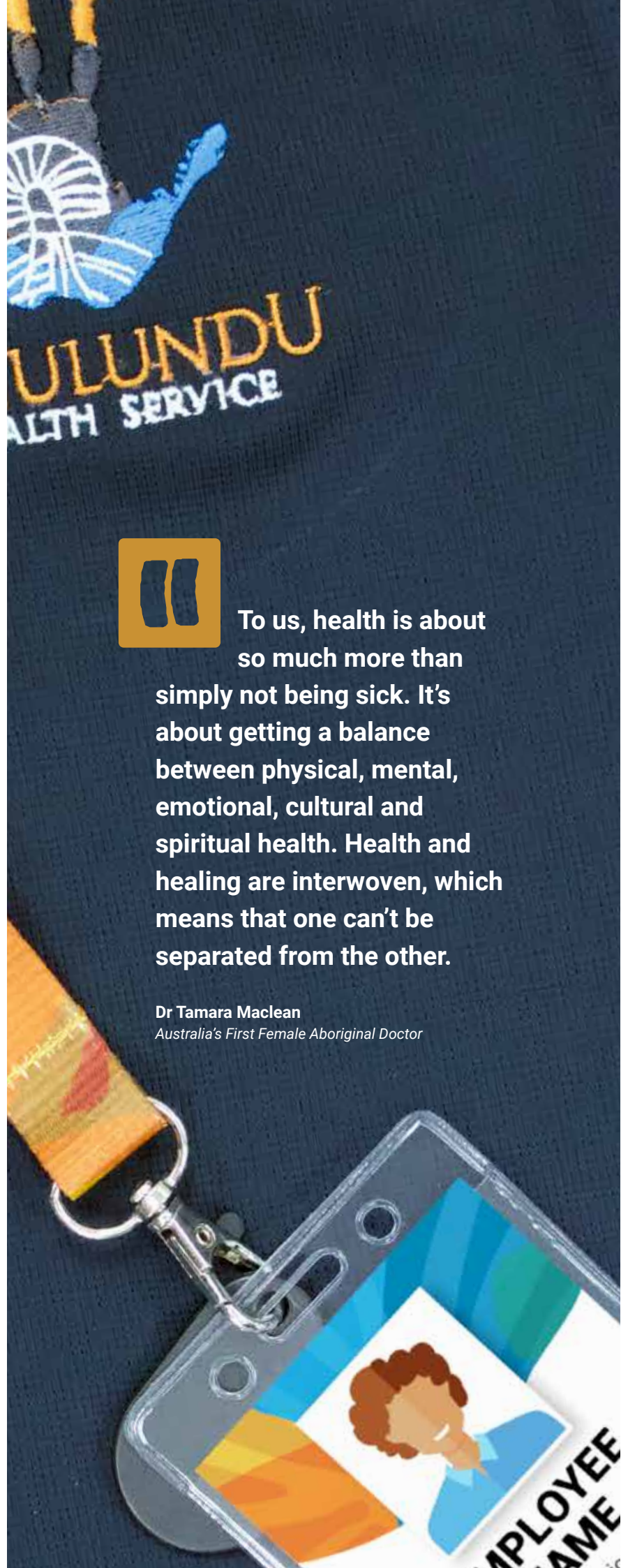
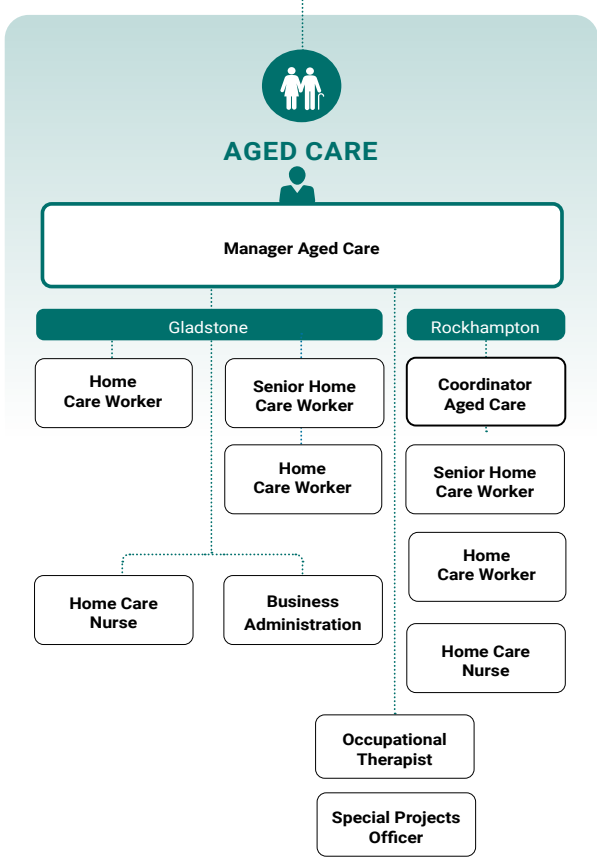
We will continue to work on these strengths and, we will work to empower our people to take control of their own family's health and wellbeing. By working together with our community, we will strive for equitable health outcomes and build healthier lives for Aboriginal and Torres Strait Islander people.

OUR STRUCTURE

Clear organisational structure drives success

As an organisation, GRAICCHS is committed to delivering quality healthcare to our Aboriginal and Torres Strait Islander community and we believe in the strength of our team to deliver this goal. Through the implementation of the organisational structure, we have enabled an environment where each team member can flourish, contribute and pivot when necessary to adapt to the ever changing nature of healthcare and community needs.





To us, health is about so much more than simply not being sick. It's about getting a balance between physical, mental, emotional, cultural and spiritual health. Health and healing are interwoven, which means that one can't be separated from the other.

Dr Tamara Maclean
Australia's First Female Aboriginal Doctor

OUR BOARD



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.

Gladstone Regional Aboriginal and Islander Community Controlled Health Service Limited, operating under the name Nhulundu Health Service (GRAICCHS), is a non-profit organisation governed by a community-elected management committee. This committee plays a vital role in ensuring optimal health outcomes for the Indigenous community and establishing a strong strategic framework for healthcare delivery.



MICK EGGMOLESSE
Director

Mick is a proud Byelle elder and leader in the local Gladstone Region, serving as both Chair of the Bailai Aboriginal Corporation board and on the board of directors for the PCCC Trust. Mick has an extensive background in the construction industry and his current role as co-owner and director of Marion's Cleaning Service, a highly successful commercial and industrial cleaning business, demonstrates his commitment to success. In addition to this, he takes great pride in his cultural leadership role through performing 'Welcome to Country' ceremonies at various businesses and events.



DANIEL REEVES
Director

Daniel is the General Manager of Port Curtis Coral Coast Trust, where he helps manage Native Title matters for the First Nations Bailai, Gurang, Gooreng Gooreng, Taribelang Bunda Peoples Aboriginal Corporation. From managing the community Trust assets to delivering educational scholarships and social programs, Daniel enjoys the diverse role and community focus. Previously working in the Health Informatics field, Daniel has a keen interest in bringing his skill and experience to Nhulundu Health Services and learning more about service delivery in the community.



KERRIN ANDERSON •
Company Secretary

Kerrin Anderson is a highly qualified lawyer with over 25 years' experience including operating her own legal consulting business. Kerrin has over 15 years' experience working with not-for-profits, particularly community controlled Indigenous organisations. Specialising in their corporate structuring, governance advice and training, strategic planning and management, risk governance and management and company secretarial services and advice, she has developed innovative methods of integrating governance, strategic planning and risk management for Indigenous Boards using Indigenous knowledge perspectives.



LAVINIA PROCTOR
Acting Co-Secretary

Lavinia offers extensive technical, legal and business experience across research, strategy, governance, business case development, industry analyses and operations. Her background includes product development and organisational leadership. She is able to identify value in new ventures, leading organisations through technology commercialisation processes and delivering millions in non-dilutive funding through successful funding proposals for researchers, multi-party initiatives and tech companies.

CEO REPORT



As we reflect on the past year, the Gladstone Region Aboriginal and Islander Community Controlled Health Service Limited t/a Nhulundu Health Service has continued its mission of delivering high-quality, culturally safe, and community-led comprehensive primary healthcare and wellbeing services. Despite

the ongoing challenges posed by the COVID-19 pandemic, our commitment to improving the lives of Aboriginal and Torres Strait Islander people across Gladstone and Central Queensland has remained steadfast.

One of our greatest challenges continues to be the recruitment and retention of a skilled medical and health workforce. The ongoing difficulty in securing permanent General Practitioners has placed financial strain on our organisation, with high agency costs making it increasingly difficult to provide continuity of care for our clients. While we have consistently raised these concerns with government bodies, we have yet to see meaningful solutions that address the workforce shortages in our region. In response, we are actively exploring alternative strategies, including partnerships with regional health networks and private sector organisations, to find sustainable ways to support our community.

Despite these challenges, this past year has been marked by significant growth and success, particularly in Aged Care. Our Home Care Packages and Commonwealth Home Support Programme (CHSP) have reached capacity, solidifying Nhulundu Health Service as a provider of choice for aged care across the Gladstone region. This success is a testament to the leadership of our Manager of Aged Care, Jodi Anderson, and her dedicated team, who have worked tirelessly to expand and strengthen our capability in delivering culturally appropriate aged care services. I would also like to acknowledge the significant work of Kerri Bates and Christina Anderson.

Our work in family and community wellbeing has also seen remarkable progress. With continued support from the Queensland Government's Department of Child Safety, we have expanded our Foster and Kinship Care, Family Wellbeing Service, Next Steps Plus and Extended Post Care programs. These initiatives are making a tangible difference in reducing

the number of Aboriginal and Torres Strait Islander children and families who come into contact with the child protection system while also creating employment opportunities for Aboriginal and Torres Strait Islander professionals in the human and social services sector.

The Growing Deadly Families (GDF) program funded by the Queensland Government featured as our most popular of programs during the year with the support provided to our new children and families from our dedicated Nurses, Midwives, Social and Emotional Wellbeing and support staff. This included the introduction of our community pop-up play groups delivered in conjunction with our partners and stakeholders across the Gladstone region.

Looking ahead, our focus remains on strengthening our organisation's capability at all levels—from executive leadership to operational staff—ensuring we have the resources and expertise to meet the evolving needs of our community. A key initiative for the coming year will be the introduction of a dedicated Community and Stakeholder Engagement Lead, a role designed to deepen our relationships with clients, partners, and community stakeholders. Through this role, we aim to enhance cultural capability, improve engagement, and ensure that our services remain responsive and effective. This includes the drafting of a Memorandum of Understanding with the Central Queensland Hospital and Health Service (CQHS) to guide the collaborative working relationship between our health services to better meet the needs of our Aboriginal and Torres Strait Islander people and communities.

As the largest Aboriginal and Torres Strait Islander community-controlled organisation in the Gladstone region, Nhulundu Health Service remains deeply committed to its mission. Our work is driven by a vision of empowerment, equity, and excellence in healthcare and wellbeing services. We are proud of the progress we have made and look forward to continuing our journey to create a healthier future for our people and communities.

A handwritten signature in dark ink, appearing to read 'Matthew Cooke'.

Matthew Cooke
Chief Executive Officer



***Our work is driven by a vision
of empowerment, equity, and
excellence in healthcare and
wellbeing services.***

Matthew Cooke
Chief Executive Officer



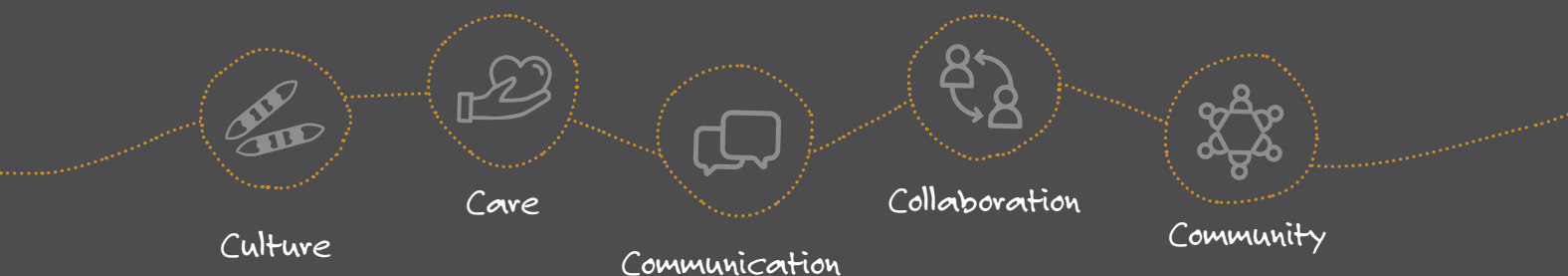
MODEL OF CARE

Our 'Model of Care' broadly defines the way the way health services are delivered within our organisation. It outlines best practice care and services for a person, population group or patient cohort as they progress through the stage of a condition, injury or event. It aims to ensure our community gets the right care, at the right time, by the right team and in the right place.

The way our health care is delivered....



Patient Care flow chart



OUR LEADSHIP TEAM



CARLY COOKE
Chief Operations Officer.

Carly Cooke is a proud Byellee and South Sea Islander woman with a background in health management, health promotion, child protection, and administration. As COO at GRAICCHS, she ensures the effective planning, management, and integrity of HR, ICT, and communication processes.

Passionate about improving health outcomes for Aboriginal and Torres Strait Islander people, Carly prioritises child safety and Elder care. She values supporting GRAICCHS staff and delivering quality services to the community.

A devoted mum of two, Carly enjoys netball and staying active. Her commitment to family and community makes her a valued leader at GRAICCHS.



JENNY KERR
Clinical Practice Manager

Jenny is a Registered Nurse and Midwife with a Bachelor of Science in Nursing and Diplomas in Leadership, Management, and Practice Management.

With extensive experience in remote area nursing and primary health care, she leads the Indigenous Australians' Health Program, overseeing key initiatives in primary health, mental health, and family care. Passionate about team development and culturally safe care, Jenny ensures services remain evidence-based and community-focused.

She is committed to innovation, professional growth, and collaboration to improve health outcomes for Aboriginal and Torres Strait Islander communities.



JODI ANDERSON
Aged Care Manager

Jodi Anderson is an experienced leader with a strong background in human resources, community services, and stakeholder engagement. With over 12.5 years at Services Australia and extensive experience in aged care, youth support, and child safety, Jodi brings a deep understanding of the challenges and opportunities in community health and social services.

Holding a Certificate IV in Mental Health and a Diploma in Leadership and Management, Jodi is passionate about supporting and leading teams to achieve KPIs and meet funding requirements. A lifelong local, Jodi has built strong community connections and stakeholder relationships, ensuring meaningful and impactful service delivery.



NIGEL DAISY
Family Wellbeing Coordinator

Nigel Daisy is a proud Aboriginal man with roots in the Mununjali and Butchulla traditional owner groups. After ten years in construction, he transitioned into Community Relations with Stanwell Corporation, developing a passion for youth development and government programs.

In the health sector, Nigel has held various roles for over eight years across Queensland, including CheckUP Australia South West Regional Coordinator. Currently, he is the Family Wellbeing Coordinator at Nhulundu Health Service and an active Board member of two community organisations.

Nigel's passion for sport is undeniable, but most of all, he loves spending time with his young family.

PRIMARY HEALTH CARE

BUSINESS UNIT

Nhulundu Health Service delivers culturally appropriate primary health care for Aboriginal and Torres Strait Islander people. Our Primary Health Care programs, provide clinical care, chronic disease management, mental health support, and maternal health services. We focus on prevention, early intervention, and multidisciplinary care, ensuring accessible, evidence-based services that meet community needs.

Program Profile

Indigenous Australians' Health Program (IAHP)

The aim of this Project is to deliver primary health care services, tailored to the needs of the community and to ensure the effective delivery of a broad range of clinical and population health services including child and maternal health services.

The program must deliver culturally appropriate primary health care services, tailored to the needs of Aboriginal and Torres Strait Islander people at all times during the Project Period.

The Program is to provide:

Clinical Services – diagnosis and treatment of acute illnesses, emergency primary health care, prevention, detection and management of chronic conditions, specific intervention such as eyes, ears and oral health activities, health crisis intervention and referral

Population health programmes:

- Antenatal care services,
- Postnatal care services,
- Child health services,
- Child and adult immunisation,
- Well person's screening for prevention of chronic disease,
- health promotion programs
- client/community assistance and advocacy on health-related matters.
- Strategies that support service delivery
- Strategies that contribute to quality, and evidence-based treatment of multidisciplinary care and services.
- Strategies that support the primary health care workforce, including information and computer technology.
- Development, employment and enhancement of workforce capacity
- COVID-19 Vaccination
- Influenza vaccination program

Integrated Team Care (ITC)

The Integrated Team Care program supports Aboriginal and Torres Strait Islander people with chronic conditions to access the health care they need.

Almost half of Aboriginal and Torres Strait Islander people live with at least one chronic condition. Health disease and diabetes are the 2 leading causes of death for Aboriginal and Torres Strait Islander people. Chronic conditions require complex health care across various types of health services. This program provides support to help patients understand and manage their condition/s.

The program is to provide:

- Care Coordination and support services across the Indigenous and mainstream primary care sectors.
- Assist Aboriginal and Torres Strait Islander people to obtain primary health care as required.
- Provide access and care coordination services to eligible Aboriginal and Torres Strait Islander people with chronic disease/s who require coordinated, multidisciplinary care.
- Improve access for Aboriginal and Torres Strait Islander people to culturally appropriate mainstream primary care.

Integrated Aboriginal and Torres Strait Islander Mental Health and Alcohol and Other Drug Service (MHAOD).

Deliver a culturally appropriate model of care for Aboriginal and Torres Strait Islander people who require support for their mental health or are experiencing problematic use of methamphetamine, alcohol and other drugs in the Gladstone and Banana Shires.

The program is to provide:

- Increased identification and responsiveness to the specific mental health and alcohol and other drugs needs of Aboriginal and Torres Strait Islander people in the Area
- Increase access to culturally appropriate, evidence-based mental health and alcohol and other drug services for Aboriginal and Torres Strait Islander people in the Area
- Increase the effectiveness of referral pathways through identification of available resources for Aboriginal and Torres Strait Islander people in the Area





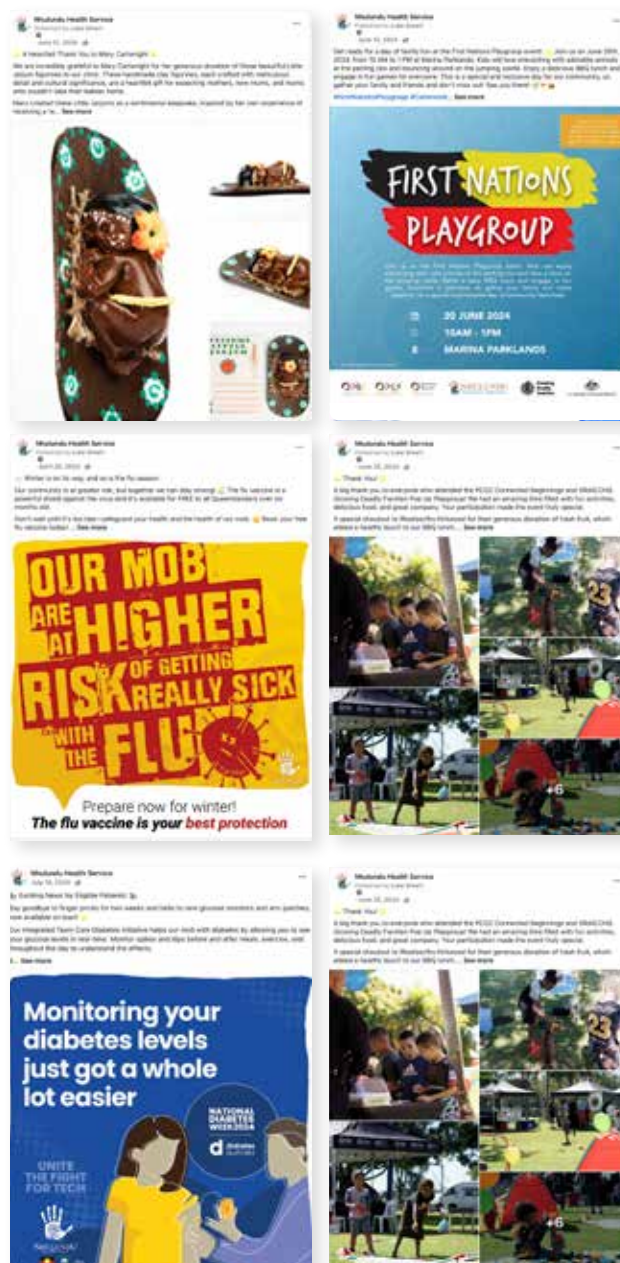
Growing Deadly Families (GDF)

The Growing Deadly Families Aboriginal and Torres Strait Islander Maternity Services Strategy sets out the vision that all Aboriginal and Torres Strait Islander babies in Qld are born healthy, into strong resilient families. To support this, the aim of the Strategy is to ensure every woman in Qld giving birth to Aboriginal and/or Torres Strait Islander babies, has access to high quality, clinical and culturally capable maternity services.

The Strategy focuses on valuing cultural traditions, values and beliefs of Aboriginal and Torres Strait Islander people and listening to the needs of their communities as essential elements to providing culturally focussed and safe maternal health services for mothers of Aboriginal and Torres Strait Islander babies.

The Key priority areas of the Strategy:

- Maternity services for Aboriginal and Torres Strait Islander families are co-designed and delivered with the community, in partnership with providers;
- All women in Qld pregnant with Aboriginal and/or Torres Strait Islander babies have access to woman-centred, comprehensive and culturally capable maternity care;
- A culturally capable workforce means more Aboriginal and Torres Strait Islander people across all disciplines of maternity care.



Growing Deadly Families funding received

Antenatal clinic began one day a week



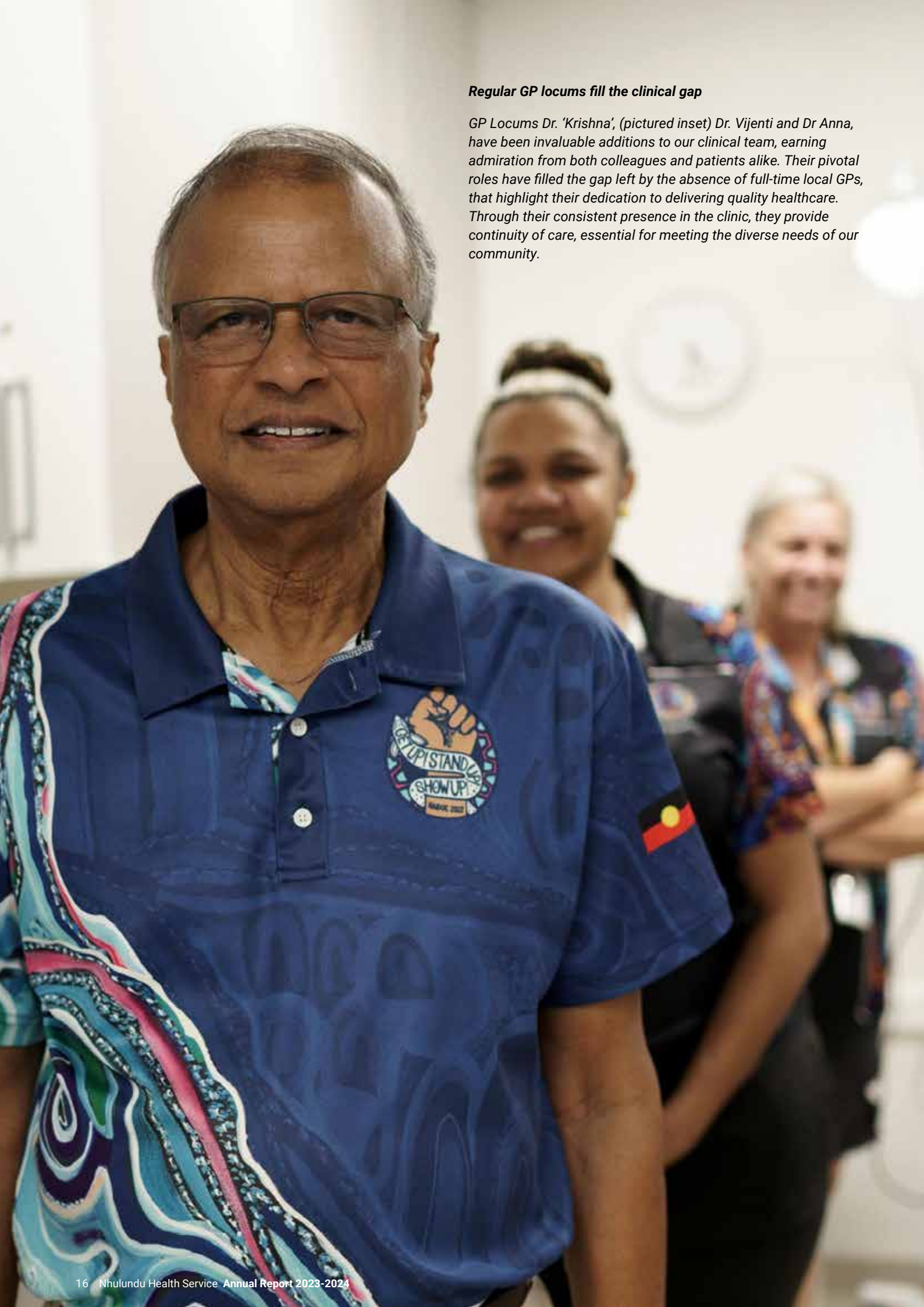
Inaugural Immunisation Course

Aboriginal Health Practitioners enrolled



First Nations Clients Increase

July 2023 – 84.5%,
June 2024 – 87.9%



Regular GP locums fill the clinical gap

GP Locums Dr. 'Krishna', (pictured inset) Dr. Vijenti and Dr Anna, have been invaluable additions to our clinical team, earning admiration from both colleagues and patients alike. Their pivotal roles have filled the gap left by the absence of full-time local GPs, that highlight their dedication to delivering quality healthcare. Through their consistent presence in the clinic, they provide continuity of care, essential for meeting the diverse needs of our community.

FAMILY WELLBEING

BUSINESS UNIT

Nhulundu Health Service supports the social, emotional, and cultural wellbeing of Aboriginal and Torres Strait Islander families. Our Family Wellbeing Program provides early intervention, crisis support, and advocacy, while our Foster & Kinship Care Program ensures children are placed in culturally safe, supportive environments. We work closely with families, carers, and community partners to promote stability, connection, and positive outcomes for children and families.

Program Profile

Family Wellbeing Services

The Family Wellbeing Service program offers Aboriginal and Torres Strait Islander families who may be experiencing vulnerability a coordinated mix of services to address multiple levels of need to build family and community capacity to safely care for and protect vulnerable children. Services are to be delivered in response to family and community needs and in line with the Aboriginal and Torres Strait Islander Family Wellbeing Services Program Guidelines.

Services are to deliver an innovative, integrated and culturally safe service response to families that:

- Comprehensively and holistically assess a family's needs
- Build and support family capabilities and connections using a culturally holistic case management approach
- Advocate for and leverage support for a family from multiple service providers and promote collaboration, information exchange, joint planning, shared resourcing and the development of formal (and informal) partnerships and referral pathways amongst community controlled and mainstream service providers
- Facilitate personal support and development including information and advice, parenting skills development, building family cohesion and kinship connections, budgeting and household management skills development
- Deliver practical services that address specific needs within the family
- Provide direct clinical and/or therapeutic counselling, emotional support and healing practices within a cultural framework
- Enable community leadership, participation, networks and action for the benefit of service users.

25
Foster & Kinship
Placements
across 10 Carers

4,605
Service
Hours
of support
provided

271
Families Supported



Foster & Kinship Care:

GRAICCHS service outlet provides 25 foster and kinship care places for Aboriginal and Torres Strait Islander children and young people with moderate to high support needs for the Gladstone community and region.

Flexible Support:

- Assists carers to meet the care and support needs of children and young people leading to stability in placement (avoiding placement breakdown)
- Assists carers to support young people as they move through the childhood development stages, access in-home support where required and meet transport requirements to maintain links with school, community and therapeutic services.



AGED CARE

BUSINESS UNIT

Nhulundu Health Service Aged Care supports older Australians in maintaining their independence, well-being, and connection to the community. Through tailored programs such as Home Care Packages (HCP), the Commonwealth Home Support Program (CHSP), and the Elder Care Support Program, we deliver culturally appropriate, consumer-directed care. Our services empower individuals to live safely at home while accessing the support they need to enhance their quality of life.

Program Profile

Home Care Package

The Home Care Package (HCP) Program supports older Australians with complex ageing related care needs to live independently in their own homes, using a consumer-directed care approach to maintain the care recipient's capabilities as they age. Home care packages ('packages') deliver co-ordinated packages of care and services to meet people's assessed ageing related care needs within the limits of their individual home care budget and the scope of the Program. How care and services are identified and delivered should reflect and respect the individual, their ageing related care needs, personal situation, and preferences.

All packages are delivered using a CDC (Consumer Directed Care) model. The aim of this approach to planning and managing care and services is to give care recipients choice and flexibility in the supports they access, based on their ageing related needs, and how they are delivered.

The Aged Care Quality Standards require providers to deliver safe and effective services and supports for daily living that optimise the person's independence, health, well-being, and quality of life. Services and supports for daily living include, but are not limited to domestic assistance, home maintenance, transport, and recreational and social activities.

These may include services and supports to maintain care recipient's capabilities:

- Well and independent – including personal care, nursing services, allied health
- Safe in their home – including cleaning, home maintenance and modifications specific to ageing related capabilities, assistive technology
- Connected to their community – including transport, social support services.

Commonwealth Home Support Program

The CHSP provides small amounts of entry-level support to assist older people aged 65 years and over (50 years and over for Aboriginal and Torres Strait Islander people) to remain living at home and in their community. The CHSP funds domestic assistance, transport, meals, personal care, home maintenance, social support, nursing, and allied health. The CHSP also supports care relationships through planned respite services for older people. These respite services allow carers to take a break from their usual caring responsibilities.

CHSP services may be short-term, intermittent, or ongoing. The program places a strong focus on activities that support independence and social connectedness and consider each person's individual goals and choices.

Elder Care Support Program

NACCHO has been successful in securing a large-scale contract to deliver Aboriginal and Torres Strait Islander Aged Care support, connection, and coordination. Through this program (formerly known as the Trusted Indigenous Facilitators program or TIF), NACCHO will work with the sector to ensure older Aboriginal and Torres Strait Islander people and their families are supported to understand, navigate, and access aged care services they are entitled to.

The Elder Care Support program aims to increase workforce capability and capacity in community controlled aged care support and empower the community-controlled sector to coordinate place based aged care needs.

This program is funded to deliver a workforce of 250 full-time FTE staff across Australia to provide support to older Aboriginal and Torres Strait Islander people. We know that ACCHOs/ACCOs are best placed to recruit locally and are highly skilled at providing the wrap around support needed by new staff to ensure their successful transition into the care workforce.





Care Finder

The objectives of the Care Finder program, as relevant to the activities being undertaken by PHNs, are to establish and maintain a national care finder network that:

- Provides specialist and intensive assistance to help people in the care finder target population to understand and access aged care and connect with other relevant supports in the community
- Addresses the specific local needs of their region in relation to care finder support
- Includes a transition of the ACH program (with the exception of hoarding and squalor services) to the care finder program
- Is supported to build their knowledge and skills
- Is an integrated part of the local aged care system
- Collects data and information to support an evaluation of the care finder program
- Support improved integration between the health, aged care and other systems at the local level within the context of the care finder program.

NDIS ADLO Program

Through the NACCHO funding, the ADLO is to deliver Aboriginal and Torres Strait Islander NDIS connection to Aboriginal and Torres Strait Islander people needing help to access the NDIS.

Through this program NACCHO will work with the sector to ensure Aboriginal and Torres Strait Islander people and their families are supported to understand, navigate, and access NDIS services they are entitled to. This can also provide support to people who have already made access to NDIS but are requiring additional support to access services



New Role Structure

Due to additional funding and increasing client numbers



New Program Software

Streamlining Administration



New Elder Care Role

Supporting First Nations Elders



BUSINESS SERVICES

BUSINESS UNIT

Nhulundu Health Service's Business Services Unit forms the operational backbone of our organisation, enhancing effectiveness across all departments through streamlined systems and processes. The team successfully maintained our accreditations, managed compliance requirements, and fostered key stakeholder relationships while providing crucial administrative support. Their dedication to staff development, including our School-Based Traineeship program, ensures we continue delivering high-quality, culturally appropriate services to our community.

Overview

Operational Excellence

The Business Services Unit (BSU) serves as the central hub for Nhulundu Health Service's systems and operational activities. Throughout 2023-2024, the team has focused on increasing organisational effectiveness and productivity by implementing streamlined processes and enhanced systems that support our frontline service delivery.

A significant achievement this year has been maintaining our multiple accreditations, including Human Services Quality Framework (HSQF), ISO9001 certification, and ACQS standards. These accreditations reflect our commitment to quality and excellence across all aspects of our operations and service delivery.

Compliance and Safety

Ensuring staff compliance with essential requirements remains a priority for the BSU team. They have diligently managed the processing and tracking of National Police Checks, Blue Cards, and various professional licenses required across different business units. Additionally, the team has coordinated relevant training programs to ensure all staff maintain the necessary qualifications for their roles.

Our Health and Safety initiatives have been strengthened this year, with regular workplace assessments and safety training sessions conducted to maintain a secure environment for both staff and clients. This proactive approach to workplace safety has contributed to minimal workplace incidents and a strong safety culture throughout the organisation.

Administrative Support

The BSU provides comprehensive administrative support to all business units and the CEO, handling everything from correspondence and document management to meeting coordination and travel arrangements. This behind-the-scenes work enables our clinical and community service teams to focus on delivering high-quality care to our clients. The team has also implemented improved document management systems this year, enhancing information security and accessibility across the organisation. These improvements have resulted in more efficient workflows and better cross-departmental collaboration.

As we look toward the future, the Business Services Unit will continue to adapt to meet the changing needs of our organisation and community. Their commitment to operational excellence remains a cornerstone of Nhulundu Health Service's ability to deliver culturally appropriate, accessible health and wellbeing services to First Nations People in Gladstone and surrounding areas.

Recruitment and Staff Development

The BSU has played a vital role in supporting recruitment efforts across all business units, helping Nhulundu Health Service attract and retain qualified staff in a challenging employment market. Their efficient processing of applications and coordination of interviews has ensured minimal disruption to services during staff transitions.

A highlight of our staff development initiatives has been the School-Based Traineeship program. This year, we successfully supported a trainee through their Certificate III in Business Administration, contributing to the development of future administrative professionals within our community.

Communications and Creative Services

Our Communications Team has been essential in enhancing Nhulundu Health Service's visibility through photography, social media, website management, and design.

The team has developed promotional materials for key programs like Growing Deadly Families and Play Therapy, produced health campaigns for social media and internal displays, and introduced a dynamic video presentation in reception.

For Aged Care, they supported the Palliative Care workshop, created interactive forms, and designed monthly social calendars. The Family Wellbeing program received branding support, including NAIDOC event marketing and promotional materials for the Foster and Kinship Care program.

Beyond core services, the team has assisted with internal events, funeral support, and external collaborations with organisations such as CRRH, Bigambul, FNCCI, Indigenous Energy Solutions, and PCCC.

Stakeholder Relationships

Maintaining strong relationships with key stakeholders has been crucial to our operational success. The BSU has effectively managed our partnerships with HRBA and BQC for HR, Payroll, and Accounts services, ensuring smooth financial and human resource management throughout the organisation.

89%

Staff attended
Mental Health
First Aid Training



58

Staff Employed



Upgrade
Complete

New Covered
Entrance to Clinic



Inset: Luke Smart, Business Services Communications Officer, refines his recent photos in Adobe Lightroom to enhance image quality and maintain a professional high visual standard. His work supports the continual updating of Nhlulundu Health Service's website, ensuring fresh, engaging, and high-quality content that reflects the organisation's evolving initiatives and community impact.



OUR COMMUNITY

'Murri Christmas' Pool Party brings holiday cheer to our community

The 'Murri Christmas' Pool Party, held at Western Suburbs Pool in December 2023, was a memorable celebration that brought our community together for a day of festive fun and sun. Christmas spirit filled the air, with families and friends enjoying the warm weather and exciting activities. Pool games kept everyone cool and entertained, while a jumbo jumping castle added extra fun for kids and adults alike.

Cultural elements also played a key role in the event, with traditional weaving displays and face painting stations that allowed guests to immerse themselves in Aboriginal and Torres Strait Islander art and customs. The day was filled with something for everyone, creating an atmosphere full of joy and laughter.

A highlight of the event was the massive Christmas raffle. It was a thrilling moment for attendees, both young and old, as they checked their tickets and celebrated winning everything from toys to vouchers. Upon arrival, each guest was given a gift bag packed with festive goodies, making the experience even more special.

A delicious Christmas spread had everyone lining up for a satisfying meal. Extra food was generously shared with attendees to enjoy after the party, keeping the festive mood alive. The 'Murri Christmas' Party was a time for the community to come together, connect, share stories, and celebrate the season with family, friends, and neighbors. It was a reminder of the strength and unity of our community, and the importance of celebrating our culture and traditions together.





NHULUNDU
HEALTH SERVICE



Our People (clients) are our core business and we are here to support their life long health journey

Matthew Cooke *CEO Nhulundu Health Service*

OUR FINANCE REPORT 2023-2024

As a testament to transparency and accountability, we present a summerised overview of our financial performance for the 2023 - 2024 year. These reports provide valuable insights into how we have managed our resources to deliver essential healthcare and wrap around services to our Aboriginal and Torres Strait Community in the Gladstone and surrounding communities.



NHULUNDU
HEALTH SERVICE

Summarised Statement of Financial Position

FOR THE YEAR ENDED 30 JUNE 2021

	2021 / \$	2020 / \$
ASSETS		
CURRENT ASSETS		
Cash & cash equivalents	1,922,224	1,517,378
Trade & other receivables	266,642	96,120
Other assets	341,404	343,938
TOTAL CURRENT ASSETS	2,530,270	1,957,436
NON-CURRENT ASSETS		
Property, plant & equipment	952,351	917,827
Right of use assets	875,402	882,319
TOTAL NON CURRENT ASSETS	1,827,753	1,800,146
TOTAL ASSETS	4,358,023	3,757,582
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	545,494	300,541
Employee benefits	220,303	192,778
Lease Liabilities	227,609	137,102
Other liabilities	759,993	740,995
TOTAL CURRENT LIABILITIES	710,062	784,511
NON CURRENT LIABILITIES		
Trade and other payables	21,945	14,151
Employee benefits	688,117	770,360
TOTAL NON-CURRENT LIABILITIES	710,062	784,511
TOTAL LIABILITIES	2,463,461	2,155,927
NET ASSETS	1,894,562	1,601,655
EQUITY		
Reserves	30,000	-
Retained Earnings	1,864,562	1,601,655
TOTAL EQUITY	1,894,562	1,601,655

Statement of Financial Performance

FOR THE YEAR ENDED 30 JUNE 2024

	2024 / \$	2023 / \$
Revenue	9,252,726	7,598,165
TOTAL REVENUE	9,252,726	7,598,165
Employee Benefits Expense	4,660,928	4,038,969
Depreciation and amortisation expense	569,248	540,028
Motor Vehicle Expense	61,717	77,309
Unexpended Funds	105,406	245,884
Other Expenses	3,411,827	2,925,137
Finance Costs	-	-
TOTAL EXPENDITURE	8,865,430	7,827,327
OPERATING SURPLUS (DEFICIT)	387,296	229,161

Independent Auditor's Report to the members of Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd

Report on the audit of the financial report

Opinion

We have audited the accompanying financial report of Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd ("Company"), which comprises the statement of financial position as at 30 June 2024, the statement of comprehensive income, the statement of changes in equity, and the statement of cash flows for the year then ended, and notes to the financial statements, including material accounting policy information, and the members' declaration.

In our opinion, the accompanying financial report of Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd is in accordance with the *Australian Charities and Not-for-Profits Commission Act 2012*, including:

- i. giving a true and fair view of the Company's financial position as at 30 June 2024 and of its financial performance for the year then ended; and
- ii. complying with Australian Accounting Standards and the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Responsibilities of the members for the financial report* section of our report. We are independent of the Company in accordance with the auditor independence requirements of the *Australian Charities and Not-for-Profits Commission Act 2012* and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* ("Code") that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We confirm that the independence declaration required by the *Australian Charities and Not-for-Profits Commission Act 2012*, which has been given to the members of the Company, would be in the same terms if given to the members as at the date of this auditor's report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

The members are responsible for the other information. The other information comprises the information included in the Company's annual report for the year ended 30 June 2024 but does not include the financial report and our auditor's report thereon. Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon. In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report, or our knowledge obtained in the audit, or otherwise appears to be materially misstated. If, based on the work we have performed, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of the members for the financial report

The members of the Company are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards and the *Australian Charities and Not-for-Profits Commission Act 2012* and for such internal control as the members determine is necessary to enable the preparation of the financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the members are responsible for assessing the Company's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the members either intend to liquidate the Company or to cease operations, or have no realistic alternative but to do so.

Auditor's responsibilities for the audit of the financial report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

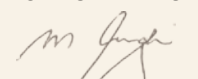
- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Company's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the members.
- Conclude on the appropriateness of the members' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Company's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the Company to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the directors regarding, among other matters, the planned scope and timing of the audit and significant audit finding, including any significant deficiencies in internal control that we identify during our audit.

We also provide the directors with a statement that we have complied with relevant ethical requirements regarding independence, and to communicate with them all relationships and other matters that may reasonably be thought to bear on our independence, and where applicable, actions taken to eliminate threats or safeguards applied.

From the matters communicated with the directors, we determine those matters that were of most significance in the audit of the financial report of the current period and are therefore the key audit matters. We describe these matters in our auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, we determine that a matter should not be communicated in our report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

FORVIS MAZARS ASSURANCE PTY LIMITED



Michael Georghiou
Director

Brisbane, 30 January 2025

Forvis Mazars Assurance Pty Limited
ABN 13 132 902 185
Authorised Audit Company No. 338599
Liability limited by a scheme approved under Professional Standards Legislation

NOTES

NOTES



NHULUNDU

HEALTH SERVICE

Gladstone Region Aboriginal and Islander
Community Controlled Health Service Ltd

27-29 Goondoon St Gladstone
PO Box 5158 Gladstone Q 4680
ACN. 610 044 641
Phone. 07 **4979 0992**
Fax. 07 4979 0967
Email. info@nhulundu.com.au

www.nhulundu.com.au

