

## Organisational Profile

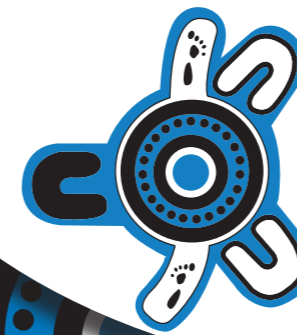
Funded through the Federal Government's Department of Health, NCACCH has developed and implemented unique models for providing Aboriginal and/or Torres Strait Islander clients with choice and access to a wide range of health care providers across the Sunshine Coast and Gympie regions.

These innovations provide a choice of health care providers and services, including a choice of health care providers and services, without the annual fee and the "upfront gap" payment. Each NCACCH client is assured their individual choice to access services. Clients can usually access NCACCH services within 1 or 2 days rather than experience considerable delays.

NCACCH pioneered the collection of de-identified confidential health data for the Aboriginal and/or Torres Strait Islander population to inform funding and planning to improve the health status of our community. The data identifies local health needs and informs continuous quality improvement strategies for service delivery.

NCACCH continues to develop innovative programs to provide support to individuals to improve quality of life. In addition to access NCACCH provides education and prevention health care initiatives.

NCACCH is adaptable, resilient and responds to emerging trends.



**NCACCH** | North Coast Aboriginal Corporation  
for Community Health

## Directors Profiles



### Tom Cleary – Director

Tom is a proud Undambi man, descendant of the traditional owners and has lived on the Sunshine Coast for the past 20 years. Tom has been on the NCACCH Board since 1999 and has held the position of Chairperson for the last 11 years. With passion for Aboriginal and/or Torres Strait Islander health, he advocates and provides strong links and communication with the community. Tom is well respected by both community and peers and is called upon regularly as a guest speaker nationwide.



### Aunty Olive Bennet – Director (Certificate IV Business Governance)

Aunty Olive is a proud Kullila/Wakka Wakka woman and respected elder who resides in Gympie and has lived on Gubbi Gubbi country all her life. Aunty Olive has been an active Board Member of NCACCH since 2000. Aunty Olive provides guidance on good governance, professional development and has strong community networks. Aunty Olive is also looked upon as a valued elder who actively participates in cultural programs within the schools and community of Gympie.



### Helen Felstead – Director

Helen has resided in the Tin Can Bay region for 50 years and has been on the NCACCH Board of Directors since 2003. Helen works as a Medical Receptionist at Cooloola Coast Clinic and Rainbow Beach Medical Practice where she provides support to local community members and advocates for our members in the Cooloola region.



### Rhonda Randall – Director

Rhonda has resided in the Glasshouse Mountains region for over 20 years with considerable experience in Indigenous organisations. Rhonda was employed as a Aboriginal and Torres Strait Islander Teacher Aide before her current position of 13 years as a Personal Carer for Indigenous Home and Aged Care on the Sunshine Coast.



### Paula Wootton – Director (Certificate IV Business Governance)

Paula is a Tharawal woman from the Woollongong/Shoalhaven Heads region NSW, and has lived in Imbil for the past 16 years. Paula has been an active Board Member since 2007, has a Certificate IV in Governance and has a strong focus on young people and families. Paula has been retailing Aboriginal arts/crafts since 2000 and has substantial experience working with schools and community organisations throughout Sunshine Coast and Gympie with her beading/art/bush tucker/traditional dance workshops.



### Aunty Gwen Tronc – Director

Aunty Gwen is a respected Mununjali/Butchella woman from Gin Gin who relocated to the Sunshine Coast in 2007 to be closer to family. Aunty Gwen values her position as a Director of the NCACCH Board and has been a proud member of the of the Caloundra Murri Court panel.



### Uncle Trevor Draper – Director

Uncle Trevor is a Kamilaroi man from NSW/QLD and resides at Coes Creek near Nambour. He has been on the Coast for 11 years and works as a Court Support Officer for the Aboriginal & Torres Strait Islander Legal Service (ATSILS) at Maroochydore and Caboolture. Uncle Trevor has proudly represented Aboriginal and Torres Strait Islander people on numerous Boards throughout his life and is passionate about his job and helping people.

**NCACCH**

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# Strategic Plan 2015-2018



## Our Vision

To 'close the gap' in the health status of Aboriginal and/or Torres Strait Islander people through a holistic approach to client health and wellbeing.

## Core Values

### At NCACCH we:

- Embrace continuous quality improvement
- Demonstrate unity, sound governance, transparency, best practice and capacity building.
- Respect individuals right for self-determination through access to client driven health care choices.
- Ensure our service is client focused.
- Practice a holistic concept of health.
- Value and embrace partnerships and innovation.

## Core Business

### At NCACCH our focus is to:

- Provide culturally safe access to primary health care services.
- Raise Aboriginal and/or Torres Strait Islander health status at a minimum to mainstream standards.
- Improve the wellbeing and quality of life of NCACCH clients through evidence based practice.
- Provide education and advocacy for and on behalf of our clients.
- Utilise collaborative partnerships to ensure optimal best practice service delivery.
- Engage the Aboriginal and/or Torres Strait Islander community in the design and delivery of programs and services.

## Strengths

- Experience, commitment, passion, focus and competencies of Directors and Staff.
- Proven history of successful service delivery and developing and maintaining partnerships.
- Long term support and trust of community.
- Outcome focused community driven services.
- Consistent low risk audit profile.
- Established and comprehensive Aboriginal and/or Torres Strait Islander population health data systems for the identification of service gaps and need.
- Proven history of innovative business models and program design
- Best value for money principles for service delivery.

## Weaknesses

- Current resources restricts capacity to expand services.
- Fixed grant funding.
- Limited income generation results in budget pressure.

## Opportunities

- Develop a greater diversity of partnerships.
- Diversify services into a broader scope of wellbeing to encompass whole of life.
- Greater utilisation of population health data.
- Promote positive NCACCH brand and innovation.

## Threats

- Changes in government policy.
- Competition for Aboriginal and Torres Strait Islander funding.
- Insecure tenure for staff.
- Commercialisation and privatisation of health service provision.

## Key Deliverables

### Goal: Continuous Quality Improvement embedded within organisational culture

- Strategy 1: Development and implementation of a comprehensive Continuous Quality Improvement Action Plan.
- Strategy 2: Enhancement of data driven Continuous Quality Improvement Systems.
- Strategy 3: Maintenance of ISO Accreditation.

### Goal: Continue to expand NCACCH health care to a broad holistic concept of wellbeing

- Strategy 1: Expand the scope of NCACCH services to encompass the social determinates of health.
- Strategy 2: Expand and enhance NCACCH Mental Health services through co-ordination with our partners and established providers.
- Strategy 3: Continue to focus on early intervention and prevention strategies.

### Goal: Through effective partnerships, reduce service gaps and duplication

- Strategy 1: Strengthen existing and develop new partnerships to ensure services delivered to the Aboriginal and/or Torres Strait Islander community are of optimal quality, well coordinated and complementary to each other.
- Strategy 2: In the spirit of co-operation, work with the partners to determine which partnering organisation is best placed to deliver each service.

### Goal: Client Chronic Disease Self-Management

- Strategy 1: Expand the Chronic Disease Management Programs and ensure program sustainability by supporting clients to transition to self-management.
- Strategy 2: Seek funding for the continuation of Chronic Disease Management Programs.

### Goal: Continue to provide Child and Maternal Health programs

- Strategy 1: Expand and enhance Nanna Bill's Mum's and Bub's Program and continue to collaborate with other Child and Maternal Health providers.
- Strategy 2: Work with our partners to continue Ear Health Surgical Intervention.
- Strategy 3: Strengthen relationship with Education Queensland to advocate and support healthy outcomes in schools.

### Goal: Focus on Aboriginal and/or Torres Strait Islander Smoking Program

- Strategy 1: Work with PHN to provide a regional approach for the implementation of the "No Durri for this Murri™" Program.

### Goal: Continue to champion the Brokerage Model while expanding other models of care

- Strategy 1: Continue to strengthen the relationship and secure resources to work closer with General Practice.
- Strategy 2: Support and promote Continuous Quality Improvement for Service Providers.
- Strategy 3: Full utilisation of Aboriginal and/or Torres Strait Islander health data for the expansion of models of service.