

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

# 2012-2013 Annual Report

## About NCACCH

North Coast Aboriginal Corporation for Community Health (NCACCH) is an Aboriginal Community Controlled Health Service funded by the Australian Government's Department of Health & Ageing (DoHA) through the Office for Aboriginal and Torres Strait Islander Health (OATSIH). NCACCH was incorporated in 1997 and is now registered under the CASTI Act (2006).

NCACCH provides health services to the Aboriginal and/or Torres Strait Islander community members residing in the Sunshine Coast and Gympie regions, an area totalling over 7000sq km.

NCACCH has become an innovative leader in the field of primary health care delivery to Indigenous people by developing the first and very successful Brokerage Model. The Brokerage Model utilises existing mainstream as well as Indigenous service providers to deliver services to NCACCH clients. Through NCACCH, clients are able to access Doctors, Dentists, Counsellors/Psychologists, Physiotherapists, Podiatrists, Dieticians/Nutritionists, and Diabetes Educators at no cost. NCACCH has over 350 Service Providers for clients to choose from.

Our original focus was primarily client driven and aimed at addressing identified gaps. NCACCH then expanded its service delivery to include education and prevention strategies. In an attempt to address the risk factors associated with Chronic Disease and Child & Maternal Health issues, NCACCH implemented the 'Well Person's Health Check Day' and the 'Nanna Bill's Mums and Bubs' programs.

In 2008, NCACCH successfully tendered through Qld Health to be the employing organisation for an Indigenous Child Health Worker (4-12yrs) and a Physical Activities Project Officer position (which unfortunately due to funding cuts ceased in mid 2012). However, NCACCH is continuing to run programs in schools and community, highlighting the importance of healthy lifestyle behaviours in an attempt to tackle the burden of chronic disease within our Indigenous population.

NCACCH was approached in 2008 by the Department of Health and Ageing (DoHA) to develop our highly successful multi-faceted three (3) year pilot Indigenous Smoking Cessation program, which was extended until May 2013. NCACCH has requested and currently waiting on a response to continue the program on an on-going basis.

In 2011, NCACCH was once again successful in tendering through Qld Health and have implemented our 'HealthTrax - Chronic Disease Management program.



The NCACCH Story  
Painting by Gordon Browning



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## From the Directors

Although this past year has seen some uncertain times due to changes in Government Funding and Policies, NCACCH was able to maintain and continue all programs and services. Successfully retaining funding means the we are able to continue providing the community with the much needed services and programs required to contribute towards closing the gap between Aboriginal and/or Torres Strait Islander and non-Indigenous Australians.



Due to the huge success of the NCACCH “No Durri for This Murri” smoking cessation program, we were granted an extension for another 12 months (until May 2013), in which time we were able to continue to run our highly successful media campaign. In collaboration with other organisations/agencies, we also focused on providing community awareness through local schools and community events around the harmful effects of smoking (including a large focus on harm reduction).

As NCACCH Directors, we have an on-going commitment to ensuring that the health needs of our community are addressed in our region. Approaches to this over this past 12 months have included; working towards the key deliverables incorporated within the 2012-2015 Strategic Plan, a commitment towards Governance training and ensuring Indigenous health remains at the forefront of relevant decision makers by remaining active on relevant local, regional and state key bodies. We met formally on eight (8) occasions during the year.

We would like to thank our staff, members, community, partners and government funders for their continued contributions and support during the 2012/13 period.

## Director Profiles



### ***Tom Cleary (Nominated Chairperson)***

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 9 years. With Tom’s passion for Indigenous health he advocates and provides strong links and communication with the community.



### ***Helen Felstead***

Helen has resided in the Tin Can Bay region for over 50 years. Helen has been on the NCACCH Board of Directors since 2003. Having raised her family in the area, she is now involved with foster care. She is an Indigenous receptionist at her local medical centre. Helen provides community input for the Northern Coastal regions. She brings calmness and a focus on Board unity to Board decisions.



***Ronda Randal (Up for re-election tonight)***

Ronda has resided in the Glasshouse Mountains region for 19 years. Ronda has considerable experience in Indigenous organisations. She has worked as an Aboriginal and Torres Strait Islander teacher aide in the local schools. She is currently a Personal Carer working in Indigenous aged care on the Sunshine Coast.



***Aunty Gwen Tronc***

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.



***Paula Wootton (Up for re-election tonight)***

Paula is a Tharawal woman from the Woollongong/Shoalhaven Heads region NSW, and has lived in Imbil for the past 15 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/bushtucker/traditional dance workshops.



***Aunty Olive Bennet (Up for re-election tonight)***

Aunty Olive is a proud Kullila/Wakka Wakka woman and respected Elder that 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 with a Certificate IV in Governance. 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.



***Uncle Des McArthur (Up for re-election tonight)***

Uncle Des is a proud Gangulu man from the Mt Morgan area inland from Rockhampton and has lived on the Sunshine Coast for the past 16 years. Uncle Des has been an active Board Member of NCACCH since 2011, and takes a special interest in Men's health and is actively involved in the local community.

## NCACCH Staff

Thank you to the NCACCH Staff for all your hard work and dedication throughout the year.

Executive Officer – John Spink

Operations Manager – Kim Helmore

Executive Assistant – Suzi Latimer

Chartered Accountant – Randal Wruck

Program Coordinator – Sharelle Eggmolesse

Data Manager – Lorraine Reilly

Administration Officer – Wendy Lawes

Administration Officer – Lerrisa Rolls

Program Support Worker – Lyndelle Beezley

Acting Project Officer – Natasha Hawkins

Indigenous Child Health Worker (4-12 year old) – Nichole Weeks

Midwife – Sharlene Terry

## Governance

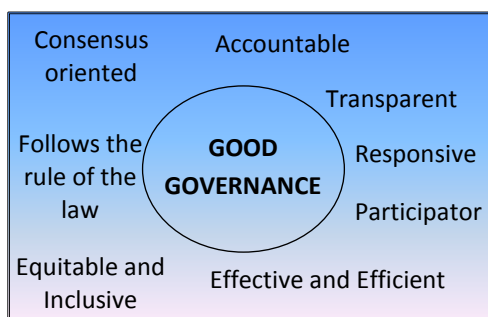
### Accreditation



In April 2013, NCACCH's second audit was conducted to assess its continued performance against the ISO 9001:2008 standards. We are pleased to advise NCACCH successfully met all the requirements, therefore maintaining our quality management systems certification.

In 2012, NCACCH achieved a "low" risk status from our OATSIH risk assessment, therefore not requiring another review until 2014. This is the lowest risk rating available and highlights NCACCH's compliance not only to reporting requirements but the strong governance structures implemented by the NCACCH Board of Directors.

## Governance & Training



The NCACCH Board continues its dedication in maintaining its excellent standard of governance, with all Directors having participated in governance training during the past year.

In continuation of NCACCH's outstanding governance record, the NCACCH Board aim to have all Directors and Senior Management staff gain governance qualifications by 2015.



## NCACCH Membership

We would like to thank all existing members for their on-going support, and welcome all new members. Your support has shown a steady increase in NCACCH membership over the previous years, with all proceeds going back into the services currently provided. Memberships are renewed annually with a \$5 membership fee payable.

<b>Full Membership</b>	<b>295</b>
<b>Associate Membership</b>	<b>39</b>
<b>Total</b>	<b>334</b>

## Our Partners

NCACCH continues to strengthen current partnerships and develop new ones. Regular meetings are held with all partners regarding the coordination of services and collaboration on programs to ensure ongoing integrated service delivery.

Each member of the Sunshine Coast & Gympie Aboriginal & Torres Strait Islander Health Planning & Coordination Committee continue to contribute to the achievement of the core goals as set out in their 2012 – 2015 Strategic Plan. The committee consists of Board Members and Executive level staff from across NCACCH, Focus Health Network and Sunshine Coast Hospital and Health Service. All participating organisations are committed to working together to provide effective and equitable access to health services and facilities and to identify and address gaps in health service delivery.

### Sunshine Coast Hospital and Health Services (SCHHS)

SCHHS (formally known as Qld Health) has gone through some major changes over the past year, including their obvious change of name. NCACCH continues to benefit from an excellent relationship with the SCHHS. This robust partnership enables us to provide better programs to the community and ensures there is no duplication of services. NCACCH and SCHHS work together in the delivery of most programs with SCHHS continuing to be contracted as a HealthTrax Health Advocate. Workers in the Aboriginal and/or Torres Strait Islander Health Programs in the SCHHS continue in their role as NCACCH Referrers.

### Focus Health Network (FHN)

Even though FHN continue to go through changes, NCACCH's partnership with FHN continues to expand with some new and exciting projects currently being developed. One major achievement during this year as seen the development and signing of an Indigenous Health Data Protocol which recognises and respects NCACCH as the custodian/guardian of Indigenous Health Data collected via NCACCH services. The signing of this agreement means NCACCH clients can rest assured that their health data will not be used for any reason other than for NCACCH purposes (or for any other purpose, without the direct approval of NCACCH).

## Sunshine Coast Regional Council (SCRC)

NCACCH's partnership with the SCRC saw the highly successful implementation of the Healthy Communities Initiative (HCI) across the Sunshine Coast and Gympie regions. The program delivered effective community-based physical activity and healthy eating programs, in addition to developing a range of local policies that support healthy lifestyle behaviours. HCI provided an innovative place-based approach; supporting community members most at risk of developing chronic disease in adopting achievable and sustainable healthy lifestyle behaviours. Unfortunately the funding for the Healthy Communities Project Officer position ceased in June 2013, although NCACCH are hoping to seek further opportunities in the future to re-establish our partnership with SCRC to continue improving the health of our community.

## Community Referrers

NCACCH currently has 26 Community Referrers located across numerous Indigenous and Community Organisations in the Sunshine Coast and Gympie areas. NCACCH Community Referrers are required to attend ongoing training in their role as Referrers. This year we held three (3) Referrer's workshops. The workshops inform Referrers of any changes to NCACCH systems or forms, is an avenue for feedback regarding our services, as well as education and information on other services or programs that can assist our community.



We would like to thank all the Referrer's employers who allow them time off from usual duties to attend these training sessions. We would also like to thank our wonderful Referrers for their continued commitment to improving the health of our community.

## Kabi Kabi Aboriginal Corporation (KKAC)



NCACCH continues to provide the day to day administration of KKAC. This arrangement has proven to be very beneficial with the maintenance of all properties conducted in a professional, efficient and cost effective way. As a result, the value of the assets have increased of which the Kabi Directors are very proud of. The KKAC Directors and staff continue to attend on-going training regarding governance and housing policies. This ensures they are kept up to date with the latest information, resulting in the continuation of growth and expansion of the organisation.

If any members have any questions about Indigenous housing on the Sunshine Coast please contact KKAC on 5443 2090.



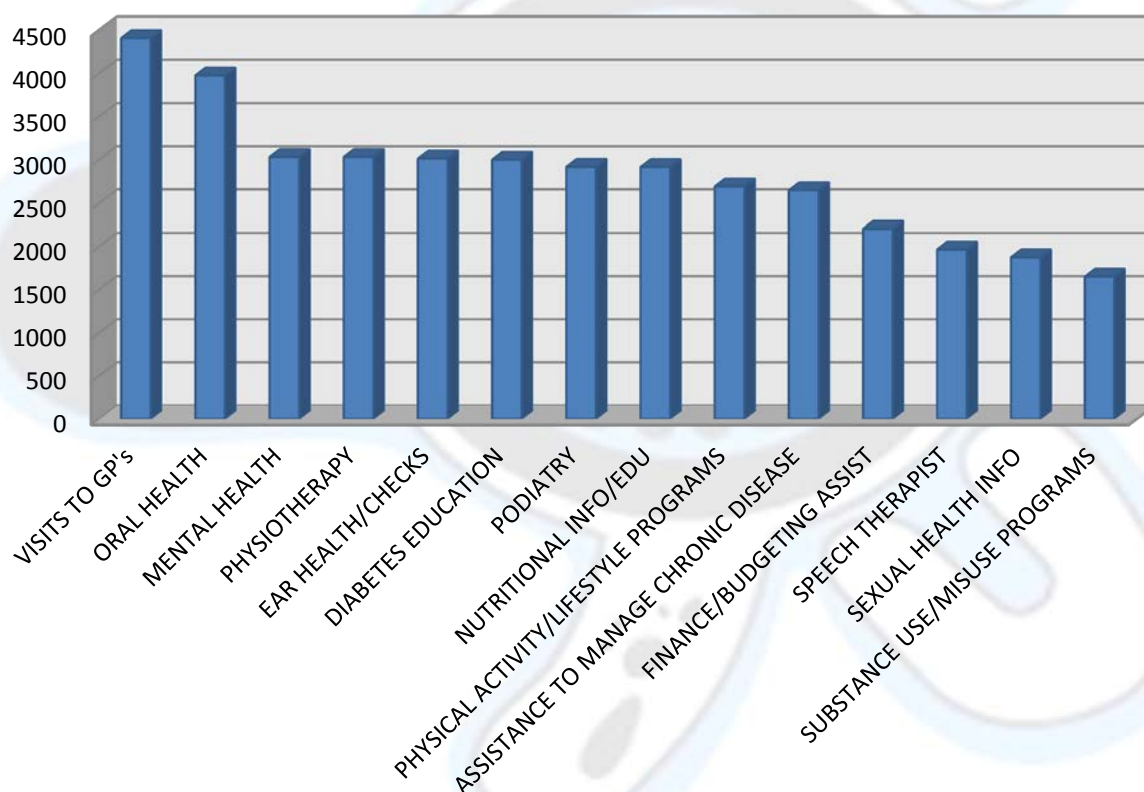
## 2013 Community Survey

NCACCH received in excess of 300 responses from the 2013 community survey. The feedback and information received captured a great snapshot of the current gaps in services within the community. The NCACCH Directors will take this into consideration in identifying any areas that need improving. Thank you to all the NCACCH community members who took the time to complete and return the surveys.



Congratulations to Cheryl Howkins, the lucky winner of the \$100 shopping voucher for returning her survey.

**Order of Preference-Highest Health Issue Priority**



Results show GP visits, dental and mental health continue to be the highest health issue as identified by the community. Interestingly, physiotherapy, ear health/checks and diabetes education remain high on the agenda. NCACCH will focus on these gap services over the next 12 months.

## Activity Statistics

As part of NCACCH quality management systems, all NCACCH cards will expire on 30 June 2014. All clients will be posted an update form in March/April 2014 and will need to be completed and returned before being issued with their new card. This ensures the NCACCH database remains current.

Clients on Database	6992
HAC cards Issued 2012-2013	388
Referrals to Allied Health Service Providers	823
Number of General Practitioners	297
General Practitioner Visits	7708
Dental Visits	408
Mental Health Visits	183

## Our Programs

### HealthTrax Chronic Disease Management



HealthTrax assists community members with chronic health conditions including cardiovascular, respiratory and diabetes. Since commencement, the program has provided over 130 Aboriginal and/or Torres Strait Islander clients with access to free specialist services, a personal Health Advocate (registered nurse) and a personalised exercise program.

The support of the program assists the participant to link in with specialist services quickly and effectively with the Health Advocate assisting in breaking down barriers as they work closely with the client to advocate and support clients in long term recovery and improved health outcomes. There have been three (3) personalised exercise programs conducted over the previous 12 months, which encompasses individual and group components. The program includes an exercise physiologist and diabetes educator providing individual home exercise and diet programs.

### Nanna Bill's Mum's and Bub's Program

Our Nanna Bill's Mum's & Bub's home visiting program continues to support Indigenous mothers and fathers during and up to one year post pregnancy in the promotion and well-being of their children.

There are currently 15 participants on the program with 10 healthy babies born over the previous 12 months. The program allows participants to interact with a registered midwife through many different ways including facebook, home visits and phone support.



## **“No Durri for this Murri” Smoking Cessation Pilot Program**

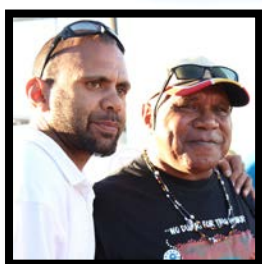
This year saw the completion of the highly successful pilot program which ended in May. Since the program’s commencement in 2010, we have seen 241 participants registered in the program with 60 (24.89%) registered participants (self-reported) having quit, including 17 that have quit for 12 months or longer. The program has also seen an overall 55.18% reduction, of at least 5% in the amount of cigarettes smoked.

Overall, the NCACCH No Durri for This Murri smoking program provided a multi-faceted approach in decreasing smoking rates within the Indigenous community across the Sunshine Coast and Gympie regions. The program continued to extend these boundaries by incorporating the harm reduction message, provided education and awareness within the schools and the wider community and provided a holistic approach by allowing non-Indigenous partners to access the program in the interests of a family-centred approach.

NCACCH is currently waiting on a decision to extend the program. This program was funded through the Australian Government’s Department of Health and Ageing (DoHA).



## **Well Person’s Health Check Days (WPHCD)**



This year NCACCH decided to incorporate both WPHCDs into one, with the aim of bringing both the Gympie and Sunshine Coast communities together for its free family fun day, which was held at the Gympie Showgrounds. This year’s theme was “No Durri for This Murri” which highlighted the importance of healthy living amongst the Indigenous communities with a focus on smoking cessation.

NCACCH innovatively raises awareness of Aboriginal and/or Torres Strait Islander disadvantage through the celebration of local health and culture through a diverse range of entertainment, workshops and displays for everyone to experience and participate in on the day. Furthermore, the day encourages community members to complete general health checks and receive free Influenza and Pneumovax immunisations.

The day included traditional basket weaving, arts and crafts, men and women’s cultural workshops, children’s rides, a healthy lunch and featured live music from The Yindi Band, renowned hip hop artists The Last Kinection and the legendary Archie Roach. Transport was also available from the Sunshine Coast and central Gympie to the venue. The day was held in partnership with NCACCH, SCHHS, FHN and QUT.



## BreastScreen Clinics



This past year has seen eight (8) very successful clinics with 73 women attending in total. The clinics were held in: Caloundra, Noosa, Maroochydore, Nambour and Gympie BreastScreen Qld sites, whilst the Maleny and Tin Can Bay clinics utilized the BreastScreen Qld mobile van.

With an increase in women screened, data has shown a remarked improvement in new ladies attending, as well as continuing women from previous clinics. The clinics offer an opportunity for Indigenous women to have their mammogram conducted in a comfortable, welcoming environment with other Indigenous women. An Indigenous Health Workers as well as a representative from BreastScreen Qld and NCACCH are in attendance to answer any questions the women may have about the process, follow-up appointments or health in general.

The clinics are held in partnership between NCACCH, BreastScreen Qld and the Sunshine Coast Hospital and Health Service.

## Indigenous Child Health

### *Ear Health Program*

The Indigenous Child Health worker (4-12 years) conducted an amazing 580 ear health screenings across 26 schools during this period. Although testing still indicates a 20-25% failure rate, the NCACCH Board of Directors continue to prioritise ear health with another 10 operations on Aboriginal and/or Torres Strait Islander children due to be conducted in November 2014. NCACCH will continue to partner with Caloundra Private Hospital and prominent Ear Nose and Throat Specialist Dr David McIntosh to perform these surgeries. The interventions range from grommets to adenoidectomies and tonsillectomies.



NCACCH would like to extend a special thank you to Dr David McIntosh who continues to be extremely generous in providing his time and expertise at no cost to NCACCH.

### *Triple P (Positive Parenting Program)*



NCACCH has run three (3) successful Triple P courses over the past year with all participants who complete the course receiving a Triple P attendance certificate. Fathers, Mums, Aunties, Grandparents and Carers enjoyed the 2 day teaching with positive feedback received on the useful parenting hints and tips that the course offers. The program offers information and suggestions around simple routines and small changes that can make a big difference to family life such as; encouraging

positive behaviour in your children, tips if you are struggling with your child's misbehaviour, have your children do what they are asked the first time and having more confidence in managing your children.

While Triple P is almost always successful in improving child behaviour problems, more than half its emphasis is on developing positive attitudes, skills and behaviour.

### ***Healthy Murri Kids Breakfast Program***



Unfortunately due to funding restrictions, the Deadly Breakfast program was only able to be run at one (1) school during this period. The seven (7) week program was held at Nambour State School in partnership with Qld Health. The program focused on nutrition, oral health, exercise, hygiene and the harmful effects of smoking. With successful outcomes and further interest from schools requesting the program, NCACCH will review funding in 2014 to continue the program.

## **Healthy Communities Initiative**

### ***Let's Do This (previously Living Strong)***

Due to facilitator training challenges associated with the Living Strong program, it was decided to merge it in with the Let's Do This program. During this period there was one (1) twelve (12) week Let's Do This program held in Nambour with 14 participants attending. A fun and safe environment was provided which focused on a range of topics including, diabetes prevention, nutrition, food and safety, physical activity, and goal setting all of which were aimed at engaging participants in the process of making long term lifestyle changes including healthy eating and getting active. The program linked clients up with QLD Health support workers, dieticians, advanced nutritionist, diabetes educators, FHN counsellors and psychologist, Sunshine Coast Regional Council (SCRC), Indigenous Project Officer, food and safety officers, and AHSCI "Heartmoves" instructor. Kaizen Gym exercise physiologist also developed and provided a dynamic individualized workout plan for each participant which included health tips and exercises to reduce the risk factors for chronic disease. The program was run in partnership with NCACCH, SCRC and SCHHS.



### ***Deadly Tucker***



There were three (3) "Deadly Tucker" programs, held at Nambour, Bli Bli and Pomona State Schools. It is an after school family-based program that teaches healthy cooking skills, traditional Aboriginal and Torres Strait Islander games and dance in a social environment.

Parents participated in cooking classes to develop skills and knowledge in food preparation, cooking, nutrition and budgeting; while school aged children participated in physical activities including traditional games, dance, active games and physical theatre. Child care was provided for

babies and toddlers and a weekly newsletter was distributed which provided recipes for each cooking class which were collated into a recipe book at the end of the program.

This program was funded by the Qld Government and run in partnership between NCACCH and the Sunshine Coast Regional Council.

## Men's Group



The Men's group has shown a low attendance rate over the past year, thus causing the change from bi-monthly to three (3) monthly meetings. The groups are held alternatively between the Sunshine Coast and Gympie. In an effort to increase numbers, NCACCH has recently conducted a bulk mailout promoting the group as well as forming a partnership with SCHHS to assist in the facilitation of future groups. The new partnership will mean a Male Health Worker will be present at the groups as well as providing a wider promotional strategy to assist in increasing attendance. NCACCH will focus on increasing cultural activities/trips and guest speakers regarding mens health in 2014.

## Women's Group



The Women's Group continues to be held bi-monthly between the Sunshine Coast and Gympie regions. This year has seen some great activities/trips planned including: emu feather bead making, sacred site trips in both areas, art workshop and general discussions around Women's health. The Women's Group met six (6) times this year. NCACCH recently conducted a bulk mailout promoting the group, which has seen a substantial increase in numbers as well as some new faces. In 2014, NCACCH will focus on holding the groups in different location across the two regions to provide an opportunity for more women to attend.



## Training Opportunities

NCACCH is dedicated to ensuring staff are trained to the highest standard. During the year NCACCH staff underwent the following training and professional development:

- Apply First Aid/Cardiopulmonary Resuscitation
- Motivational Counselling and Interviewing Techniques
- Building on Great Partnerships
- NACCHO Governance Summit
- BreastScreen Training
- Workplace Hygiene Procedures
- Cert IV in Aboriginal and Torres Strait Islander Primary Health Care
- Otitis Media and Aural Health Care Program
- National Regulatory Framework Forum
- Diploma of Social Housing
- Diploma of Community Services Coordination
- NACCHO AGM and Conference
- OH&S and Asbestos Workshop
- Changing Tracks Seminar
- Hep A, B and C Seminar
- Childhood Rashes and Infections
- Congress of Aboriginal and Torres Strait Islander Nurses Conference
- Chartered Accountant Workshop
- QIHFN Workshop
- Front Desk Superstar
- Traditional Indigenous Games Accreditation Training
- High Performance Goal Setting

## Representation

NCACCH retains membership of and is regularly represented in the following organisations and committees:

- National Aboriginal Community Controlled Health Organisation – our national peak body
- Queensland Aboriginal & Islander Health Council – our state peak body
- Sunshine Coast & Gympie Aboriginal & Torres Strait Islander Health Planning & Coordination Committee
- Sunshine Coast and Gympie Aboriginal and Torres Strait Islander Health Forum
- Sunshine Coast Gympie Partnership Council
- Sunshine Coast & Gympie NAIDOC Committees
- Mental Health Executive Council (MHEC)
- Headspace Consortium Member
- Sunshine Coast Indigenous Networking Group (SCING)
- Mungalla Forum
- Partners In Recovery Sunshine Coast Partners Meeting
- Youth Health Pathways

Audited

**North Coast Aboriginal Corporation For Community Health**  
**Statement of Financial Position**  
**For the year ended 30 June 2013**

		<u>2012</u>	<u>2013</u>
		-----	-----
<u>Members' Funds</u>		414,968	437,246
		=====	=====
<u>Current Assets</u>			
Cash at Bank	<u>Note 1</u>	1,537,890	1,091,616
Cash on Hand		771	838
GST Receivable		460	-
FBT Instalments		7,097	7,255
Trade Debtors		79,351	12,403
		-----	-----
Total Current Assets		1,625,569	1,112,111
		-----	-----
<u>Non-Current Assets</u>			
Property, Plant & Equipment	<u>Note 2</u>	72,118	91,795
		-----	-----
Total Non-Current Assets		72,118	91,795
		-----	-----
Total Assets		1,697,687	1,203,906
		=====	=====
<u>Current Liabilities</u>			
ANZ Visa	<u>Note 1</u>	2,764	3,207
Trade Creditors		57,774	85,976
Superannuation Payable		25,334	23,821
Payroll Liabilities		8,248	8,144
FBT Instalment		7,097	7,255
GST Payable		16,651	22,876
Salary Sacrifice		1,932	5,083
Accrued Leave	<u>Note 4</u>	194,196	191,359
Surplus Funds CFWD	<u>Note 5</u>	968,722	386,080
Capital Purchases to Income Statement	<u>Note 6</u>	-	32,860
		-----	-----
		1,282,719	766,660
		-----	-----
<u>Total Liabilities</u>		1,282,719	766,660
		-----	-----
Net Assets		414,968	437,246
		=====	=====

This Balance Sheet should be read in conjunction with the notes to the accounts.





#### Head Office

Address: Suite 15/27 Evans Street, MAROOCHYDORE Q.4558

Postal: PO BOX 479, COTTON TREE Q.4558

Phone: 07 5443 3599

Fax: 07 5443 8899

Email: [admin@ncacch.org.au](mailto:admin@ncacch.org.au)

#### Gympie Office

Address: Shop 3, 56 River Road, GYMPIE Q.4570

Postal: PO BOX 479, COTTON TREE Q.4558

Phone: 07 5483 6511

Fax: 07 5483 6322

Email: [admin@ncacch.org.au](mailto:admin@ncacch.org.au)

[www.ncacch.org.au](http://www.ncacch.org.au)



*"Your Pathway to Better Health"*