

NCACCH | North Coast Aboriginal Corporation
for Community Health



2013-2014
Annual Report

History of 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 (DoH) through the Regional Service Grants Branch (RSGB). Previously known as OATSIH, it is now overseen by the Departments of Health and Prime Minister and Cabinet. NCACCH was incorporated in 1997 and is registered under the CASTI Act (2006).

We provide 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 became an innovative leader in the field of primary health care delivery to Indigenous people by developing and implementing the very first and highly successful Brokerage Model of Indigenous health service delivery. 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 just to name a few, at no cost. NCACCH has nearly 400 service providers for clients to choose from.

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 early 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 (DoH) 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 is 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

Table of Contents

History of NCACCH.....	1
From	3
Director Profiles.....	3
NCACCH Staff.....	5
Governance	5
Accreditation	5
Governance & Training.....	5
NCACCH Membership.....	6
Our Partners	6
Sunshine Coast Hospital and Health Services (SCHHS)	6
Focus Health Network (FHN).....	6
Kabi Kabi Aboriginal Corporation (KKAC)	7
Community Referrers	7
Gympie Office.....	7
Indigenous Health Access Scheme	8
2014 Community Survey	8
Activity Statistics.....	9
Our Programs.....	9
Well Person’s Health Check Day.....	9
HealthTrax Chronic Disease Management	10
BreastScreen Clinics.....	10
Indigenous Child Health.....	11
Ear Health Program	11
Triple P (Positive Parenting Program)	11
Let’s Do This – Lifestyle Modification Program	12
Men’s Group.....	12
Women’s Group	12
Representation	13
Training Opportunities	13
Balance Sheet	14

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.

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 seven (7) occasions during the year.

The board members and staff were saddened at the news of Focus Health Network (FHN) closing down their business. It took us many years but has turned out to be one of the best partnership arrangements we have had, especially in the last three years since Phil Johnson's arrival as the CEO. We all will have to work extremely hard to emulate that situation again. Thank our lucky stars the Sunshine Coast Hospital & Health Service (SCHHS), headed by our longtime friend Kevin Hegarty, is remaining open. We would like to thank our staff, members, community, partners and government funders for their continued contributions and support during the 2013/14 period.

Director Profiles



Tom Cleary (Up for re-election tonight)

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 Tom's passion for Indigenous health he advocates and provides strong links and communication with the community. He would like to thank his employer, the Sunshine Coast Regional Council, for their support in enabling him to perform some of his responsibilities during the working week.



Helen Felstead (up for re-election tonight)

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

Ronda has resided in the Glasshouse Mountains region for 20 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 (up for re-election tonight)

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 the Caloundra Murri Court panel.



Paula Wootton

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 the Sunshine Coast and Gympie with her beading, art, bushtucker and traditional dance workshops.



Aunty Olive Bennet

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 Trevor Draper

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

NCACCH Staff

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

- 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
- Indigenous Child Health Worker (4-12 year old) – Nichole Weeks
- Midwife – Sharlene Terry
- Executive Officer – John Spink

Governance

Accreditation



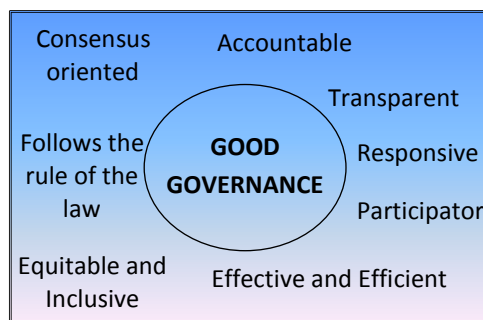
In April 2014, NCACCH’s third audit was conducted to assess its continued performance against the ISO 9001:2008 standards. We are pleased to advise NCACCH successfully met all the requirements, therefore maintaining our quality management systems certification.

In 2012, NCACCH achieved a “low” risk status from our OATSIH risk assessment and remains so to date. 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 the remaining Directors gain Certificate IV Governance qualifications by early 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.

Full Membership	272
Associate Membership	25
Total	297

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 continued to contribute to the achievement of the core goals as set out in their 2012 – 2015 Strategic Plan. The committee consisted of Board Members and Executive level staff from NCACCH, the Focus Health Network (FHN) and the 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. Once again it is going to be difficult to replace FHN.

Sunshine Coast Hospital and Health Services (SCHHS)

NCACCH continues to benefit from an excellent relationship with the SCHHS. This robust and sincere 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-Chronic Disease 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)

NCACCH's partnership with FHN continued to expand over the last year with some new and exciting projects being developed. One major achievement during this year saw the development and signing of an Indigenous Health Data Protocol which recognised and respected NCACCH as the custodian/guardian of Indigenous Health Data collected via NCACCH services. The signing of this agreement meant that NCACCH clients can rest assured their confidential health data would not be used for any reason other than for NCACCH purposes (or for any other purpose, without the direct approval of NCACCH). Now that FHN has closed down we will be meeting with our other strong partner, the SCHHS and discussing the issue of a replacement for FHN.

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. Kabi has just contracted Coast 2 Bay to provide all their rental management responsibilities replacing Stockdale & Leggo, who did a good job for the last eight (8) years.

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

Community Referrers

NCACCH currently has 29 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 four (4) Referrer's workshops.

The workshops inform Referrers of any changes to NCACCH systems or forms, are 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.

Gympie Office

NCACCH continues to have a satellite office in Gympie for the community to access. It is currently



open three (3) days a week and is well utilised by our clients. Staff completed 42 applications for NCACCH cards and 97 referrals during the last financial year. The Gympie office is available to Community organisations to hold meetings and groups.

Indigenous Health Access Scheme

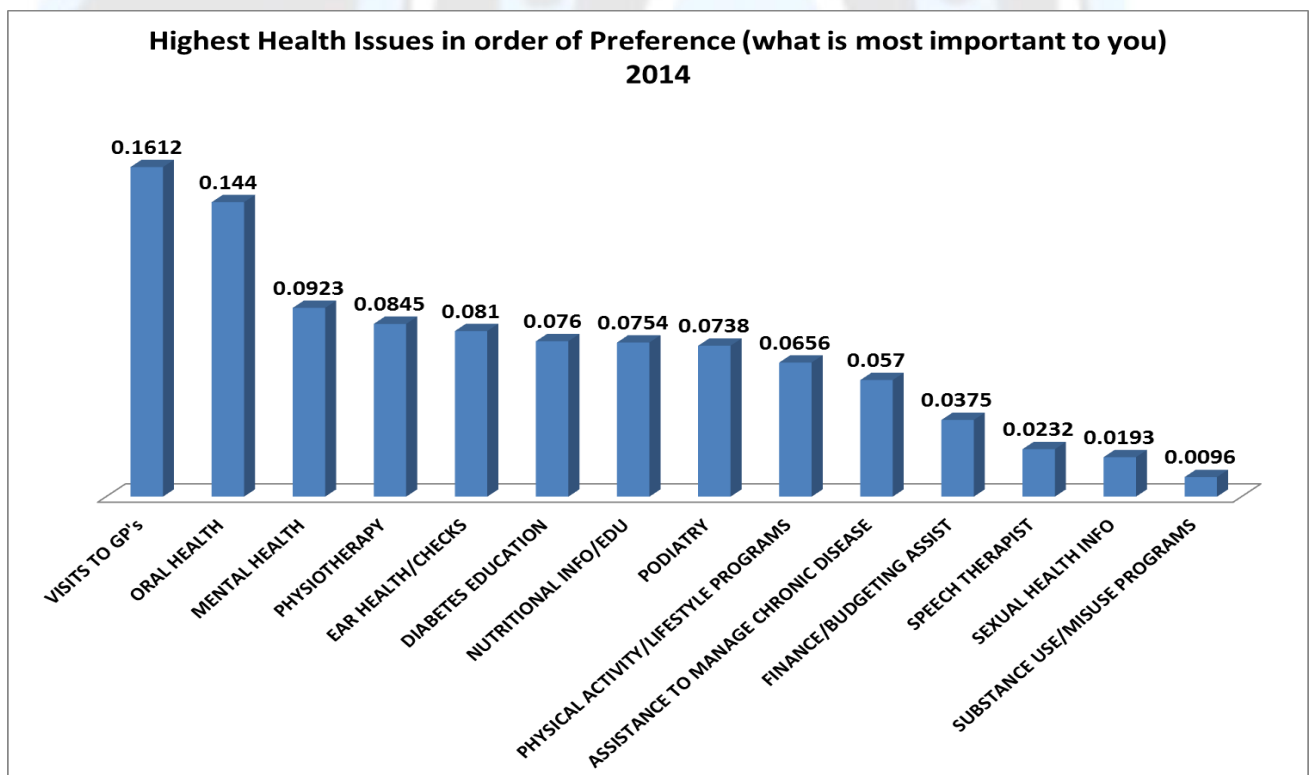
Due to the closure of Focus Health Network (FHN), NCACCH is now working directly with Practices and General Practitioners. Our new computer system for data collection went live July 1 2014 and it was a very smooth transition to the new database. NCACCH has contracts with over 300 Doctors across 46 surgeries.

Forty four (44) Practices visits have been completed to assist Surgeries with the transition. The visits also provide an excellent opportunity to meet Practice staff and provide information regarding NCACCH programs and Closing The Gap initiatives.



2014 Community Survey

NCACCH received in excess of 260 responses from the 2014 community survey, representing 789 community members in our region. Thank you to all the NCACCH community members who took the time to complete and return the surveys. It is really important that the community completes this survey as it assists us by highlighting any issues or gaps in services within the community and is used as the foundation for future services.



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

Activity Statistics

As part of NCACCH quality management systems, all NCACCH cards expired on 30th June 2014. The new cards will be valid for 18 months. This ensures the NCACCH database remains current.

Clients on Database	6565
HAC cards Issued 2013-2014	324
Referrals to Allied Health Service Providers	840
Number of General Practitioners	297
General Practitioner Visits (July 2013 – April 2014)	7479
Dental Visits	411
Mental Health Visits	285

NB. Due to the transition period for the Indigenous Health Access Scheme, General Practitioner visits are recorded for a 10 month period July 2013 – April 2014 only.

Our Programs

Well Person's Health Check Day

Our annual Well Persons Health Check Day (WPHCD) was held on the 10th of May on the Sunshine Coast. This year's theme was "HealthTrax – Your Journey to Good Health", highlighting the importance of better chronic disease management. WPHCD 2014 saw a record crowd of 828 people attending the day and 161 people participating in the general and sexual health checks.

Our partners provided a large variety of health check stations for the community to access. The Sunshine Coast Hospital and Health Service (SCHHS) supported participants with sexual health checks and gave flu shots. Queensland University of Technology (QUT) provided access to Mental Wellness, Optometry, Podiatry, Dietary and Nursing checks. Everyone who completed seven (7) health check stations received a specially designed NCACCH Indigenous Jersey designed by local artist Brent Miller. As always there were loads of displays, workshops and activities for participants to engage with on the day; including cooking demonstrations, diabetes, men and women's cultural workshops, and heart smart exercise sessions. Dan Sultan was this year's headlining act.

NCACCH like to extend a special thank you to our partner and sponsor of the 2014 Well Persons Health Check Day, the Sunshine Coast Hospital and Health Service (SCHHS) for funding a large part of the day.



HealthTrax Chronic Disease Management

NCACCH is extremely happy to announce Queensland Health will continue to fund our Chronic Disease Program - HealthTrax until June 2016. HealthTrax assists community members with chronic health conditions including cardiovascular, respiratory and diabetes. Since commencement, the program has provided over 148 Aboriginal and/or Torres Strait Islander clients with access to free specialist services, a personal Health Advocate (registered nurse) and a personalised exercise program.



With the assistance of the Health Advocate working closely with our clients and providing support for long term recovery and improved health outcomes, 21 clients are now successfully self-managing their chronic condition. There have been three (3) personalised exercise programs conducted over the last 12 months, which encompasses individual and group components. The program includes an exercise physiologist and diabetes educator providing individual home exercise and diet programs.

BreastScreen Clinics

In partnership with BreastScreen Qld and the Sunshine Coast Hospital and Health Service, NCACCH held (5) very successful clinics in the last financial year with 51 women attending in total. The clinics were held in: Caloundra, Maroochydore, Nambour and Gympie BreastScreen Qld sites, whilst the Maleny and Tin Can Bay clinics utilised the BreastScreen Qld mobile van. With an increase in women screened, data has shown a significant improvement in new ladies attending, as well as women returning from previous clinics held. The clinics offer Aboriginal and/or Torres Strait Islander women the opportunity to have their mammogram in a comfortable, welcoming environment.



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.

Through this partnership we have also produced Indigenous specific local resources featuring local community members to promote the importance of breast screening.

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 10 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.



Indigenous Child Health

Ear Health Program



The Indigenous Child Health worker (4-12 years) conducted 504 ear health screenings across 26 schools during this period. Although testing still indicates a 20-25% failure rate, the NCACCH Board of Directors continues to prioritise ear health with another 10 operations on Aboriginal and/or Torres Strait Islander children conducted in November 2014. NCACCH partnered 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.

Mothers testimonial *"Most mums probably don't think about this but my child is two and a half and he wasn't really talking at all. I waited for the day my child would say thank you or please instead of just pointing and trying to speak. I finally got my first thank you about a month after the ear surgery".*

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. In appreciation of the work Dr McIntosh has been providing to NCACCH clients, we would like to present him with a token of our gratitude.

Triple P (Positive Parenting Program)

NCACCH has run two (2) 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.

Let's Do This – Lifestyle Modification Program

This year saw our lifestyle modification program “Let’s Do This” implemented in two (2) regions Gympie and Kawana.

In response to clients feed back NCACCH contracted Aboriginal Personal Trainer Chris Schoyer, with the final program at Kawana being run after hours. NCACCH recorded

it’s highest attendance and retention rates for the entire duration of the program. Participants met twice a week over twelve (12) weeks participating in physical activity and nutrition sessions. The programs included activities such as: individualised exercise programs, diabetes education, yoga, water aerobics, food and safety, nutrition just to name a few. However, it was the water aerobics and boxercise that proved to be the most popular with participants. Some participants experienced fantastic results including changes in their diets, weight loss and reduced blood pressure



Funding for this program has now ceased, however NCACCH will continue to look for alternative funding sources in an endeavour to continue the great work accomplished over the last three (3) years

Men’s Group

The Men’s group have had low attendance rates over the past few years which has resulted in



NCACCH reducing meetings to a Quarterly basis. The groups are held alternatively between the Sunshine Coast and Gympie. In an effort to increase numbers, NCACCH has conducted a bulk mail out promoting the group and formed a partnership with SCHHS allowing a Male Health Worker to facilitate the session on behalf of NCACCH. With an increased focus on cultural activities/trips and guest speakers

regarding mens health attendance rates did not improve. NCACCH will be looking to the future viability of this program during the next financial year.

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 including: craft, nutrition, exercise and general

discussions around Women’s health. The Women’s Group met ten (10) times this year. NCACCH conducted a bulk mail out promoting

the group, which has seen a substantial increase in numbers as well as some new faces. However numbers have since dropped and NCACCH will also be looking to the future viability of this

program during the next financial year.



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 Regions Aboriginal & Torres Strait Islander Health Planning & Coordination Committee
- Sunshine Coast and Gympie Aboriginal and Torres Strait Islander Health Forum
- Sunshine Coast & Gympie NAIDOC Committees
- Sunshine Coast Indigenous Networking Group (SCING)
- Mungalla Forum
- Partners In Recovery Sunshine Coast Partners Meeting
- Health and Community Advisory Network (Health CAN)
- Care Coordination and Supplementary Services Advisory Group
- Gympie Collaborative Network
- Strategic Working Group
- Sunshine Coast Hospital and Health Service Consumer Advisory Group
- Regional Planning and Coordination Committee 2014–15
- Aboriginal and Torres Strait Islander Health Working Group

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
- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- Child and Adolescent Nursing Practice
- Advanced Nursing Practice – Primary Health Care
- Child and Adolescent Nursing Specialisation
- Introduction to Adobe InDesign
- Governance and Probity Training – Business Planning
- Governance and Probity Training – Ensuring Legal Compliance
- NACCHO Healthy Futures Summit
- NACCHO AGM & Conference
- Parent Completed Child Developmental Screening Tool Information Session
- Edinburgh Postnatal Depression Scale
- The Affordable Housing Development Summit
- Think Health
- NCACCH Governance Workshop
- Parliamentary Training
- Sex on the Beach – Sexual Health
- Childhood Diseases
- Chartered Accountants Forum Sunshine Coast 2014
- Chartered Accountants Essential Updates
- Fetal Alcohol Spectrum Disorder (FASD) training
- Flinders Close the Gap Program
- Retinal Camera Training

Audited

**North Coast Aboriginal Corporation For Community Health
Statement of Financial Position
For the year ended 30 June 2014**

		<u>2014</u>	<u>2013</u>
<u>Members' Funds</u>		441,775	437,246
		=====	=====
<u>Current Assets</u>			
Cash at Bank	<u>Note 1</u>	1,034,405	1,091,616
Cash on Hand		1,033	838
GST Receivable		270	-
FBT Instalments		7,333	7,255
Trade Debtors		-	12,403
		-----	-----
Total Current Assets		1,043,042	1,112,111
		-----	-----
<u>Non-Current Assets</u>			
Property, Plant & Equipment	<u>Note 2</u>	47,425	91,795
		-----	-----
Total Non-Current Assets		47,425	91,795
		-----	-----
Total Assets		1,090,467	1,203,906
		=====	=====
<u>Current Liabilities</u>			
ANZ Visa	<u>Note 1</u>	-	3,207
Trade Creditors		37,656	85,976
Superannuation Payable		27,956	23,821
Payroll Liabilities		7,772	8,144
FBT Instalment		7,333	7,255
GST Payable		28,677	22,876
Salary Sacrifice		4,011	5,083
Accrued Leave	<u>Note 4</u>	215,798	191,359
Surplus Funds CFWD	<u>Note 5</u>	319,490	386,080
Capital Purchases to Income Statement	<u>Note 6</u>		32,860
		-----	-----
		648,692	766,660
		-----	-----
<u>Total Liabilities</u>		648,692	766,660
		-----	-----
Net Assets		441,775	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

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

www.ncacch.org.au



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