

NCACCH | North Coast Aboriginal Corporation
for Community Health

2016-2017
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. NCACCH was incorporated in 1997 and is registered under the CASTI Act (2006). We provide access to comprehensive primary health care services for the Aboriginal and/or Torres Strait Islander community members residing in the Sunshine Coast and Gympie regions, an area totalling over 7000sq km.

The Brokerage Model of health service delivery utilises existing mainstream, as well as Aboriginal and Torres Strait Islander service providers, to deliver services to NCACCH clients. Through NCACCH, clients can access doctors, dentists, counsellors/psychologists, physiotherapists, dietitians/nutritionists, podiatrists, diabetes educators and specialists just to name a few, at no cost. This program can be likened to a private health fund and has nearly 700 service providers for clients to choose from.

NCACCH continues to provide programs in schools and community highlighting the importance of healthy lifestyle behaviours to tackle the burden of chronic disease within our Aboriginal and/or Torres Strait Islander population.

Due to the successful outcomes of our "No Durri for this Murri®" smoking cessation program, the Department of Health continued their financial support through the national "Tackling Indigenous Smoking" (TIS) funding.

Late last year we were also granted Integrated Team Care funding from the Central Queensland, Wide Bay, Sunshine Coast PHN. This program compliments our PHN funded chronic disease (CCSS) program with the "Close the Gap" (CTG) funding. This has resulted in the commencement of two (2) additional staff members who provide education on Closing the Gap program to General Practice surgery staff and the Aboriginal & Torres Strait Islander community.



The NCACCH Story
Painting by Gordon Browning



Australian Government
Department of Health

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North Coast Aboriginal Corporation for Community Health acknowledges and pays respect to the Traditional Custodians, past, present and future, on whose land we walk, work and live.

From the Directors – Tom Cleary (Nominated Chair)

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 to accomplish the goals outlined in the 2015-2018 Strategic Plan, ensuring that Aboriginal and/or Torres Strait Islander health remains at the forefront of relevant decision makers by remaining actively involved in local, regional, state and national key health focussed bodies. There were nine (9) formal board meetings during the year, as well as development, governance and training workshops.

As usual this year was another extremely busy year. We moved to our new Birtinya Office in the Health Precinct this allows for ground floor access for community members and increased space for staff.

We were extremely sad to see our friend Kevin Hegarty resign from his Chief Executive roll at the Hospital and Health Service but look forward to continuing our outstanding partnership with the new Chief Executive.

I would like now to acknowledge my fellow board members for the support and dedication to do whatever is possible for the benefit of our community: Aunty Olive Bennet; Aunty Gwen Tronc; Uncle Trevor Draper; Helen Felstead; Rhonda Randal and Paula Wootton.

I will now acknowledge our partner organisation representatives, some are present with us tonight.

- Scott Lisle, Cang Dang and Sharon Barry from Sunshine Coast Hospital and Health Service
- Dr Peter Dobson, Pattie Hudson, Kath Thompson, from the Central Queensland, Wide Bay, Sunshine Coast PHN
- Debbie Blumel Sunshine Coast Children’s Therapy Centre
- Dr David McIntosh, ENT Specialists

The NCACCH Directors continue to promote NCACCH reputation as a leader in Aboriginal and Torres Strait Islander Health. NCACCH has recently formed a Clinical Governance Committee ensuring our services continue to provide robust evidence based practice. We are happy to announce the committee members of whom some are present tonight: Dr Rosemary Gan (Respiratory & Sleep Medicine Physician); Dr David McIntosh (Paediatric ENT Specialist); Dr John Endacott (Geriatrician - Aged Care Specialist); Dr Evan Jones (General Practitioner); Allison Buckley (Registered Nurse); Dr Michael Ryan (General Practitioner); Helen Felstead (Chair); Aunty Gwen Tronc (Community representative).

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 22 years. He has been on the NCACCH Board since 1999 and has held the position of Chairperson for the last 13 years. With Tom’s passion for Aboriginal and/or Torres Strait Islander 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

Helen has resided in the Tin Can Bay region for 52 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 (up for re-election tonight)

Rhonda has resided in the Glasshouse Mountains region for 22 years. Rhonda has considerable experience in Aboriginal and/or Torres Strait Islander organisations. She has worked as an Aboriginal and Torres Strait Islander teacher aide in the local schools and has been involved in the Board for many years now.



Aunty Gwen Tronc

Aunty Gwen is a respected Mununjali/Butchella woman from 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 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 18 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 regions with her beading, art, bush tucker and traditional dance workshops.



Aunty Olive Bennet (up for re-election tonight)

Aunty Olive is a proud Kullila/Wakka woman and respected Elder who resides in Gympie and has lived on 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 (up for re-election tonight)

Uncle Trevor is a Kamilaroi man from NSW/QLD and resides at Coes Creek near Nambour. He has been on the Coast for 13 years now and works as a Court Support Officer for the Aboriginal and/or Torres Strait Islander Legal Service (ATSILS) in Maroochydore. 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.

We have been extremely busy during the past year with the continued expansion of NCACCH services and an internal re-structure which is still in happening. Now would be the opportune time to also acknowledge the NCACCH staff, other partners and government funders for their continued contributions and support for NCACCH during the 2016/17 period and commitments for the 2017/18 year.

NCACCH Staff

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

General Manager – Kim Helmore

Program Manager – Sharelle Eggmolesse

Accountant – Randal Wruck

Data Manager – Lorraine Reilly

Executive Assistant – Robyn Nash

Administration Officer– Tara Hill (new staff member)

Reception - Sally Bligh

Chronic Disease Support Facilitator – Nicole McDermott

Chronic Disease Health Advocate – Di Bennett & Julie Fresta (new staff member)

Administration Support (Chronic Disease Program) – Sadé Beezley (new staff member)

Smoking Cessation Program Support Worker – Lyndelle Beezley

Indigenous Child Health Worker– Kaity Fletcher

Project Officer – Lerissa Rolls

Partners in Recovery Facilitator – Pete Adams (new staff member)

Indigenous Health Project Officer – Ruth Taylor (new staff member)

Indigenous Outreach Worker - Maria Mitchell-Brown (new staff member)

Nanna Bill's Mum's & Bub's Midwife – Sharlene Terry

NCACCH Casual – JJ Spink

Chief Executive Officer – John Spink

We would like to take the time to acknowledge Kim Helmore our General Manager who has resigned from her role at NCACCH. The NCACCH Board and Staff thanks Kim for her commitment to NCACCH and our Aboriginal and Torres Strait Islander community during the past 9 years. We wish her all the best in the future.

Our Partners

NCACCH continues to strengthen current partnerships and develop new ones. Regular meetings are held with all partners regarding the co-ordination of services and collaboration on programs to ensure ongoing integrated service delivery. 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. The Sunshine Coast & Gympie Aboriginal and Torres Strait Islander Health Planning & Coordination Committee is a tripartite arrangement which includes NCACCH, the Sunshine Coast Hospital & Health Service and the Central Queensland, Wide Bay, Sunshine Coast PHN. The Committee completed its 2015-2018 Strategic Plan whose vision is 'A healthy Aboriginal and Torres Strait Islander community achieved through coordinated, high quality services delivered through a focussed and effective partnership'. They are well on the way to achieving the goals as stated in the plan.

Sunshine Coast Hospital and Health Service (SCHHS)

Sunshine Coast Hospital and Health Service

Exceptional people. Exceptional healthcare.

NCACCH is a leader in Aboriginal and/or Torres Strait Islander primary health and this would not be possible without our long-time partner since 1998, the SCHHS. This trusting and genuine partnership enables us to provide better programs to the community and ensures there is no duplication of

services. NCACCH and SCHHS continue to work together in the delivery of community based programs.

We were extremely excited to be invited to the ministerial opening of the Sunshine Coast University Hospital earlier this year as we have seen how much hard work went into its establishment. NCACCH continues to appreciate the commitment to Aboriginal and Torres Strait Islander health that is led from the top Executive level down.

It is probably a good time to acknowledge the massive amount of work and support we received from the former Chief Executive Kevin Hegarty who has now left the position. Kevin was instrumental in assisting the set-up of our now much acclaimed “Brokerage Model” with his commitment to have all the Indigenous Health Team members become Referrers for NCACCH. This act of good faith shaped the way for the ease of which the Aboriginal & Torres Strait Islander community was able to access any, and/or all, of the services NCACCH offers.

We would like to acknowledge acting Chief Executive Mr Scott Lisle who has already met with us to discuss all the local issues and areas we have a mutual interest in. We also welcome Adjunct Associate Professor Naomi Dwyer has been appointed chief executive of the SCHHS by Minister for Health and Ambulance Services Cameron Dick to the position and look forward to the continuing of this very valuable contribution and partnership.

Central Queensland, Wide Bay, Sunshine Coast PHN



NCACCH is pleased to inform you of new funding arrangements with the new Central Queensland, Wide Bay, Sunshine Coast PHN, further highlighting its commitment to Aboriginal and Torres Strait Islander health in our region. We now funded for the Integrated Team Care (ITC) program, providing an Indigenous Health Project Officer and the Indigenous Outreach Worker position both positions under the “Close the Gap” banner. This funding also includes the Chronic Disease Care Co-ordination & Supplementary Services program.

NCACCH thanks the PHN for this recognition and we look forward to continuing working with them who have an equalled passion as a dedicated partner endeavouring to close the gap in Aboriginal and/or Torres Strait Islander health.

Governance

Governance and Training



In April this year, another annual audit was conducted to assess our continued performance against the ISO 9001:2008 standards. We are pleased to advise we successfully met all the requirements, therefore maintaining our quality management systems certification once again.

Continuous Quality Improvement

NCACCH is implementing its comprehensive Continuous Quality Improvement Action Plan. This will ensure continuous quality improvement strategies are embedded across all NCACCH services. We will aim to meet and report against targets set across national key performance indicators. The Continuous Quality Improvement will further improve the services we deliver to our community through evidence based best practice. As previously mentioned NCACCH has formed a Clinical Governance Committee which is responsible for promoting safety and excellence in client care by creating an environment in which excellence in clinical care becomes the norm.

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. KKAC's focus has been on addressing best practice procedures in all their dealings while continuing to upgrade their portfolio with newer homes to replace the old. KKAC is also embarking on a new adventure of unit development, which is a first and exciting direction for the organisation. KKAC has also extended its boundaries to include Gympie. KKAC submitted to the Prime Minister & Cabinet office for funding for \$2M in dollar for dollar grant to build 18 units in Broadmeadows St, Maroochydore. We successfully attained the Development Approval for the build from the Sunshine Coast Regional Council with a great deal of assistance from Coast 2 Bay and some dedicated people working there ie; Andrew Elvin (CEO) and Emily Latham (Town Planner) and others. We were unsuccessful in that round but will be going again in the next round.

If any members have any questions about Aboriginal and/or Torres Strait Islander housing on the Sunshine Coast please contact KKAC on 5443 2090 or visit their website: www.kabikabi.org.au

NCACCH Membership

We would like to thank all existing members for their on-going support, and welcome all new members.

Financial Memberships Number	
Full Membership	304
Associate Membership	16
Total Amount :	320

New NCACCH Office

Most of you will now know that we have moved into a new office in Birtinya across the road from the Sunshine Coast Private Hospital. This move has been ideal as we really did run out of space in the Evans St office. We are still settling in with a comprehensive restructure happening. This is taking longer than first thought but we will get there eventually.

The Gympie office has been closed for 4 weeks and will remain so until after Xmas due to our current restructure of the organisation.



Activity

Clients on Database	5997
Health Access Cards issued 2016/2017	713
Referrals to Allied Health Service Providers	1367
Number of General Practitioners	482
General Practitioner Visits	12,901
Dental Visits	316
Mental Health Visits	347

Community Referrers

NCACCH currently has 33 Community Referrers located across numerous Aboriginal and/or Torres Strait Islander and Community Organisations in the Sunshine Coast and Gympie areas. NCACCH engages and utilises members of the community to facilitate access by NCACCH members to health services. These “Referrers” are trained by NCACCH and expected to maintain a currency of knowledge and understanding about NCACCH Referral Pathways.



This financial year we held four (4) Referrer’s workshops. NCACCH delivers a minimum of three referrer workshops or training sessions per year for referrers. Every Referrer is required to attend a minimum of 2 face to face workshops each year. On-line training is also offered for individuals unable to make it on the day. The workshops inform Referrers of any changes to NCACCH systems or forms and are an avenue for feedback regarding our services. In addition, guest speakers are invited to provide 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 their 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.

Our Programs

Women’s Groups

NCACCH has been holding bi-monthly groups on the Sunshine Coast and Gympie throughout the year with the ladies doing all different activities such as: Diabetes Education, Tai Chi classes, walking groups, Aboriginal painting & creations with Paula (beading workshop). We usually have a good number of ladies attending regularly. The Women’s Groups are a relaxed and comfortable place to catch up and talk with old friends and make new ones in our community.



Men’s Group



NCACCH, in partnership with Suncare and the SCHHS, have been holding weekly Men’s Group meetings since November 2016, and have been well attended with an average of 12 participants. The group is looking at completing group projects; the first being the restoration and weather sealing of the Aboriginal paintings on the Suncare building. Relationship Australia have been regular attendees providing music therapy for clients. This idea has now progress to the Men looking at forming a band with a view to perform at local nursing homes.

Partners in Recovery (PIR)

Partners In Recovery (PIR) continues to be funded by the PIR Partnership Council through Central Queensland, Wide Bay, Sunshine Coast PHN as a lead agency for PIR support on a rolling intake basis. Support Facilitator Rick Dank has moved on from PIR with Pete Adams coming on as our new NCACCH PIR Support Facilitator.

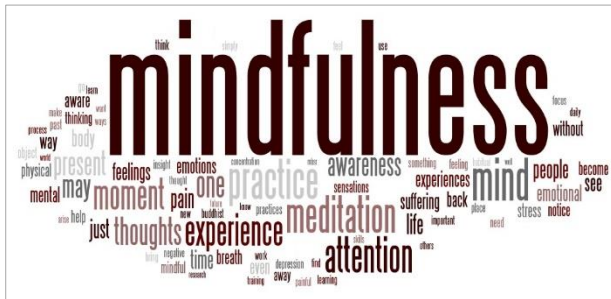
As of 30 June 2017, PIR is supporting 17 Aboriginal and Torres Strait Islander people and their families with severe and persistent mental health needs and supports. This culturally appropriate and holistic support has seen a number of our clients exit the program; with a significant goals met including the ability and determination to self-manage.



Currently, PIR’s focus is to support eligible clients in the transition to NDIS.

Deadly Black Tiddas Pilot DBT Program

The Deadly Black Tiddas pilot program is a mental health intervention program informed by Marsha M. Linehan’s Dialectical Behaviour Therapy. The program ran for thirteen (13) weeks followed by another twelve (12) weeks of individual therapy support. DBT is based on the concepts of cognitive behavioural therapy (CBT) and is considered to be a form of CBT. It focuses on helping individuals regulate and manage intense emotions, develop healthy interpersonal



skills, and learn to tolerate stress. DBT is a valuable and effective treatment for many mental health disorders and is particularly well suited to delivery in a primary health care setting. The initial pilot sought to identify the cultural adaptations required for an Indigenous setting and to evaluate the impact of the program on the participants.

Women’s Health Clinics

NCACCH has held two (2) clinics with both located at the Gympie & District Womens Health Centre. The attendance numbers were good with 11 (eleven) ladies having their screens.

NCACCH would like to increase this number through development of partnerships to work in an integrated approach. NCACCH is eager to continue these clinics in an effort to provide a safe environment for our community to access education, health checks and health professionals.



Integrated Team Care

In January 2017, NCACCH received funding through Central Queensland, Wide Bay, Sunshine Coast PHN to deliver Integrated Team Care (ITC) Activity services to the Sunshine Coast and Gympie regions. As a result, NCACCH welcomed three new team members; Ruth Taylor (ITC Indigenous Health Project Officer), Maria Mitchell-Brown (ITC Indigenous Outreach Worker), and Julie Fresta (ITC-funded Health Advocate – working with the Chronic Disease Management Program).

The ITC Activity aims to improve health outcomes for Aboriginal and Torres Strait Islander people through the earlier detection of chronic diseases and their risk factors, access to cheaper PBS medications, chronic disease management, and practical support. The ITC Activity also seeks to support mainstream primary health care providers to improve their provision of care for Aboriginal and Torres Strait Islander people through correct implementation of Closing the Gap measures, as well as through the provision of a culturally appropriate service.



Since commencing in March, the Indigenous Health Project Officer (IHPO), with support from the Indigenous Outreach Worker (IOW), has conducted over 30 visits to General Practices across the Sunshine Coast and Gympie areas, during which education based on a newly developed “Closing the Gap” resource pack was provided. Practices visited were also presented with NCACCH statistics relating to community service access and 715’s Health Assessment numbers over the past year, with the view to discuss and promote strategies around increasing rates of 715s and the subsequent follow-up MBS items.

The IOW has been working to promote the uptake of CTG services through community engagement. Strategies have included linking in with other NCACCH programs including Men’s and Women’s groups, as well as providing support to CDMP clients and new referrals. The IOW has also participated in numerous local events and cultural celebrations including Sorry Day, Reconciliation Week, and NAIDOC events as well as TAFE and Sunshine Coast University events, where they have been successful in engaging with a wide range of community members.

Indigenous Health Access Scheme (IHAS)

Since 2014, NCACCH has been dealing directly with Practices and their General Practitioners. This arrangement has been working extremely well, with over 500 NCACCH approved Doctors located across 67 Practices. In addition, the Indigenous Health Project Officer (IHPO) and Indigenous Outreach Worker (IOW) have actively been meeting with Doctors and other key staff to provide additional information around Closing the Gap (CTG) and specific chronic disease management. Due to NCACCH’s commitment to addressing the health needs of our community and improving the wellbeing and quality of life for our clients through evidence based practise. This program has resulted in over 12,901 visits to General Practitioners in our region over the past year.

Chronic Disease Management Programs (CDMP)

The Chronic Disease Management Program (CDMP) continues to provide high quality and culturally appropriate services to chronic disease clients within the NCACCH footprint. The CDMP is supported by two funding streams; HealthTrax funding (Queensland Health), and Integrated Team Care funding (Central Queensland, Wide Bay, Sunshine Coast PHN).

Over the past 12 months, the CDMP has seen a strong increase in referrals, and has supported



over 332 community members living with chronic conditions to gain access to much needed services such as; Health Advocates (nurse), allied health, Specialists, medical equipment and transport. The CDMP has maintained a strong focus on self-determination, and has now seen 204 client reach “Self-Management” status during this period (a 81% increase from last year). This result would not be possible without continued commitment from Health Advocates to apply a

holistic approach to each client, working to address a wide range of barriers that may exist for client to access adequate care. Since the commencement of the Integrated Team Care (ITC) service delivery at NCACCH in early 2017, the CDMP has also worked closely with the ITC team to increase the promotion of the CDMP amongst general practices and to link clients with information and support regarding Closing the Gap programs and Services to better support the management of their chronic condition. During 2017, the CDMP team has focused strongly on Continuous Quality Improvement and has sought to review many of its policies and procedures in order to streamline the services provided to clients, identify the most appropriate allocation of funding for clients, and to ensure that the program delivery is grounded in the core values of NCACCH. Looking forward, the team is also considering strategies to improve the uptake of both exercise and self-management programs.

Daa’ring Exercise Program

The exercise program (now known as the “Daa’ring Exercise Program”) continues to run regularly at various locations across the Sunshine Coast and Gympie regions. In 2017 there have been three (3) programs conducted. The program continues to provide a safe and supportive environment for participants under the supervision of an accredited Exercise Physiologist and Dietician. Based on client feedback regarding the need for ongoing lifestyle support, in February 2017 NCACCH launched the “Daa’ring Keep Fit Maintenance Program”. This is an ongoing program with an out of pocket expense of \$2.50 per client per session and runs in the school terms.



Stanford Self- Management Program

The CDMP “Self-Management Program” (based on the Stanford University L.I.F.E Program) has been run two times in 2017, providing participants with strategies and techniques to better self-manage their chronic conditions.

Indigenous Child Health

Galang Bin-Dja Manngoorbadjin (Good Food in Good Health) Program

NCACCH was thrilled to receive CheckUp funding to provide a preventative health nutrition program within our community, during this period two (2) programs were delivered. In collaboration with Sunshine Coast Hospital and Health Service (SCHHS) the first program was at Nambour State School. The second program NCACCH delivered to Gympie South State School. Both programs were held within a primary school setting and included hands on activities



and education for both students and parents. The project aimed at increasing healthy lifestyle behaviours of participating Aboriginal and Torres Strait Islander families in an interactive and culturally relevant manner. Lifestyle behaviours are targeted as they are related to the increased prevalence of nutrition-related lifestyle disorders among Aboriginal and Torres Strait Islander communities. The program was extremely well received by both students and parents.

Checkup Outreach Clinics -Speech Pathology and Occupational Therapy

In November 2016, NCACCH welcomed Lifestyle Therapies and Training Solutions (LTTS) as a Service Provider; delivering mobile Speech Pathology and Occupational



Therapy to our clients. This program is funded through Checkup and has provided a much-needed pathway for children having difficulty at school who may/may not have hearing issues. The Ear Health Screening



Program is the perfect tool in which to assess and identify issues that may need referral to these services and the ICHW has many requests for Speech Pathology from the community.

Sunshine Coast Children's Therapy Centre - Kawana Site

The Sunshine Coast Children's Therapy Centre (SCCTC), in partnership with NCACCH and the



SCHHS, successfully tendered for a space situated at the Kawana Waters State School. This space will allow for the expansion of SCCTC services and to include offering a culturally safe space for NCACCH and SCHHS to provide child and maternal health services to Aboriginal and Torres Strait Islander parents and their children. NCACCH are currently in discussions to commence an Indigenous Playgroup and provide various health interventions and education

opportunities from the centre. NCACCH is very excited about the possibilities this opportunity holds and are eager to involve our community, clients and stakeholders in this venture.

Ear Health Program

In partnership with CheckUp, Dr David McIntosh, Noosa Private Hospital, Sunshine Coast



University Private Hospital and Education Queensland; NCACCH continues to provide much needed Ear Nose and Throat (ENT) identification, referral and treatment pathways for our clients. This period has seen 16 children undergo ENT surgery with funding from the Australian Medical Association (via CheckUP), and the expertise of ENT Surgeon Dr David McIntosh. Children 4 years and over attended Noosa Private Hospital for surgery, whilst under 4's were seen at the Sunshine Coast University Private Hospital.

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



Our Nanna Bill's Mum's & Bub's home visiting program continues to support Aboriginal and/or Torres Strait Islander mothers and fathers during and up to one year post pregnancy. The program advocates for the mums, their children and significant others in their health and well-being during this time.

During the past year, the program participants have been encouraged to attend the NCACCH Women's group, the Indigenous Playgroups in Gympie and Burnside as well as attending a morning tea to get together for a yarn. The Jabba Jabba (Child Health) and the Midwifery Group Program (BUMPS) have also accepted referrals for the Nanna Bills Mums

and Bubs program. Pepi pods supplied, by Professor Jeanine Young of the USC, have been offered to the participants, with the aim of promoting safe sleeping practices.

A total of 22 participants were involved in the program during the financial year with 11 healthy babies born. The program allows participants to interact with a registered midwife through many different avenues including: social media (Facebook), home visits and phone support.



Breast Screen Clinics

BreastScreen Qld, Sunshine Coast Hospital and Health Service (SCHHS) and NCACCH continue to hold Breast Screening clinics across our service area. The clinics offer Aboriginal and/or Torres Strait Islander women the opportunity to have a mammogram in a comfortable, culturally sensitive and welcoming environment. Clinics were held at BreastScreen Qld Caloundra, Maroochydore, Nambour, Noosaville and Gympie.



We would like to thank BreastScreen Qld, for their continuous support and flexibility in providing screening to our community members. Once again, BreastScreen Qld very generously made the BreastScreen Qld Mobile Van available for screening at Gympie at the NCACCH Well Person's Health Check Day 2017. Being onsite proved very successful with 22 ladies being screened over a 4 hour period (on a normal day at a fixed site, BreastScreen Qld with 1 Radiographer would screen approx. 23 women over 8 hours). Congratulations and thank you to the BreastScreen Qld staff who worked on the day for their tireless contribution and their commitment to our community.



NCACCH also facilitated two clinics at Maroochydore which resulted in 31 ladies being screened (2 hour duration per clinic). High attendance at the clinics, continues to show how successful and well received they are by community. Our aim is to empower women to make informed decisions about their health and break down barriers that may have previously hindered access.

Well Person's Health Check Day

The 2017 Well Person's Health Check Day (WPHCD) was held on Saturday the 13th of May at Jones Hill State School in Gympie. It was hosted by NCACCH and sponsored by the Sunshine Coast Hospital and Health Service (SCHHS) and Central Queensland, Wide Bay, Sunshine Coast PHN (OurPHN). In addition, the event was supported by Queensland University of Technology (QUT) and for the first time supported by the University of the Sunshine Coast (USC), who provided educational health checks for our children. Furthermore, the Department of Education and Training attended the event along with the



Sunshine Coast Children’s Therapy Centre providing the opportunity for any developmental queries or speech therapy issues for parents who had concerns for their children.

There were upwards of 800 people in attendance with an outstanding total of 478 Aboriginal and Torres Strait Islander community members completing the health checks. This figure includes; 251 adult health checks and 227 child educational health checks. Comparative results from the 2015 Gympie WPHCD show an increase of 59% increase in health checks conducted.

The theme for this year’s event was; “Healthy Kids, Better Community, Strong Future”, highlighting the importance of our children through the promotion of regular health checks and healthy lifestyle choices. To minimise the disadvantage experienced by some of our community members, the day had a strong focus on early intervention and prevention. Nationally evidence shows wide gaps in the early life outcomes of Aboriginal and Torres Strait Islander and non-Indigenous populations, specific to:



- The significant gap between the mortality rates of Indigenous and non-Indigenous children aged under 5
- The higher rate of poor health conditions, low birth-weight, hospital admissions and poor nutrition among Indigenous children compared with other children
- The higher prevalence of clinical, behavioural and emotional disorders among Indigenous children
- The low performance of Indigenous children on tests for literacy and numeracy compared with other young Australians.

Activities, education sessions and health checks focused on nutrition, chronic disease prevention and management, smoking cessation including harm reduction messages and culturally appropriate general health checks. In addition, the day promoted self-educating and determining factors on appropriate health practices, whilst encouraging the community to undertake a Full Aboriginal and Torres Strait Islander Health Check (715) with their General Practitioner.



“No Durri for this Murri®” Smoking Cessation Program

NCACCH has been granted approval for continued funding of our Smoking Cessation Program. This funding is provided through the Tobacco Indigenous Smoking (TIS) initiative until June 2018. Activities and priority are committed to providing awareness to the broader community regarding smoking management, 2nd hand smoking and smoking in the house and car.

A media campaign was conducted over a six-week period finishing on the 15th July 2017. The television commercial was aired on the major Sunshine Coast channels over a six period, including NITV nationwide.

The Quit Coach attends a majority of community events, programs and groups as this is an opportune time for the Quit Coach to link with community members. These sessions focus on education, awareness and recruitment into the Smoking Cessation program. In addition, CO readings are conducted with further information provided on the effects and percentage of Carbon Monoxide found in the lungs, even from minimal smoking. The Quit Coach conducted 175 CO readings and provided brief intervention to 98 of these people.

During this period 57 community members were registered in the Smoking Cessation Program. Existing registrants participated in the program. The program continues to maintain a high success rate with 2 clients re-joining the program, 18% (10) clients having quit and 74% (32) of participants reducing by at least 5 cigarettes per day.

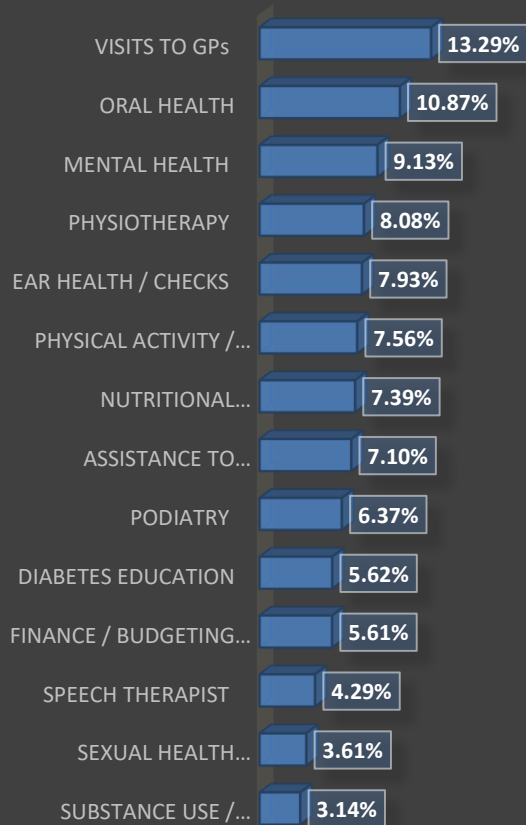
With an indicator for improving smoke free zones within the community, it was identified that the new NCACCH administration office was not operating within a smoke free zone. Therefore, NCACCH worked with the Body Corporate for the approval of formally implementing a smoke free policy around the building perimeter. This has been approved, with numerous “No Smoking Signs” visibly placed around entry ways.



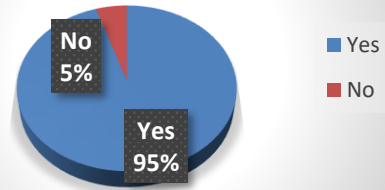
2017 Community Survey Dashboard

559 responses were received from the Sunshine & Cooloola regions. This represented 1926 residents with 1258 of those using NCACCH services.

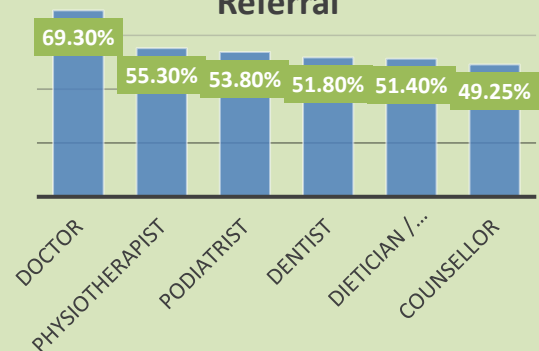
WHAT IS MOST IMPORTANT TO YOU



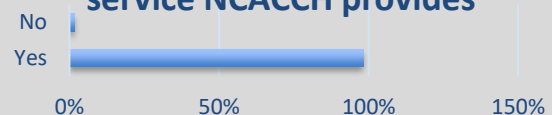
Was it easy to contact a Referrer



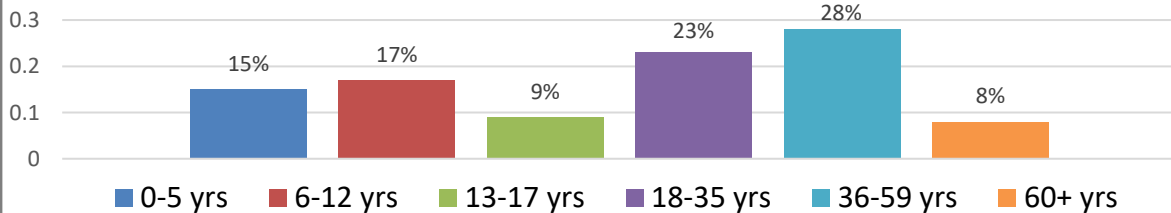
Waiting Time - % of clients who saw their Service Provider within 2 days of NCACCH approving their Referral



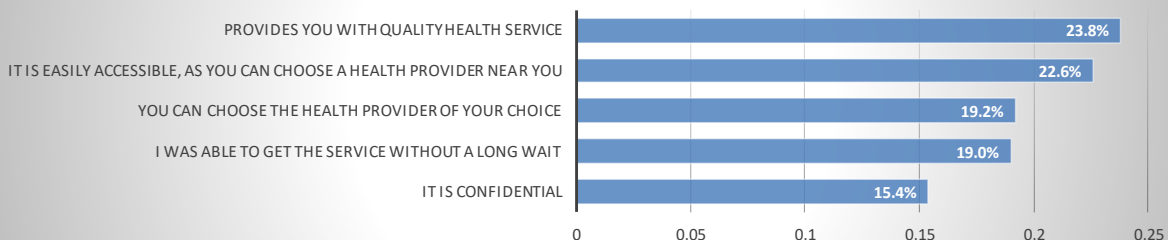
Are you happy with the service NCACCH provides



Age of people who utilised NCACCH services



The best things about the service you received by NCACCH



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:

- An introduction to Motivational Interviewing Workshop
- Anglicare Better Health with Self- Management Program
- Anglicare Better Health with Self- Management: Living Improvements for Everyone Workshop
- Apply First Aid/Cardiopulmonary Resuscitation
- Breast Screen National Conference
- Brigance and PEDS Training
- Building Stronger, More Positive & Effective Teams Workshop
- Certificate IV Business Governance Training
- Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care
- Child Safety – Fetal Alcohol Training
- Continual Quality Improvement Workshop
- Deadly Ears Training
- ENT Nursing Education Day
- External Supervision Opportunities
- Fire Evacuation Training
- Fixus Training – Line Managers & Team Leaders
- Gympie Early Years Forum
- Health Pathways Symposium
- Indigenous Risk Impact screen (IRIS) Training
- Indigenous Risk Training
- Internal Audit Training
- International Symposium for Recent Advancements in Otitis Media Conference
- Kabi Website Training
- Lion Leadership Workshop
- MMeX Software Training
- My Aged Care, System Navigation Training
- NACCHO AGM & Conference
- NCACCH Action Plan Workshop
- NCACCH Continuous Quality Improvement (CQI) Action Planning Workshop
- NCACCH Strategic Planning Workshop
- No Smokes Resource & Flipchart Training
- Otitis Media and Audiometry training
- Palliative Care Training
- PIR Strategic Planning
- QAIHC Conference and AGM
- Queensland Indigenous Health Finance Network (QIHFN) Workshop
- Quit Smoking Workshop
- Referrer’s Training
- Sanofi Diabetes Educator Meeting
- Strategic Doing Workshop
- Tackling Indigenous Smoking Training National Best Practice Workshop
- Thinking Out Loud Conference
- TIS Jurisdictional Workshop
- TIS National Workshop
- Tobacco/Cannabis Use Teleconference

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 and Gympie Partnership Council
- Integrated Care Alliance
- Sunshine Coast Mental Health, Alcohol and Other Drug Strategic Collaborative
- Alcohol and Other Drugs Working Group
- Suicide Prevention Working Group
- Severe Mental Illness Working Group
- Gympie Collaborative Network
- Sunshine Coast Hospital and Health Service Consumer Advisory Group
- Sunshine Coast Regional Planning and Coordination Committee
- Immunisation Advocacy Group
- Support Facilitator Network Group
- Mental Health Networking Group
- Standby Response Service Reference Group
- PHN Clinical Council
- PHN Community Advisory Council
- PIR Operational Management Group



North Coast Aboriginal Corporation for Community Health
Statement of Financial Position
For the Year ended 30 June 2017

	2016	2017
<u>Members' Funds</u>	----- -	----- -
	=====	=====
<u>Current Assets</u>		
Cash at Bank <u>Note 1</u>	-	-
Cash on Hand	-	-
FBT Instalments	-	9,767
Trade Debtors	710	440,000
	-----	-----
<u>Total Current Assets</u>	710	449,767
<u>Non-Current Assets</u>		
Property, Plant & Equipment <u>Note 2</u>	-	-
	-----	-----
<u>Total Non-Current Assets</u>	-	-
	-----	-----
<u>Total Assets</u>	710	449,767
	=====	=====
<u>Current Liabilities</u>		
ANZ Visa <u>Note 1</u>	3,819	4,335
Trade Creditors	43,879	112,688
Superannuation Payable	39,567	42,575
Payroll Liabilities	12,837	20,328
FBT Instalment	-	9,767
GST Payable	30,546	56,827
Salary Sacrifice	1,500	598
Accrued Leave <u>Note 4</u>	303,986	326,649
Surplus Funds CFWD <u>Note 5</u>	80,365	-
Capital Purchases to Income Statement <u>Note 6</u>	-	-
	-----	-----
<u>Total Liabilities</u>	516,499	573,766
	-----	-----
<u>Net Assets</u>	(515,789)	(123,999)
	=====	=====

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



Head Office

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"Your Pathway to Better Health"