

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

**2017-2018**  
**Annual Report**

# NCACCH

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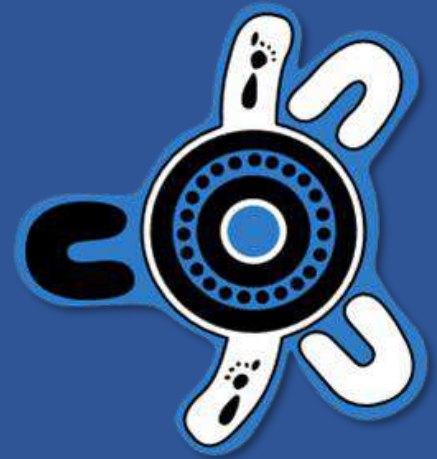
North Coast Aboriginal Corporation for Community Health

## About NCACCH

North Coast Aboriginal Corporation for Community Health (NCACCH) was incorporated in 1997 and is registered under the CATSI Act (2006). It is an Aboriginal Community Controlled Health Service providing 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.

This unique and highly effective Brokerage Model of health service delivery utilises existing mainstream and Aboriginal and Torres Strait Islander health providers, to deliver services across its 7000<sup>2</sup> km footprint. Access to primary health care services include; doctors, dentists, counsellors/psychologists, physiotherapists, dietitians/nutritionists, podiatrists and diabetes educators.

In addition, NCACCH provides preventative and chronic disease intervention, prevention and management through the following programs; Tackling Indigenous Smoking, Chronic Disease Management, Child and Maternal Health and Partners in Recovery. Via an integrated client focused model, these programs work with over 550 General Practitioners, 100 Allied Health providers and 50 Specialist providers to help support healthy lifestyle behaviour modification and to improve capabilities to self-manage chronic health conditions.



Our vision and core business is to bring the status of Indigenous health up to mainstream standards by providing high quality and accessible primary health services to community members.

## Quality Priority Areas

1. Continuous Quality Improvement embedded within organisational culture
2. Continue to expand NCACCH health care to a broad holistic concept of wellbeing
3. Reduce service gaps and duplication through effective partnerships
4. Client Chronic Disease Self-Management
5. Continue to provide Child and maternal Health programs
6. Focus on Aboriginal and/or Torres Strait Islander Smoking Program
7. Continue to champion the Brokerage Model while expanding other models of care

## Acknowledgements

NCACCH gratefully acknowledges the financial support from:

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH  
CENTRAL QUEENSLAND, WIDE BAY, SUNSHINE COAST PHN  
QUEENSLAND HEALTH





NCACCH

North Coast Aboriginal Corporation for Community Health

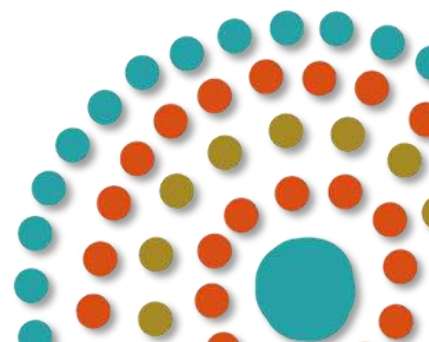
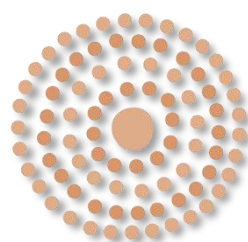
# ANNUAL REPORT

2017 - 18



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# A MESSAGE FROM OUR 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;

- Carrying out a major organisational restructure
- working to accomplish the goals outlined in the 2015-2018 Strategic Plan
- developing a new 2018-21 Strategic Plan with our long-term partners committing to new and more challenging goals
- ensuring that First Nations People's health remains at the forefront of relevant decision makers by remaining actively involved in local, regional, state and national key health focussed bodies.

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
- Paula Wootton
- Ron Binge.

I will now acknowledge our partners at the 20-year mark and look forward to another 20 years with them;

- Naomi Dywer – CEO
- Cang Dang & Sharon Barry from the Sunshine Coast Hospital and Health Service
- Dr Peter Dobson – Chairperson
- Pattie Hudson – CEO
- Kath Thompson – General Manager
- Robb Major – Sunshine Coast manager from the Central Queensland, Wide Bay, Sunshine Coast PHN.

There were seven (7) formal board meetings during the year, in addition to strategic development and governance and training workshops.

# OUR DIRECTORS

## Leading the Way



Tom Cleary  
(Chairperson)



Aunty Olive Bennett



Helen Felstead



Rhonda Randall



Paula Wootton



Trevor Draper

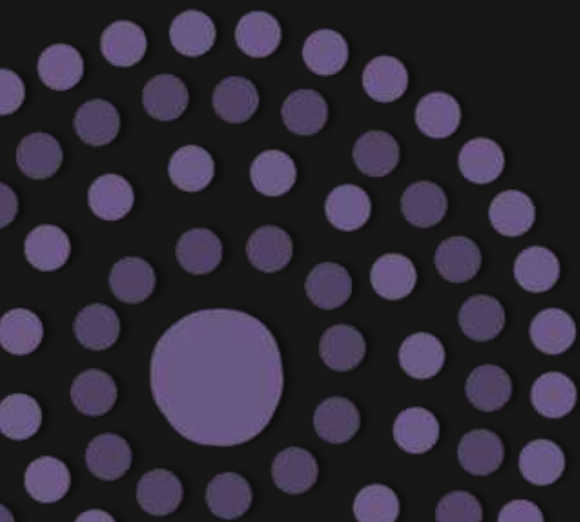
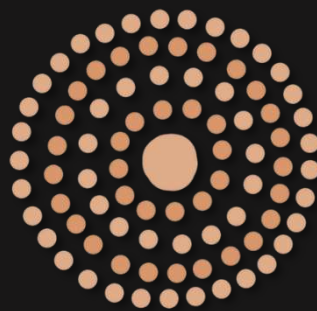


Ron Binge (Interim)

For more information on our Directors please visit <https://ncacch.org.au/>

# HIGHLIGHTS

- 20 Year recognition of NCACCH Brokerage Model and Tripartite Agreement
- NAIDOC 2017 – July 2017
- NCACCH National Sorry Day – May 2018
- NCACCH Well Person's Health Check Day – March 2018
- NCACCH Hear and Say Partnership
- NCACCH Quitline Partnership
- NCACCH 2017 AGM – October 2017
- Secured funding for Cultural Healing Gympie Project
- Secured additional National Tackling Indigenous Smoking (TIS) Funding
- Secured Continuous Quality Improvement Funding







# NCACCH STAFF


**NCACCH prides itself in recruiting First Nation's Peoples and others who share the same passion and values-based morals the organisation is based upon.**

Operating since 1997, the organisation has employed numerous staff and openly supports individuals to upskill, attend higher education and attend professional development. NCACCH would like to acknowledge the staff who have left the organisation during this period and thank them for their contribution during their time with the agency.

NCACCH's satellite site in Gympie is open 3 days per week with staff

attending on a rotational basis to ensure all programs are visible across both service areas. The Gympie office is a communal space with rooms available for meetings, forums and groups to utilise.

With its commitment to working in collaboration with all services, NCACCH leased a space to the Mooloolah Aboriginal and Torres Strait Islander Corporation (MATSIIC) from within its Gympie office. This allowed the continuation of housing services within the area for this timeframe. This arrangement also benefited NCACCH staff by increasing awareness of housing services as well as accessing the local knowledge of the long serving volunteers and Board of MATSIIC.



## Professional Development Opportunities

- Cultural Awareness Training
- B. Strong Brief Intervention Training
- Brief Intervention Training
- Enhancing Resilience in the Workplace Workshop
- GEMBA360 Training
- Internal Audit Training
- Mental Health First Aid
- MMEX Training
- Nicotine Addiction & Smoking Cessation Training
- Outlook 365 Training
- Quitskills Workshops – Smoking Cessation for Aboriginal and/or Torres Strait Islander People
- Social Media Training
- True Colours Workshop
- Website Training
- My Health Record Information Session
- 13th Annual ADMA Conference & 21st Chronic Diseases Network NT Conference

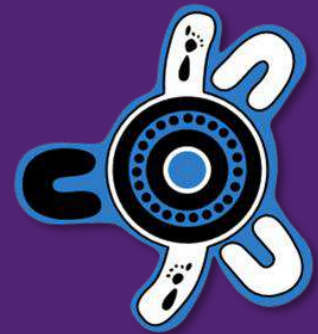
## Local/Regional/State-Wide Representation

- The Sunshine Coast & Gympie Aboriginal and Torres Strait Islander Health Planning & Coordination Committee
- 'Braking the Cycle' PCYC Event
- CHQ Children's Health & Wellbeing Services Plan
- Gympie Collaborative Network
- Sunshine Coast Collaborative Network
- Noosa Council Community Health and Wellbeing Committee
- Tackling Indigenous Smoking – NBPU QLD Jurisdictional Workshop and National Conference
- National Aboriginal Community Controlled Health Organisation
- Queensland Aboriginal & Islander Health Council
- Sunshine Coast & Gympie Regions Aboriginal & Torres Strait Islander Health Planning & Coordination Committee
- Sunshine Coast and Gympie Aboriginal and Torres Strait Islander Health Forum
- PIR Operational Management Group
- Sunshine Coast Reconciliation Group for Reconciliation Coastal Walk
- Sunshine Coast & Gympie NAIDOC Committees
- Sunshine Coast Indigenous Networking Group (SCING)
- 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

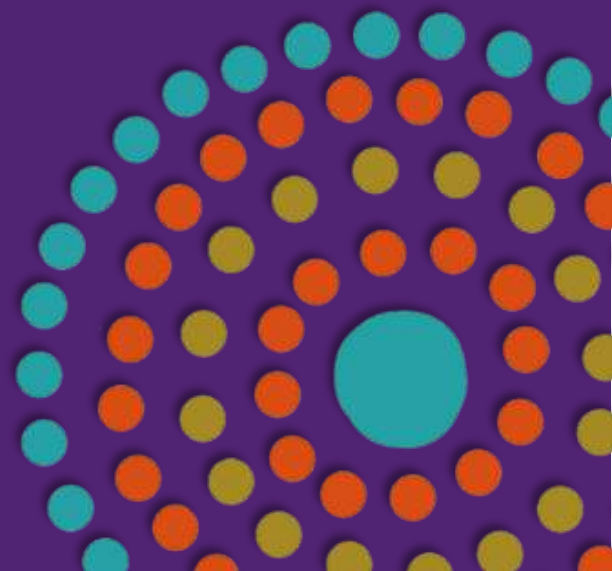
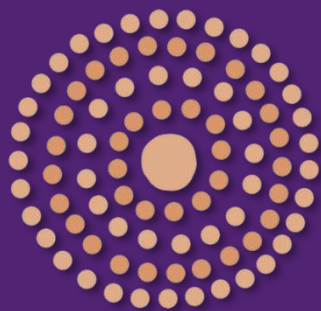
The NCACCH Board and CEO would like to thank the staff for their passion, commitment and efforts in supporting the organisation to achieve its goals. Each staff members community spirit and dedication ensure our clients have access to the best quality services and programs across the NCACCH footprint

# PARTNERSHIPS

## CELEBRATING 20 YEARS



NCACCH is extremely proud to announce 2018 marks its 20-year tri-partite partnership arrangement between the Sunshine Coast Hospital and Health Service (SCHHS) and Central Queensland, Wide Bay, Sunshine Coast PHN (OurPHN).



# WORKING IN COLLABORATION

## Tri-Partite Partnership

This partnership commenced in 1998 with the Division of General Practice (DoGP) & the Sunshine Coast Hospital & Health Service (SCHHS) and developed as a result of a Federal Government decision for NCACCH to develop a completely different model than the nationally established clinical stand-alone Aboriginal Medical Service model. The Medicare Local replaced the DoGP's which was then replaced with the now PHN. With aligned values, and most importantly, executive level commitment to the improved health of First Nation's Peoples this relationship has grown and withstood turbulent times to what it is today. It is now one of the few optimal examples of how major health organisations can work in an integrated approach to ensure holistic primary health care and clinical services are provided with the community as the key driving force.

In 2006 the partnership formalised the arrangement by naming the group: "The Sunshine Coast & Gympie Aboriginal and Torres Strait Islander Health Planning & Coordination Committee" and developed a three (3) year Strategic Plan for all partners to commit to the co-ordination of services and collaboration on programs ensuring ongoing integrated service delivery. This year saw the 2018 – 2021 strategic plan developed with exciting outcomes to be achieved.



# New Partnerships

## Hear & Say

NCACCH now has an MOU with Hear and Say to expand our current Ear Health Screening Program and cater for more children. Hear and Say are a charitable organisation who conduct school hearing screening and targeted Early Childhood Intervention Programs. Hear and Say also provide specialist support through a Cochlear Implant Program and offer clinical services including Audiology, Speech Pathology, Occupational Therapy, Social Skills Programs and Spoken Language Therapy. Established in 1992, Hear and Say is a world-leading Paediatric Auditory-Verbal and cochlear implant centre and NCACCH is fortunate to be partnering with them to deliver services to our community.

## Quitline

In early 2018 NCACCH established a partnership with Quitline QLD for the delivery of support to its “No Durri For This Murri®” Smoking Cessation Program. Through this arrangement, clients accessing the “No Durri For This Murri®” Program will receive the one on one coaching component of the program from qualified Quitline counsellors, with the option to speak with Aboriginal and Torres Strait Islander quit counsellors. This partnership has coincided with the shift towards a program focus on population health strategies in line with new Tackling Indigenous Smoking (TIS) funding objectives.

# Existing Partnerships

68

## General Practices

598

General Practitioners

Service Level Agreements

3

8

MOUs

Specialist Providers

55

Allied Health Providers

101



## NCACCH Referrers

There were 34 community Referrers located across numerous Government and non-Government agencies across the Sunshine Coast and Gympie areas. NCACCH engages Referrers to facilitate access by NCACCH clients to health services. Referrers are approved based on their accessibility and cultural connections with the community. In addition, they are required to attend up to four (4) training workshops per annum to maintain a currency of knowledge and understanding about NCACCH referral pathways, policies and related community information.

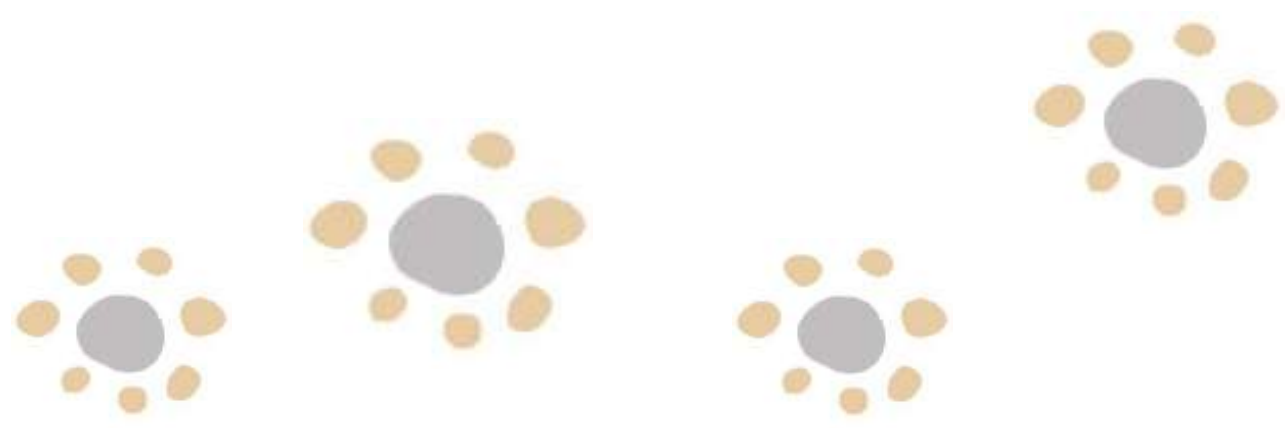
2 Workshops  
Conducted

198 Referrals  
Conducted

14 New  
Referrers



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.



# QUALITY IMPROVEMENT

## Accreditation

In early 2018, NCACCH successfully transitioned to the ISO 9001:2015 standard for its Quality Management Systems. This standard is based on numerous quality management principles including strong customer focus, the motivation and implication of top management and of course; taking process approach to continual improvement. One of the key benefits of this standard is to ensure NCACCH is offering its clients consistent, quality services that benefit the community. Transitioning to the new standard was hard work and an incredible achievement. One we can all be proud of.

## Quality Management Systems

Due to increased client and staffing numbers, NCACCH has had to review its record and quality management systems to improve the capability of meeting future demand. This has resulted in a new service contract with 'Kaizen Synergy'; a professional services and specialist management consulting company that incorporates a legal practice as well. NCACCH will be utilising Kaizen Synergy services to assist in the improvement of; corporate governance, compliance, quality assurance and risk management applications. NCACCH

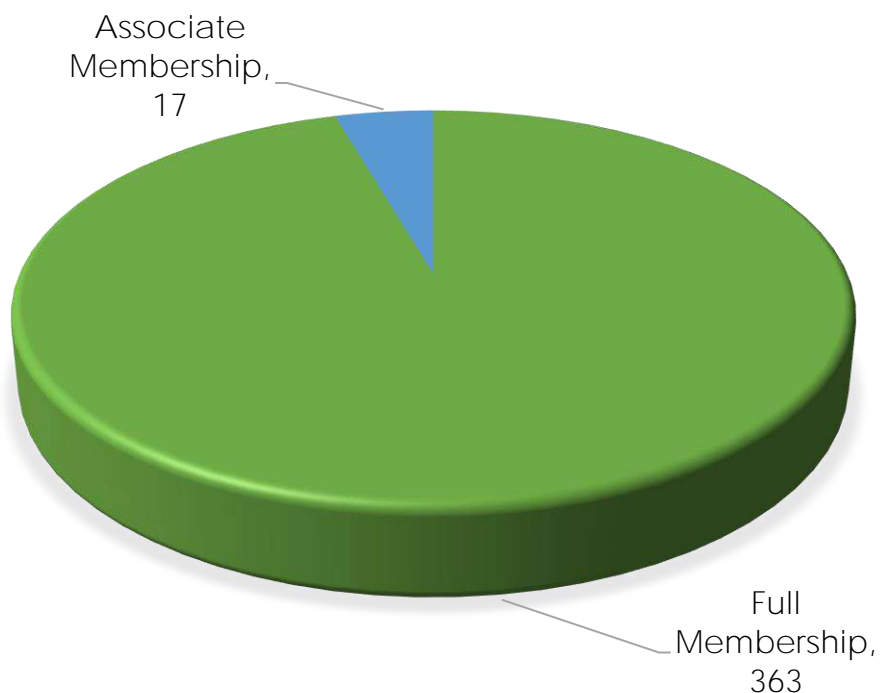
sees this business partnership as a vital component in its growth and development, whilst improving upon its service delivery and keeping-up with client need and demand.

## Continuous Quality Improvement

NCACCH is currently 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 Action Plan 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 continuous improvement is embedded across all facets of the organisation. NCACCH's aim is to have employees on all levels, in all programs; work together proactively to achieve regular, incremental improvements across the entire organisation. This has an incredible 'ripple' effect on both positivity and productivity, contributing to the organisation's culture and giving employees a sense of ownership and belonging.

# FINANCIAL MEMBERSHIP

As a community-controlled health organisation, NCACCH values the input and direction of its community, therefore it strongly encourages all Aboriginal and Torres Strait Islander clients to become financial members. Aside from voting rights at the AGM, membership empowers individual members to have a say in the direction of the organisation with the trust of knowing their feedback is considered in all relevant decision-making opportunities.

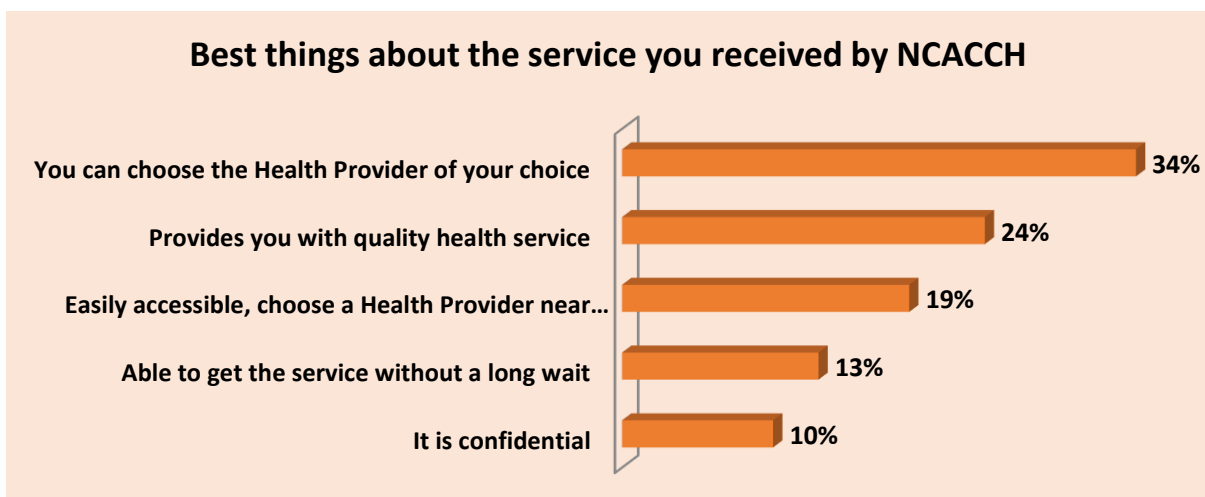
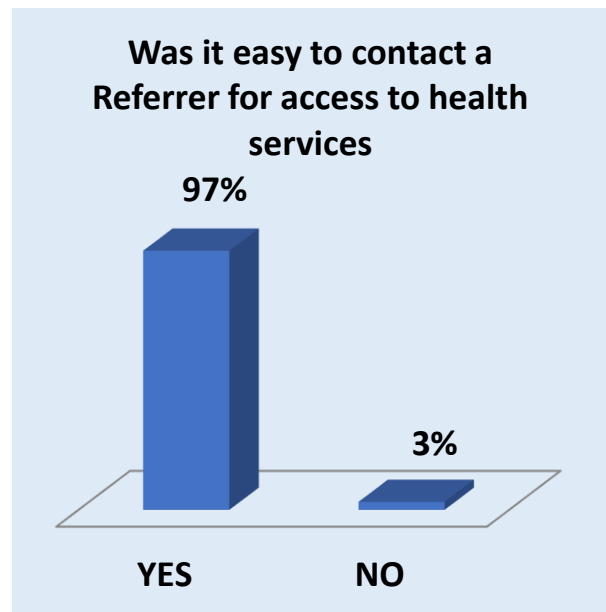
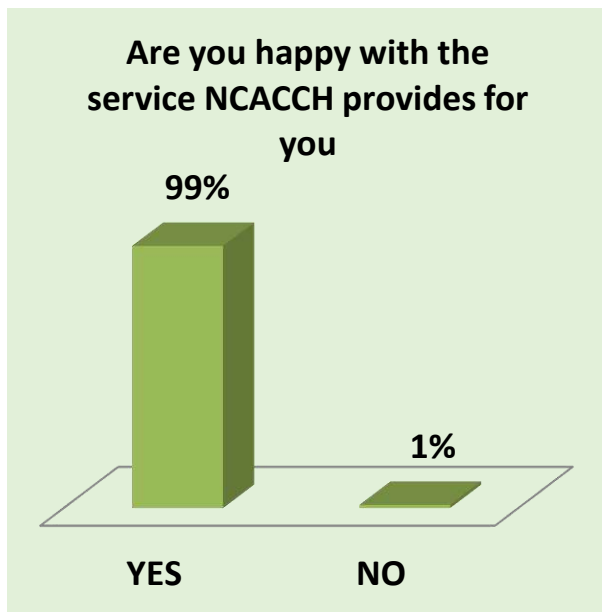




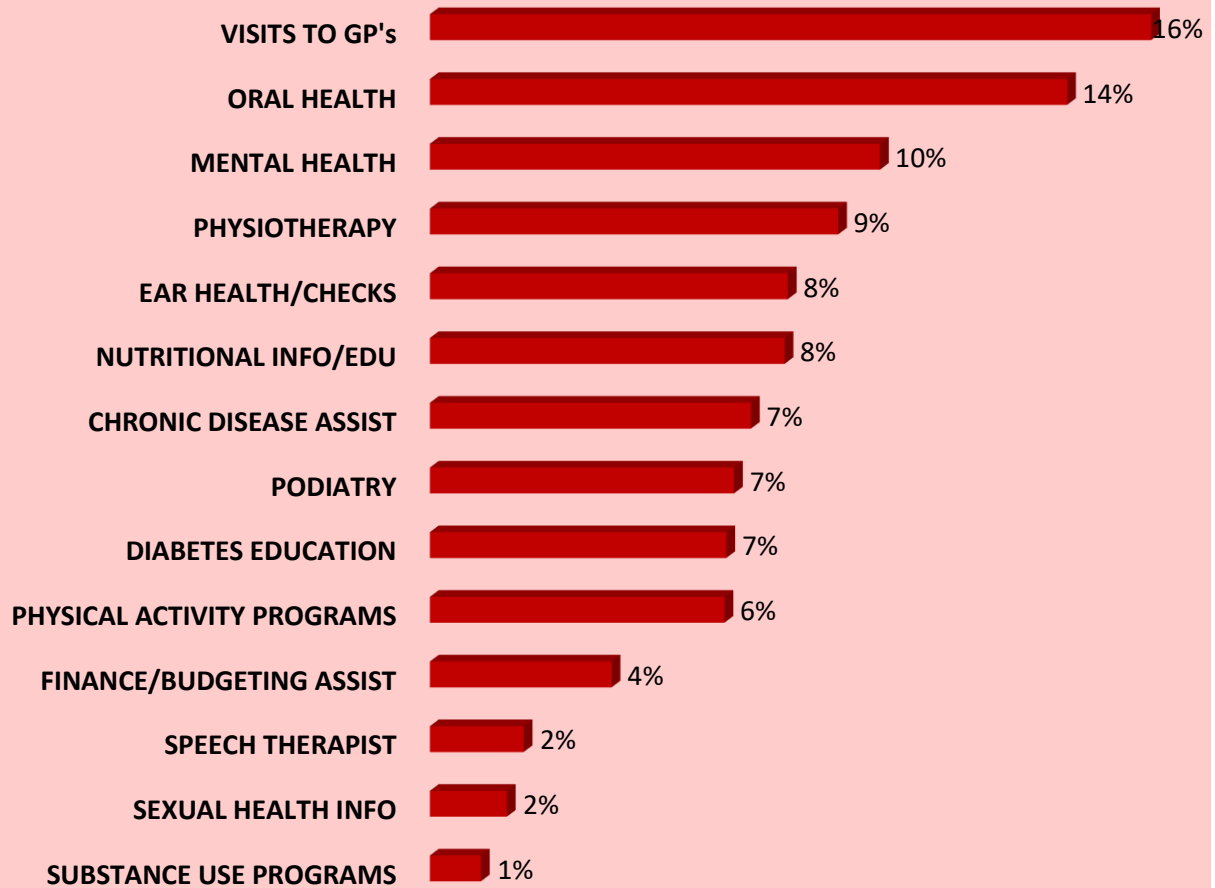
# COMMUNITY SURVEY

Each year NCACCH surveys the community to seek feedback on current services provided and to provide community an opportunity to be involved in decision making. This reporting period saw 580 survey responses received by the due date of 17th October 2017.

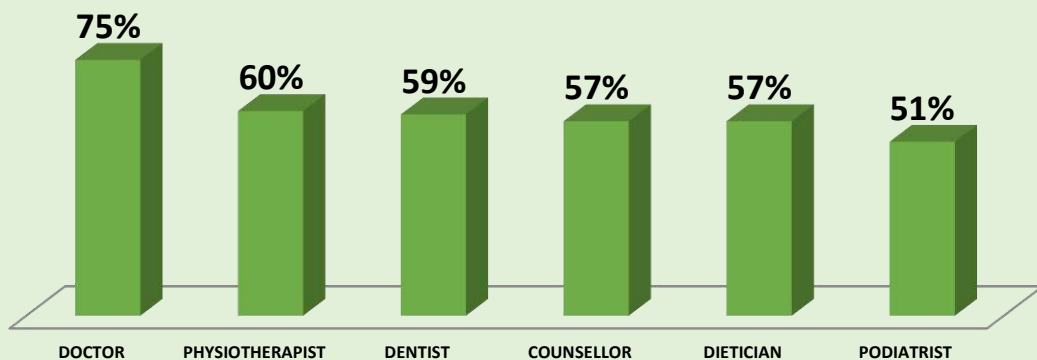
This represented 1926 community members, 1258 who have used the NCACCH service.



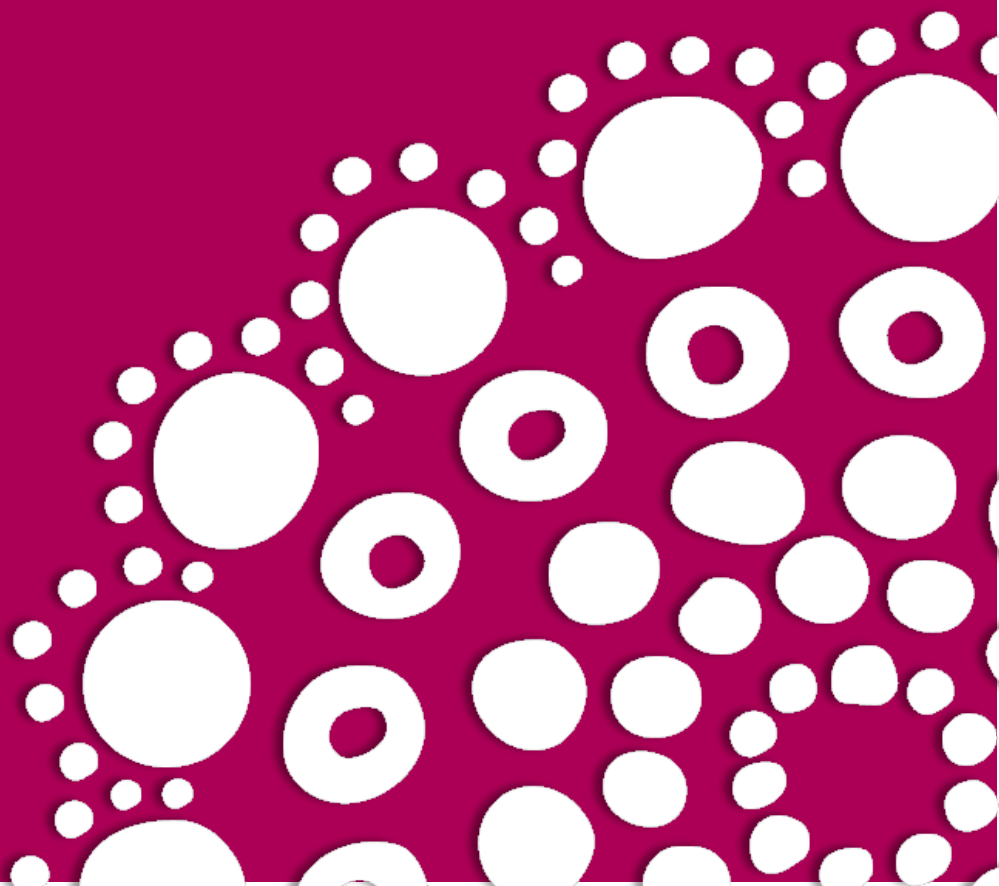
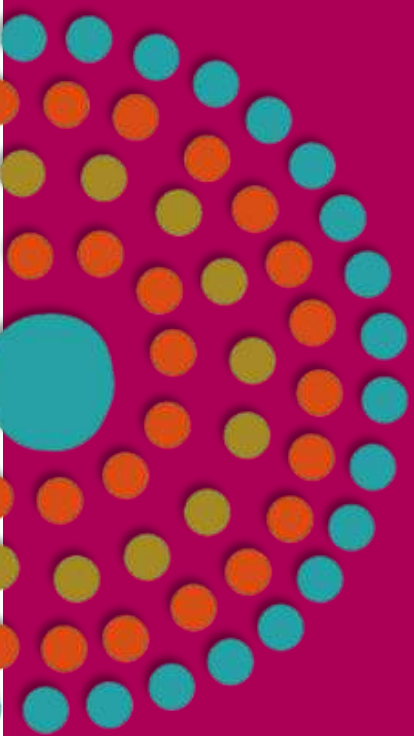
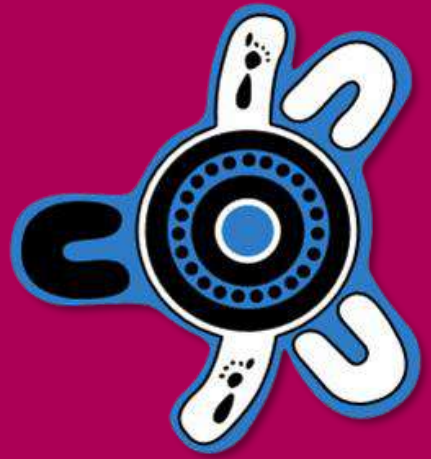
## What is most important to you



## Percentage of clients who saw their Service Provider within 2 days of NCACCH approving the Referral



# CLIENT ACTIVITY



## Indigenous Health Access Scheme

The Indigenous Health Access Scheme (IHAS) provides a Referral pathway for community to access health services of their choice. Since 2014, NCACCH has been dealing directly with Practices and their General Practitioners. This arrangement works extremely well, with 554 NCACCH approved Doctors located across 68 Practices. In addition, the Indigenous Health Project Officer (IHPO) and Indigenous Outreach Worker (IOW) continue to meet with Doctors and other key staff to provide additional information around Closing the Gap (CTG) and specific chronic disease management.

To assist in identifying NCACCH clients, they are provided with a NCACCH Health Access Card (HAC). This card is presented at Doctor and allied health visits as a confirmation to practice staff. This ensures consultations are provided to the client at no cost.



### 6930 Current Clients

- 956 New Clients
- 12,434 GP Visits
- 989 Referrals to Brokerage Allied Health
- 272 Referrals to Chronic Disease Allied Health & Specialists

# COMMUNITY GROUPS

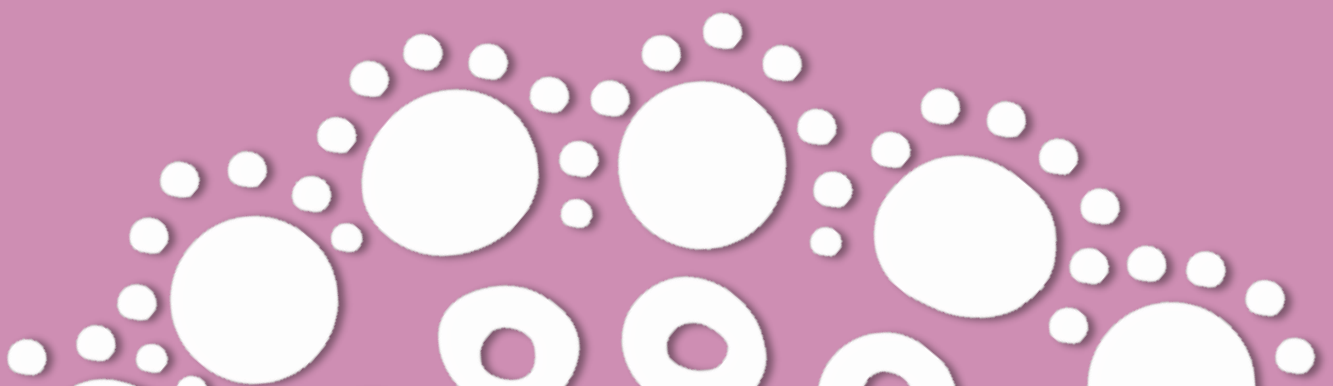


## Women's Group

NCACCH has been holding bi-monthly groups on the Sunshine Coast and Gympie throughout the year with the ladies doing all kinds of different activities such as: heart health education, breast cancer awareness, Aboriginal painting and beadwork, healthy cooking workshops, and pamper days. 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 has continues to provide support to the Men's group run by 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 Aboriginal and Torres Strait Islander Men's Wellbeing program is a facilitated program where participants can come and participate in a variety of planned workshops and social activities targeted at reducing anxiety and increasing their overall wellbeing through cultural safety and being part of a supported group.



## Breast Screen Clinics

NCACCH in collaboration with BreastScreen Qld and the Sunshine Coast Hospital and Health Service (SCHHS) continue to offer Aboriginal and Torres Strait Islander Breast Screening clinics across our service area. The clinics provide Aboriginal and/or Torres Strait Islander women with the opportunity to have a mammogram in a comfortable, culturally sensitive and welcoming environment. Whether it's a first screen or two yearly rescreen, our aim is to empower women to make informed decisions about their health and break down any barriers that may have previously hindered access. A huge "thankyou" to everyone who supported our BreastScreen Qld clinics at Caloundra, Maroochydore, Nambour, Noosaville and Gympie in 17/18.

BreastScreen Qld has been a long term, and enthusiastic supporter of the NCACCH Well Person's Health Check Day (WPHC Day). We would like to thank the BreastScreen Qld staff, who have helped screen 25 women at WPHC Day 2018 and many more throughout this period at the BreastScreen Qld clinics held across the Sunshine Coast and Gympie regions.



Upwards of 50  
NCACCH women  
have been  
screened by  
BreastScreen Qld  
this financial  
period

## Women's Health Clinics

NCACCH has held three clinics this financial year, located at the Gympie & District Women's Health Centre and Clinic 87 at Nambour. The attendance numbers were good with nine 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.

# WELL PERSON'S HEALTH CHECK DAY

The 2018 Well Person's Health Check Day (WPHCD) was held on Saturday the 24<sup>th</sup> March at the University of the Sunshine Coast in Sippy Downs. It was hosted by North Coast Aboriginal Corporation for Community Health (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 the University of the Sunshine Coast (USC) students, who provided voluntary services for both adult and children's health checks. The theme for this year's event was; **"Healthy Men, Strong People"**, highlighting the importance of men's health, including mental health, and focused on encouraging men to visit their GP and have their 715 Health Check.





The theme also recognised the important role that our men play in our community and families. Through this men's health focus NCACCH sought to highlight the health gaps that exist for many chronic conditions and health outcomes between men and women (with men tending to suffer higher morbidity and more negative outcomes). These effects are even more significant for Aboriginal and/or Torres Strait Islander men with national evidence showing that:

- Indigenous males could be expected to live to 67.2 years, about 11.5 years less than the 78.7 years expected for all males according to the Australian Bureau of Statistics (ABS) estimates;
- 75% of males pass away before the age of 65, compared to 27% of their non-Indigenous counterparts;
- Overall, the number of deaths of Indigenous males is 3.0 times the number expected from rates for non-Indigenous males;
- Indigenous males are hospitalised at a rate of 2.4 times that of non-indigenous males;
- Chronic conditions are the leading cause of death for Aboriginal and/or Torres Strait Islander men, with cardiovascular being the leading cause responsible for 27% of deaths; and
- More than 21% of Indigenous males have experienced a high or very high level of psychological distress in the previous year, a level more than twice that among non-Indigenous males.

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







800 Community  
Members

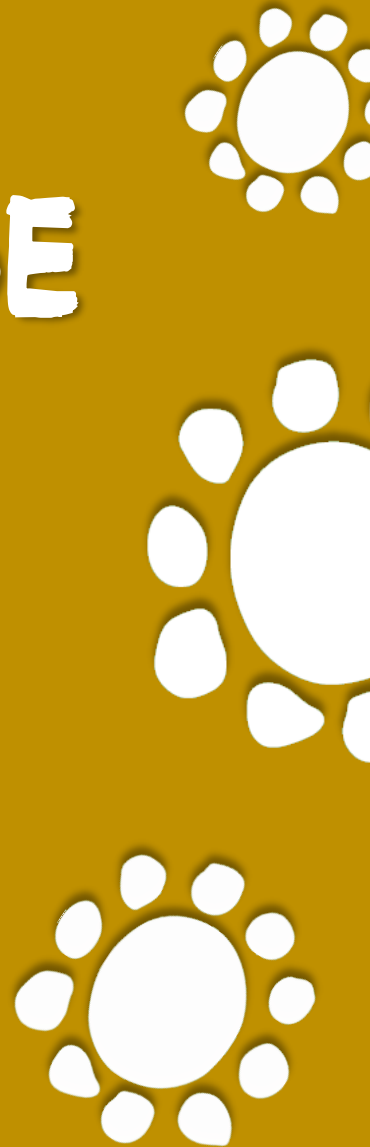
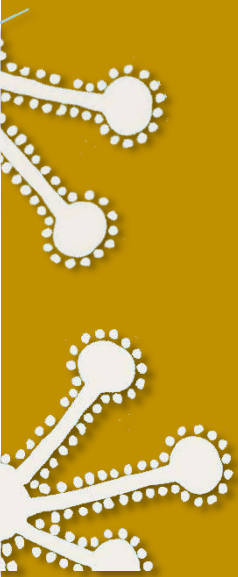
439 Health  
Screens

187 Child Health  
Screens

252 Adult  
Health Screens

# CHRONIC DISEASE MANAGEMENT PROGRAM

Aiming for self-management  
with Chronic Illness



# CHRONIC DISEASE MANAGEMENT PROGRAM

The Chronic Disease Management Program (CDMP) continues to provide high quality and culturally responsive services to Aboriginal & Torres Strait Islander people living with chronic conditions within the NCACCH footprint. NCACCH was successful in securing continued funding for the CDMP program through two funding streams: Queensland Health (HealthTrax) and Central Queensland, Wide Bay, Sunshine Coast PHN (ITC - Care Coordination & Supplementary Services).

**The CDMP Program has continued to grow with steady referrals via NCACCH Referrers, as well as linkages from other community service providers, and we have built strong links with primary health care providers leading to an increase in referrals from our clients GPs.**



Over the past 12 months we have supported 348 community members living with chronic conditions to gain access to much needed services such as Registered Nurses/Health Advocates, allied health services, specialists, medical equipment and transport. The CDMP continues to maintain a strong focus on a self-management model of care, which has now seen many clients transitioned to “Self-Management” status during this period. This result would not be possible without the continued commitment from Health Advocates who apply a holistic approach to care coordination, working to address a wide range of barriers that may exist for clients and their families, enabling them to access quality health care services.

Since the commencement of the Integrated Team Care (ITC) service delivery at NCACCH in early 2017, the CDMP has worked closely with the ITC team to increase the promotion of the CDMP among general practices and to link clients with information and support regarding Closing the Gap programs and services.

The CDMP team has focused strongly on Continuous Quality Improvement (CQI) 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. One such CQI strategy was the creation of a new position for a Clinical Support Officer. This role allows for a clinical set of eyes to review paperwork, including care plans and specialist

## Daa'ring Exercise Program

The second half of 2017 saw decreased participation in the exercise program, the CDMP team along with Management and David Nunn Exercise Physiologist from Enhanced Health and fitness, trialled monthly activity workshops held on the Sunshine Coast and Gympie regions from the beginning of 2018.

### Activities included:

- Gym Sessions
- Resistance bands
- Pilates
- Walking group
- Boxing/combat
- Yoga
- Outdoor circuits



NCACCH has locked in a 6-week Hydrotherapy program with Enhanced Health and fitness Exercise physiologists coming up in October and November 2018 for the Sunshine Coast and Gympie areas.

## Daa'ring Keep Fit Maintenance Program

This is the next phase of the exercise program, and an ongoing program with an out of pocket expense of \$2.50 per client per session and coincides with the school terms.

On the Sunshine Coast, the Keep Fit Maintenance Program commenced at Active Living Maroochydore, then transitioned over to Plus Fitness 24/7 at Minyama with Exercise Physiologist Amy Hall from Enhanced Health and Fitness with 3-6 participants attending each Tuesday and Thursday. In Gympie, the program commenced at Jetts Gym Gympie, then transitioned over to Snap Fitness in Gympie with an Exercise Physiologist Cameron Sullivan from Enhanced Health and Fitness with 2-5 participants attending each Tuesday and Thursday with several clients reporting continued weight loss.



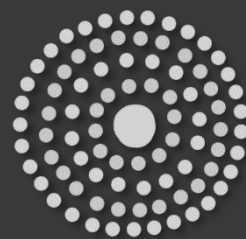
## Stanford Self-Management Program

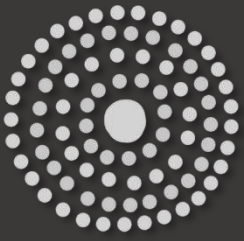
NCACCH's Chronic Disease Management Program (CDMP) works on a Self-Management model of care. The aim of the CDMP program is to support and encourage clients to increase their self-efficacy and self-management skills. During this period, we began the development of new Self-Management programs, whereby skills will be offered in other formats, including a Healthy Eating and Cooking program to provide clients with a practical approach to healthy eating with a focus on traditional foods.

# MENTAL HEALTH

Partners in Recovery – PIR

Cultural Healing – Gympie and  
Cooloola Coast





## 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. The current NCACCH PIR Support Facilitator is Mark Daynes, who has made a great effort to transition clients from PIR to NDIS and form strong partnerships in community.

As of 30 June 2018, 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 number of significant goals met including the ability and determination to self-manage. There have been several group programs implemented to support clients, including yarning groups, and art groups. Currently, PIR's chief focus is to support eligible clients in the transition to NDIS

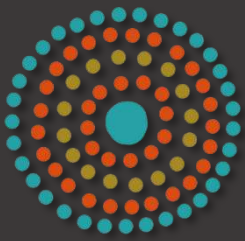
Groups that have been implemented include:

- Knitting Group
- Men's Group
- NuunaRon Group
- REACH Program

NCACCH is excited to announce the following programs have been planned for the rest of 2018 for the PIR clients:

- Wellness Recovery Action Plan Program
- Deadly Thinking Program
- Daddirri
- Yoga and Art Program
- Disability Business Workshops





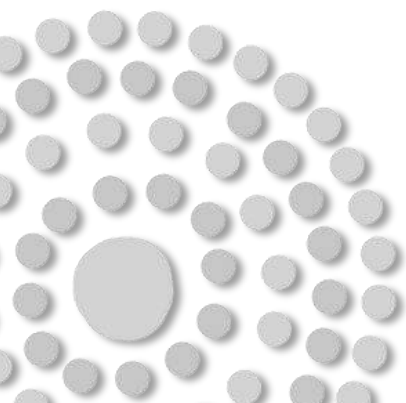
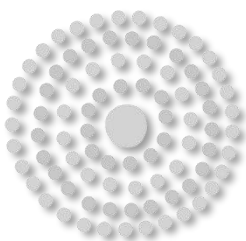
## Cultural Healing Program – Gympie and Cooloola

NCACCH received funding from Central Queensland, Wide Bay, Sunshine Coast PHN to support the establishment of a Cultural Healing Program into the Gympie and Cooloola Coast areas to deliver culturally appropriate mental health and alcohol and other drug services to Aboriginal and Torres Strait Islander community who are experiencing mental health issues and/or alcohol and other drugs.

Due to NCACCH's long established partnership and the success of its Cultural Healing Program based on the Sunshine Coast; NCACCH contracted this project to the Sunshine Coast Hospital and Health Service (SCHHS).

Via a single point of entry, the service offers a culturally safe and holistic approach encompassing mental health, social and emotional wellbeing support. In addition, triage, assessment and case management services are also offered. The program links in with multiple organisations and programs including the NCACCH Partners in recovery (PIR) and Chronic Disease Management Program (CDMP).

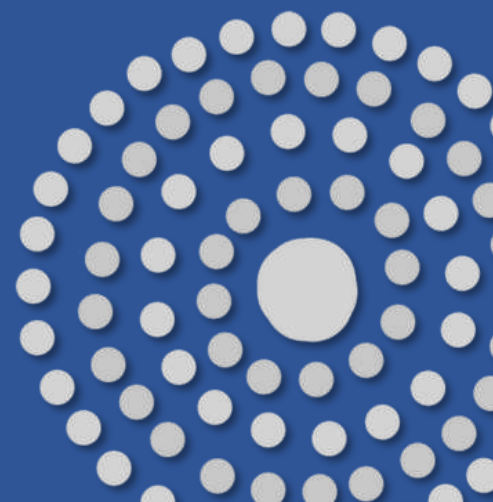
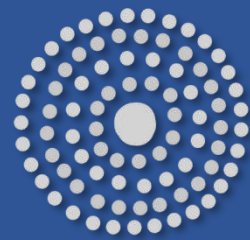
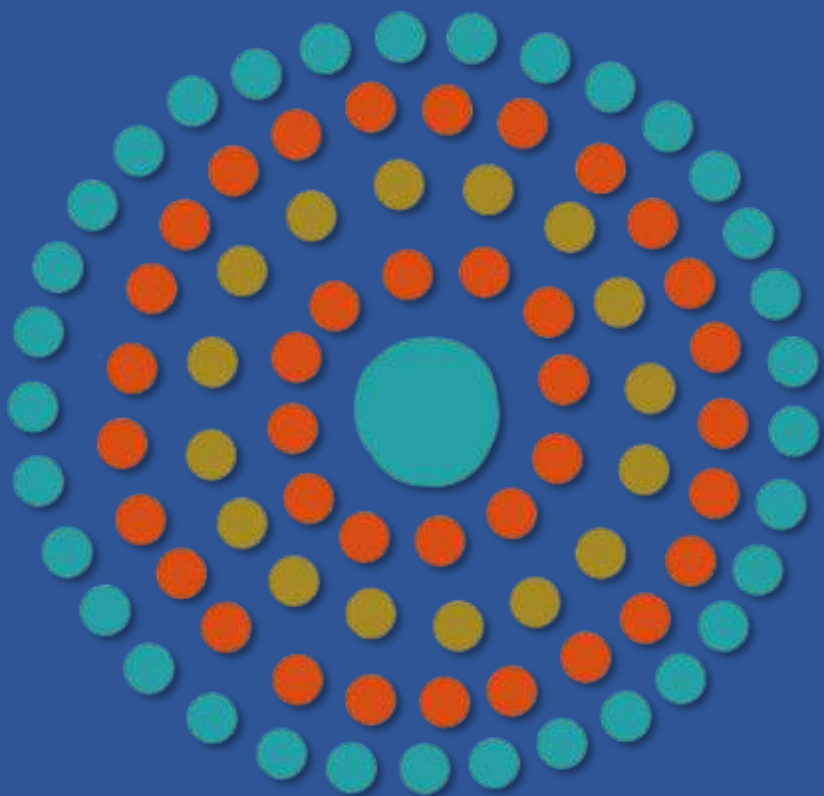
The project is due to be completed at 30 June 2019 with a robust evaluation by the Sunshine Coast and Neuroscience - Thompson Institute is currently underway.





# CLOSING THE GAP

Let's Be Stronger and Live  
Longer



## Integrated Team Care (ITC)



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 supports our 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 (CTG) measures, as well as through delivering a culturally appropriate service to our community on the Sunshine Coast and Gympie regions.

## General Practice Support

The Indigenous Health Project Officer (IHPO) has conducted over 40 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. The Indigenous Outreach Worker (IOW) attended some of these visits to be able to promote her services and meet practice staff. Practices visited were also presented with NCACCH statistics relating to community service access, an overview on the Closing the Gap Report 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. These visits also included a strong focus on how to deliver a culturally appropriate service, as well as the healthcare pathways available for our community.

NCACCH has also developed our exclusive GP newsletter that keeps our General Practices up to date with any changes and receive information on current programs and health pathways available for our Aboriginal and Torres Strait Islander community. It is designed to have “quick links” to the most useful information for all Practice Staff to utilise.

## Cultural Awareness Training

Within this year NCACCH has been in the process of being accredited by RACGP (The Royal Australian College of General Practitioners) and ACRRM (Australian College

of Rural and Remote Medicine) to provide Cultural Awareness Training to our Health Professionals located on the Sunshine Coast and Gympie regions. The training is organised to be delivered by local Traditional Custodian Kerry Neill, to sustain local knowledge and content. We have had great interest to attend from our Health Professionals and look forward to the New Year for ongoing commitment



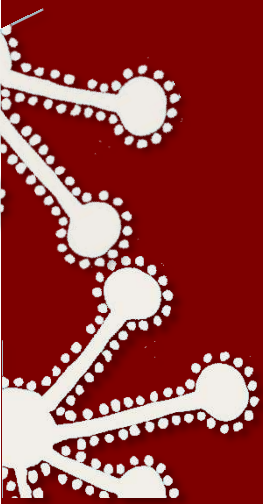
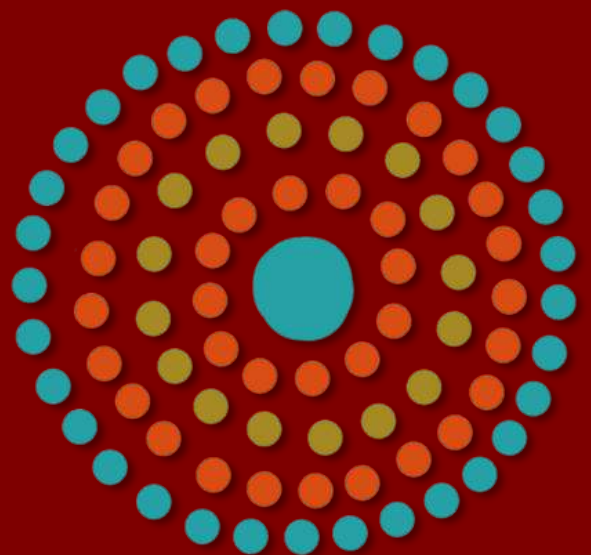
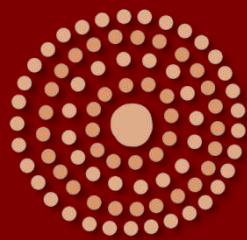
## Promoting *Closing the Gap* in Community

The Indigenous Outreach Worker (IOW) has been working to promote the uptake of CTG services through community engagement, and the dissemination of community-friendly resources and education. The IOW has also been active in linking in with other NCACCH programs, including Men's and Women's groups, Women's health clinics, and the Chronic Disease Management Program. Additionally, the IOW continues to network and engage with external stakeholders, government, Aboriginal and Torres Strait Islander organisations and mainstream service providers.

This year the IOW participated in numerous local events and cultural celebrations including; National Closing the Gap day, Sorry Day, Reconciliation Week, NAIDOC, TAFE, and Sunshine Coast University events, where they were successful in engaging with a wide range of community members.

# NO DURRI FOR THIS MURRI<sup>®</sup>

This financial period, NCACCH launched a **new campaign “Let’s Clear the Air”** to promote smoke free spaces.



NCACCH has once again been granted approval for continued funding of our Smoking Cessation Program. This funding is provided by the Department of Health through the Tackling Indigenous Smoking (TIS) initiative until June 2019.


To ensure compliance with the national TIS Indicators and proposed additional Grant funding for the 2019/20 financial year, the NCACCH Smoking Cessation Program whilst still delivering the No Durri for this Murri Program®, has shifted from a one on one client focused approach, to having a strong focus on population health promotion to align more closely with the TIS funding objectives.

In line with this shift in focus, activities and priority are still committed to providing awareness to the broader community regarding smoking management, second- hand smoking and smoking in the house and car. Focus areas have included promotion, marketing and community engagement strategies. A range of new promotional items have been developed and ordered to promote smoke free places around the theme “Let’s Clear the Air”. Additionally, several health promotion resources have been purchased to utilise at community events and activities to educate community around the dangers associated with smoking and second-hand smoke.



A program survey conducted in December 2017 identified that out of participants surveyed, 62% had commenced their journey to quitting

During this reporting period NCACCH received 48 referrals to the “No Durri for this Murri®” program. This figure is significant given that NCACCH has faced a significant period of transition without having a full-time quit coach since October 2017. Between February 2018 – May 2018 the Health Promotion Officer assisted with this program on a temporary basis before a Smoking Cessation Support worker was appointed 2 days/week to support “No Durri for this Murri®” clients.



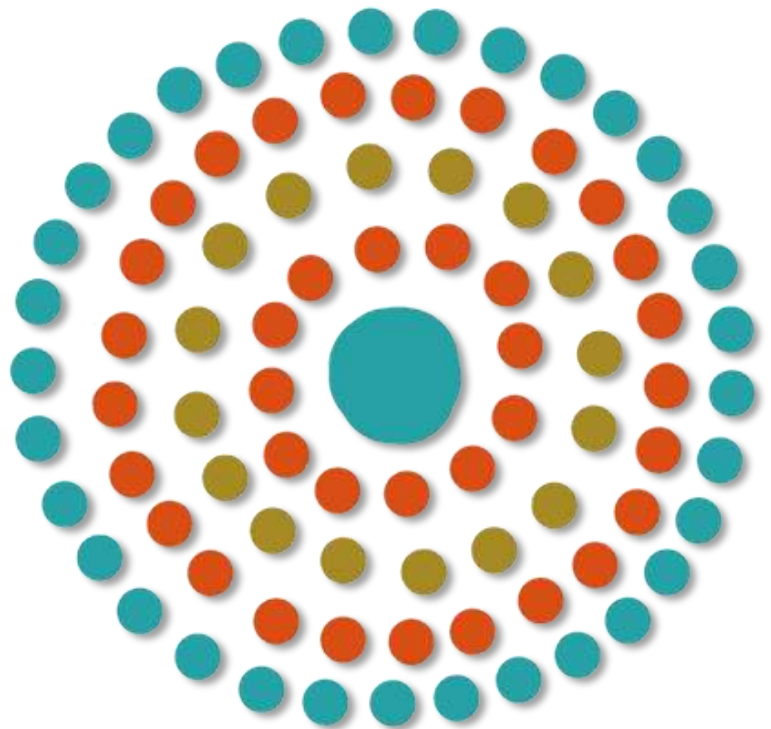
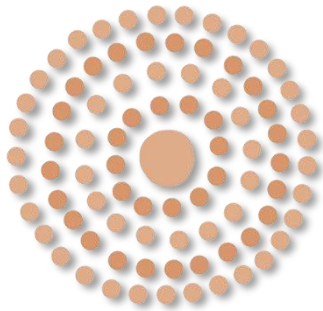
A program survey conducted in December 2017 identified that out of 16 participants surveyed, 10 (62%) had commenced their journey to quitting, with 14 (87%) reporting that they visited their GP to discuss/implement strategies to quit.

**16 (34 %) program participants reported having reduced their rate of smoking by 25%, and an additional 6 (12%) participants had reduced their smoking rate by 50%.**

NCACCH has not conducted their 2018 “No Durri for this Murri®” Client Survey yet, as

this is conducted later in the year. However, program exit phone calls were made to 21 clients between February and May, of which almost 50% reported having quit or reduced smoking.

**Key staff members have also undertaken brief intervention training with the SA Cancer Council, with the intention of incorporating brief interventions across other NCACCH programs opportunistically.**



# CHILD AND MATERNAL HEALTH



“Early Intervention is Key”



## Sunshine Coast Children's Therapy Centre

The Sunshine Coast Children's Therapy Centre continues to support our most vulnerable children and families by providing much-needed assistance with Child Psychology and Physiotherapy services. The SCCTC have a dedicated, transdisciplinary team of professionals who strive to prioritise our clients.

With the Kawana site now open for client use, the SCCTC have provided NCACCH with a shared space on Mondays from 9am to 2pm to use for client programs and activities, including an Indigenous Playgroup through Accessible Playgroups Queensland. This space is also utilised for Ear Health Screening and opportunistic health activities like Referrals and Programs, as well as visits from BUMPS midwifery, Jabba Jabba and Child Health from the Sunshine Coast Hospital and Health Service.

### Kawana Indigenous Playgroup

Through our strong partnership with the Sunshine Coast Children's Therapy Centre (SCCTC), NCACCH has both facilitated and supported the implementation of an Indigenous Playgroup at the SCCTC Kawana site. The Playgroup has been incredibly well-received by community and we have a small group of dedicated Mums, Nannas, Bubs and sometimes Dads, who attend for culturally-safe play, yarning and fun.





# Kawana Indigenous Playgroup Nutrition Program

NCACCH was thrilled to be able to use excess funds from the Galang Bin-Dja Manngoorbadjin (Good Food in Good Health) Program, to run a six-week nutrition program for Kawana Indigenous Playgroup attendees. This program was run after playgroup every Monday for the duration and included professional sessions with a registered dietician, food play for kids and healthy meals and resources for all involved. The project aimed to increase knowledge and awareness around eating behaviours and nutrition for parents/guardians and children attending the playgroup. The sessions provided hands-on activities and expert information delivered by a professional in the industry, as well as question and answer time in a culturally inclusive and safe space.



## Ear Health

In response to increased demand for school-based ear health screening, and the limited capacity of the ICHW to conduct this screening, NCACCH now has an MOU with Hear and Say. During this reporting period, Hear & Say began the process of contacting schools within the NCACCH catchment area to prepare for the school-based Ear Health Screening program, commencing in August 2018. As a result, almost 800 ear health screenings were booked in for Aboriginal and Torres Strait Islander children within the NCACCH footprint. This will result in over double the screenings conducted in 2017.

## 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, Burnside, Kawana as well as attending First Aid Awareness sessions. Our initial First Aid Awareness program in Gympie and Kawana, provided



some great information on "How to care for your child in an emergency." The participants gave some great feedback and now feel more confident in caring for a child in an emergency.

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.

Our first “Baby Bounty Packs” that promote wellbeing of mum and baby have been given out to eligible Nanna Bill’s Mum’s and Bub’s participants. The recipients were so happy to receive the “Baby Bounty Packs.”

Nanna Bills Mums and Bubs midwife along with the staff and students from USC participated at

Well Persons Health Check Day providing a baby changing and dressing competition for dads.

A total of 23 participants were involved in the program during the financial year with 7 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.

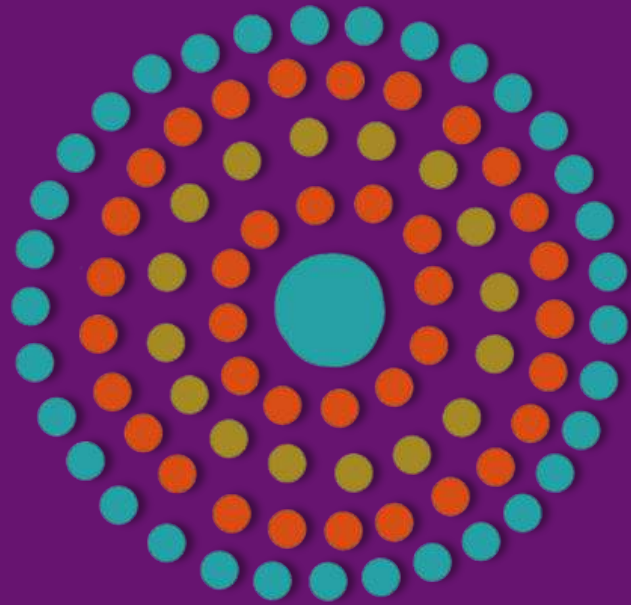
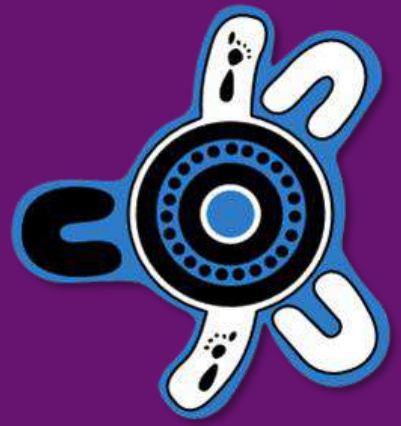


# FINANCIAL STATEMENTS



# Balance Sheet

		<u>Audited</u>	
<b>North Coast Aboriginal Corporation For Community Health</b>			
<b>Statement of Financial Position</b>			
<b>For the year ended 30 June 2018</b>			
		<u>2018</u>	<u>2017</u>
<u>Members' Funds</u>		----- 426,512 =====	----- 478,481 =====
<u>Current Assets</u>			
Cash at Bank	<u>Note 1</u>	1,544,715	1,251,021
Cash on Hand		947	348
FBT Instalments/Refund		30,240	9,767
Trade Debtors		55,636	440,000
Total Current Assets		----- 1,631,539	----- 1,701,136
<u>Non-Current Assets</u>			
Property, Plant & Equipment	<u>Note 2</u>	62,184	24,568
Total Non-Current Assets		----- 62,184	----- 24,568
Total Assets		----- 1,693,723 =====	----- 1,725,704 =====
<u>Current Liabilities</u>			
ANZ Visa- Administration	<u>Note 1</u>	14,157	4,335
ANZ Visa - Other	<u>Note 1</u>	861	
Trade Creditors		189,732	112,688
Superannuation Payable		48,958	42,575
Payroll Liabilities		23,445	20,328
FBT Instalment		9,767	9,767
GST Payable		46,001	56,827
Salary Sacrifice		5,003	598
Accrued Leave	<u>Note 4</u>	328,154	326,649
Surplus Funds CFWD	<u>Note 5</u>	601,134	673,457
		----- 1,267,211	----- 1,247,223
<u>Total Liabilities</u>		1,267,211	1,247,223
Net Assets		----- 426,512 =====	----- 478,481 =====



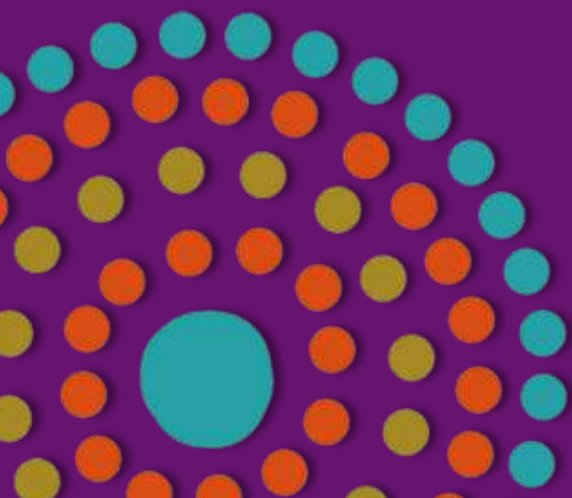
# NCACCH

North Coast Aboriginal Corporation for Community Health

For more information please visit <https://ncacch.org.au/>

07 5346 9800

Join us on:





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



*"Your Pathway to Better Health"*