

Organisational Profile

Operating under a unique Brokerage Model, North Coast Aboriginal Corporation for Community Health (NCACCH) aims to empower the First Nations Peoples through the provision of offering accessible, equitable and choice of health care providers across the Sunshine Coast and Gympie regions.

Its ability to champion long term partnerships and high quality integrated care ensures it encapsulates a whole of region community services based on the needs of the local First Nations Peoples population. Furthermore, its ability to adapt and continually build its capacity to engage local providers results in value for money for all stakeholders.

As an Aboriginal Community Controlled Health Service, NCACCH embraces its local community needs, therefore offering multiple options for feedback. This ensures the programs and activities it provides are relevant to the gaps and health needs across multiple locations.

As NCACCH continues to strive for excellence through its innovation and long-term vision, this period will see a focus on marketing the Brokerage Model and expanding its ability to improve and streamline its collection of confidential health data. It is envisioned this will result in improving the health status of our community and inform funding bodies to support future planning and development. With its motto of "Your Pathway to Better Health" NCACCH will continue to align its future activities with local and national initiatives to support the vision of Closing the Gap in life expectancy between First Nations Peoples and other Australians.

Directors Profiles



Tom Cleary

Tom is a proud Undambi man, descendant of the Traditional Owners. Tom has lived on the Sunshine Coast for over 20 years, has been on the NCACCH Board since 1999 and has a Certificate IV in Governance. Tom is passionate about First Nations Peoples health and as an advocate, he provides strong links and communication within the Sunshine Coast community. Tom is well respected by both community and peers.



Aunty Olive Bennet

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



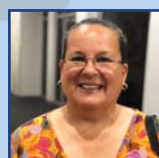
Helen Felstead

Helen is a Yugambeh woman and has resided in the Tin Can Bay region for over 50 years. Helen has been on the NCACCH Board of Directors since 2003 and has a Certificate IV in Governance. Helen works as a Medical Receptionist providing valuable knowledge within General Practice. As an advocate she provides strong links and communication within the Cooloola community.



Rhonda Randall

Rhonda is a Barindji woman from Bourke and has resided in the Glasshouse Mountains region for over 20 years. Rhonda joined the NCACCH Board in 2006 and has a Certificate IV in Governance. Offering knowledge and experience in education and Home and Aged Care, Rhonda provides connection to the hinterland community through her NCACCH Referrer status.



Paula Wootton

Paula is a Tharawal woman from the Woollongong/Shoalhaven Heads region NSW, and has lived in Imbil for over 16 years. Paula has been an active NCACCH Board Member since 2007, has a Certificate IV in Governance and has a strong focus on young people and families. Paula has substantial experience working within schools and community organisations and represents the Mary Valley community.



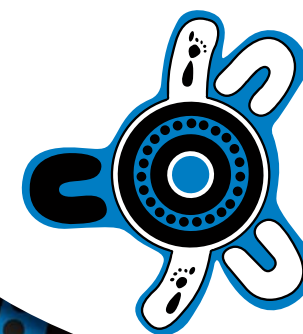
Uncle Trevor Draper

Uncle Trevor is a Kamilaroi man from NSW/QLD and has resided at Coes Creek near Nambour for over 11 years. Uncle Trevor is passionate about his job as a Court Support Officer for the Aboriginal & Torres Strait Islander Legal Services (ATSILS). He joined the NCACCH Board in 2014 and has a Certificate IV in Governance. Uncle Trevor is a proactive supporter of our mob and a strong representative for First Nations Peoples within various organisations across South East Queensland.



Ron Binge

Ron is a Traditional Owner from Southeast QLD and Kamilaroi on his father's side. Originally from Miles where his grandmother established Goondir Health Services over 30 years ago, Ron and his family have resided on the Sunshine Coast since 2005. Ron joined the NCACCH Board in 2018 and offers a vast range of experience from consulting with Traditional Owners to community engagement.



NCACCH | North Coast Aboriginal Corporation
for Community Health

NCACCH

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Painting by:
Gordon Browning

Strategic Plan 2018 - 2021

Our Vision

To 'close the gap' of First Nations Peoples status through a holistic approach to client health and wellbeing.

Core Values

At NCACCH we:

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

Core Business

At NCACCH our focus is to:

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

Strengths

- Whole of region community service
- Service delivery and engagement model empowers community through accessible, equitable and choice of service
- Long term support and trust of community
- Outcome focused community driven services
- Successful brokerage model operating over long term period
- Ability to maintain long term partnerships
- Vale for money for all stakeholders
- Proven innovative and adaptable business model

Weaknesses

- Not financially independent
- Limited opportunities to source long term funding
- Fixed grant funding
- Limited internal Human Resource Management and Information Technology infrastructure
- Limited income generation results in budget pressure.

Opportunities

- Development of a comprehensive First Nations Peoples population health data extraction tool
- Pursue research opportunities
- Target marketing with peak organisations, partners and other identified stakeholder

Threats

- Changes in government policy
- Competition for First Nations Peoples funding
- Commercialisation and/or privatisation of First Nations Peoples services
- Unsuccessful uptake of service providers to participate in data collection tool

KEY DELIVERABLES

GOAL: Adopt a collaborative approach to data sharing protocols

- Strategy 1: Development and implementation of a comprehensive health data extraction tool
- Strategy 2: Implementation of a robust and efficient quality records management system
- Strategy 3: Improve confidentiality and data information framework in line with relevant legislations

GOAL: Expand and enhance NCACCH service delivery to incorporate whole of lifespan

- Strategy 1: Develop opportunities for youth input into planning and delivery of appropriate health activities
- Strategy 2: Using social media and other platforms to target engagement with youth
- Strategy 3: Continue to focus on child and maternal intervention and prevention strategies

GOAL: Improve the quality of health service

- Strategy 1: Enhance the integration between service providers through appropriate program linkages and clear referral pathways
- Strategy 2: Improve pathways for effective stakeholder consultation with a focus on health professionals
- Strategy 3: Increased emphasis on training opportunities to allow provision of culturally safe practices

GOAL: Contribute to increased stakeholder awareness of Aboriginal and Torres Strait Islander Services specific to NCACCH services

- Strategy 1: Proactively contribute to partners and provider vision to adapt a unified approach to marketing across all levels of service delivery
- Strategy 2: Implement a detailed marketing plan incorporating a shared vision and value approach with major partners

GOAL: Focus on intervention and prevention through a population health framework

- Strategy 1: Continue to strengthen existing and develop new partnerships to ensure services delivered are of optimum quality, well-coordinated and complimentary
- Strategy 2: Expand data collection capabilities through the incorporation of intervention and prevention activities across all programs
- Strategy 3: Strengthen relationships with education providers to advocate and support healthy outcomes in schools

GOAL: Explore Aged Care Opportunities

- Strategy 1: Explore opportunities to incorporate Aged Care services through co-ordination with our partners and established providers
- Strategy 2: Activate Aged Care approval status

GOAL: Continue to champion the Brokerage Model

- Strategy 1: Develop partnership with key organisations to conduct evaluation of the Brokerage model
- Strategy 2: Increase exposure through expansion of promotional tools
- Strategy 3: Improve awareness of NCACCH model via increased communication with high level Government and non-Government agencies