



NCACCH

North Coast Aboriginal Corporation
for Community Health



Annual Report

2020-2021

Culture | Connection | Community

Your Pathway To Better Health

NCACCH

North Coast Aboriginal Corporation for Community Health

About NCACCH

North Coast Aboriginal Corporation for Community Health (NCACCH) was incorporated in 1997 and is a not for profit, Aboriginal Community Controlled Health Organisation registered under the CATSI Act (2006). It is funded by the Australian Government's Department of Health (DoH), Central Queensland, Wide Bay & Sunshine Coast PHN and the Queensland Government Department of Health.

NCACCH is an innovative leader in Aboriginal and Torres Strait Islander healthcare, providing a range of services and programs through its hybrid Brokerage and Aboriginal Medical Service (AMS) model for health service delivery. NCACCH maintains contracts with over 800 primary and allied health professionals across the region.

With the purpose of providing a holistic and comprehensive primary health care service, NCACCH seeks to improve health and social outcomes to our community through:

- Provision of access to a full regional network of health care professionals
- Encouraging choice for Aboriginal and Torres Strait Islander community members and their families. Through exercising this choice, building cultural sensitivity and inclusiveness across the community while simultaneously promoting market competition between health care service providers; and
- Utilising its Aboriginal Medical Service and partnerships with primary healthcare and other specialised services, as a proactive strategy in delivering community wide "Closing the Gap" health status improvement initiatives

In addition, NCACCH provides intervention, prevention and management programs including; Tackling Indigenous Smoking, Chronic Disease Management, Child and Maternal Health and cultural and youth activities.

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. Continue to reduce healthcare access barriers for the Aboriginal and Torres Strait Islander community
2. Continue to deliver culturally safe programs and services incorporating a broad holistic concept of wellbeing
3. Continue to reduce service gaps and duplication through effective partnerships
4. Provide wrap-around support for clients with chronic conditions to achieve improved health outcomes
5. Increase the efficacy of Child and Maternal Health programs through innovation and collaboration
6. Continue to expand the reach and impact of the Aboriginal and/or Torres Strait Islander Smoking Program through a population health approach
7. Continue to champion the Brokerage Model while expanding other models of care
8. Continuous Quality Improvement embedded within organisational culture

Acknowledgements

We acknowledge the Traditional Custodians of the land on which we live and work. We pay our respects to the Elders past, present and emerging, for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander peoples.

NCACCH gratefully acknowledges the financial support from:

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

Disclaimer

NCACCH has taken all reasonable steps to ensure that the content of this Annual Report is considerate, aware and sensitive to the needs of our community and the wider Aboriginal and Torres Strait Islander population.

Aboriginal and Torres Strait Islander people should be aware that this report may contain names of deceased persons.



NCACCH

North Coast Aboriginal Corporation for Community Health

ANNUAL REPORT

2020 - 2021





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A MESSAGE FROM OUR CHAIR



Thankful! That is how I am feeling about this last year. Thankful that our sector has stood together to support each other and our mob to get through yet another tough period during this ongoing pandemic of COVID 19. I am thankful for my fellow Directors and our staff for continuing to provide much needed services, support and comradeship to each other and our community. And most importantly, I would like to thank our community for their continued good-will, strength and resilience in continuing to work through the ongoing hardships and challenges COVID 19 continues to throw at us.

On behalf of the Board of Directors, I am pleased to present the 2020/21 NCACCH Annual Report. I want to commend our staff for their ability to continue providing much needed services and transitioning back to face to face community contact. I am very proud of our achievements and believe we have successfully, to the best of our ability, fulfilled our client and community obligation.

As NCACCH service delivery begins to stabilise, so does its operations. There have been continued internal changes that have tested the unity, commitment and patience of us all. However, I believe you must travel through rough waters to reach a safe passage, and I have full faith we are now on the last leg of our journey to smooth sailing. There have been lessons learnt, experiences encountered and strengths identified across all levels of the organisation, resulting in improved internal cultural and operational changes.

Externally, there has been a significant shift in the Australian Governments commitment to improving Aboriginal and Torres Strait Islander health. This is showcased through the health equity reform that will work in partnership and provide the opportunities for Aboriginal Community Controlled Health Organisations, such as NCACCH, to develop and implement strategies, programs and initiatives to improve health and wellbeing. This comes at an opportune time as NCACCH transitions to a new five year strategic plan for period 2021 - 2026. Financial sustainability, developing a holistic primary health care model and expanding scope of services will be the top three priorities during this period.

Overall, this year has been a mixture of triumphs, trepidation and now hope, as we acknowledge the past and look towards the future. NCACCH will continue to nurture and empower our mob to confidently manage not only their own health and well-being but for our whole community.

H. Delstead

OUR DIRECTORS



Trevor Draper



Helen Felstead
Chairperson



Kerry Staines



Rhonda Randal



Leading the Way



Ann Whitfield
Interim



Paula Wootton



Ron Binge

HIGHLIGHTS

- Successful tenure of Aboriginal Medical Service (AMS) establishment funds
- Successful tenure of NDIS Ready Grant
- Implementation of workforce development strategy resulting in first student placement
- Successful pilot of Back on Your Feet Youth Program
- Continued proactive and collaborative response to COVID 19

GYMPIE ABORIGINAL MEDICAL SERVICE (AMS)

In April of this year, the Board of Directors were extremely excited to announce NCACCH had been successful in securing funding to develop an AMS in Gympie. This new service will be an expansion to the Brokerage model that will continue to operate on the Sunshine Coast.

The success of this funding had been two years in the making, starting with the 2019 NCACCH annual survey results indicating 55.53% of respondents stating the most important service to them and their family was having the ability to access an Aboriginal Medical Service. In addition, 95% advised they would prefer a service that would deliver culturally appropriate health care services.

Following an application lodged with Department of Health in October 2020 to expand NCACCH services into an innovative, and first known of its kind, hybrid model (blend of Brokerage and clinical AMS), the Board of Directors received the approval of its submission in March of 2021.

What does this mean for our Gympie and surrounding communities?

The AMS will initially aim to focus on providing primary health care and chronic disease management and will seek to address the following key areas:

- Support the growing needs of our community through the delivery of, and access to, high quality, culturally appropriate clinical services
- Considerable weaknesses in chronic disease management service gaps; specifically, between General Practice and Allied/Specialist Services and the NCACCH Chronic Disease Management Program
- Improve care for clients with more than one chronic condition
- Increase and compliment current General Practice, Allied Health and Specialist Services
- Extend the current Brokerage services to address the high rates of emergency admission to the local Hospital and Health Service

In collaboration with the Institute for Urban Indigenous Health (IUIH), NCACCH Project Manager, Tess Symes has led the establishment of the AMS to near completion.



Timeline of the AMS

The following activities have been conducted in this reporting period:

March - June 2021

Funding Approved

Hunt for appropriate space to establish the AMS

Establish key partnerships/relationships

Commence development of project planning

July 2021

Lease signed – 31 Excelsior Road, Gympie

Recruitment for Project/Practice Manager

Continuation for project planning

Mid-End August 2021

Project Practice Manager Commenced

Fitout/Marketing/Signage Commenced

Elder/Community Consultations Engagement Plans

Commenced

September 2021

Elder/Community Consultations Completed throughout September

Staff Recruitment - Advertising

IT/systems/equipment organised

Registrations and accreditation

Stakeholder Engagement Planning Commenced

October 2021

Stakeholder Engagement Commences (GP/Allied Health/Partnerships)

Marketing continues

Staff Recruitment

Staff training

Fitout completion and signage completed – Handover Keys

Equipment/IT/systems implementation commences

November - February 2022

Staff Training

Soft Opening December

Clinic Launch in February 2022



NCACCH VALUES

NCACCH Values Artwork Story

This painting represents the North Coast Aboriginal Corporation for Community Health (NCACCH) core values which are Respect, Innovation, Transparency, Integrity, Collaboration, Safety and Diversity.

The symbols in the middle of the painting represent our seven Board members at NCACCH. Each animal is representative of our core values, these animals have different significance for each culture and their interpretation of value alignments.

The painting is expressive of the NCACCH footprint of Sunshine Coast to Gympie and surrounding areas.



In the last two years NCACCH has been re-developing its values to adapt to where we are now and where we want to be in the future. Staff attended several workshops to create these values as a group. Values that mean something to each staff member individually but also what we want to see within NCACCH as an organisation and how we want to deliver services to our community.

VALUES

RESPECT

BELIEF STATEMENT

WE BELIEVE AND ACCEPT EACH OTHER AS EQUALS AND HONOR OUR CULTURAL DIFFERENCES.

INNOVATION

WE BELIEVE WE MUST CONSTANTLY SEEK NEW WAYS OF DELIVERING EXCELLENCE TO SERVE OUR COMMUNITY.

DIVERSITY

WE BELIEVE WE THRIVE AND PROGRESS BECAUSE OF OUR UNIQUENESS.

TRANSPARENCY

WE BELIEVE OPENNESS MAKES US FEEL MORE CONNECTED, TRUSTED AND ACCOUNTABLE.

SAFETY

WE HAVE A DUTY TO PROTECT OUR CLIENTS, STAFF AND ORGANISATION SO WE CAN CONTINUE TO SUPPORT OUR COMMUNITY.

WE BELIEVE WE MUST SHOW THE COURAGE TO DO THE RIGHT THING.

INTEGRITY

WE BELIEVE WORKING TOGETHER MAKES US ALL STRONGER AND MORE EFFECTIVE FOR OUR COMMUNITY.


COLLABORATION

Culture | Connection | Community



PARTNERSHIPS





WORKING IN COLLABORATION

Tri-Partite Partnership

In the lead up to the final year of the 2018-2021 strategic plan, NCACCH, SCHHS and PHN continued to strive meeting the aims and objectives set over the course of the previous three years. As attention and resources shifted to focus on the demand of Covid-19, so did the ability to maintain the traction of activities. With this in mind, the tri-partite reset actions to align with protecting our mob, especially our Elders and our most vulnerable.

Key shared actions conducted over this period include:

- Development of individual and collective Covid-19 taskforce/committees
- Collaborative approach to Covid-19 information dissemination
- NCACCH nurse and healthworker support at SCHHS vaccination clinics
- NCACCH Chronic Disease and Closing The Gap workforce support at General Practices
- Review and update of integrated care between NCACCH Chronic Disease Program and SCHHS Preventable Hospital Program
- Renewal of NCACCH & SCHHS Memorandum of Understandings and Service Level Agreements
- Maintaining shared marketing strategies between NCACCH, SCHHS and PHN
- NCACCH and PHN support in the initial planning of SCHHS health equity strategy

In line with the Australian Governments priority in working towards the Priority Reform commitments under the National Agreement on Closing the Gap, and the local SCHHS development of its Health Equity framework, the tri-partite have made the decision to use the Health Equity Framework as the foundational basis to continue working in partnership.



Adj Professor Naomi Dwyer
Former Chief Executive
SCHHS



Helen Felstead
Chairperson
NCACCH



Dr Peter Dobson
Chairperson
PHN Central Queensland,
Wide Bay, Sunshine Coast



75 General Practices

542 General Practitioners

4 Service Level Agreements

8 MOU's

98 Specialist Providers

239 Allied Health Providers

NCACCH Referrers

This past year there were 31 community Referrers located in numerous Government and non-Government agencies across the Sunshine Coast and Gympie areas. Community referrers continue to play an important role in supporting the core work of NCACCH by serving as crucial links between community and NCACCH brokered services. Referrers are located across the entire NCACCH region and are selected based on their accessibility and cultural connections to the community. Referrer's are required to attend a minimum of three (3) training workshops per annum to maintain a currency of knowledge and understanding about NCACCH referral pathways, policies, and related community information.

In August 2020, post-COVID 19 shutdowns and restrictions in Queensland, community referrers were reintegrated back into NCACCH services. Face to face services resumed, however not without interruption. During emergency lockdowns, NCACCH offered over the phone referrals conducted by a team of NCACCH staff. This decision was made to safeguard community by minimising exposure that they would face in community settings, while maintaining the usual access to NCACCH's brokered services.

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.

3 Workshops Conducted

2640 Referrals

10 New Referrers

RESPONDING TO COVID 19

The COVID 19 pandemic has had a great impact on our lives - the way we live, work and interact with one another. It has been important to NCACCH that we continued to focus on providing holistic healthcare to our community during these unprecedented times. As this continues to be a frequently changing environment we had to adapt quickly to meet community demands in a COVID 19 safe manner whilst contending with mandatory lockdowns. Some of the changes we implemented are as follows.

For community:

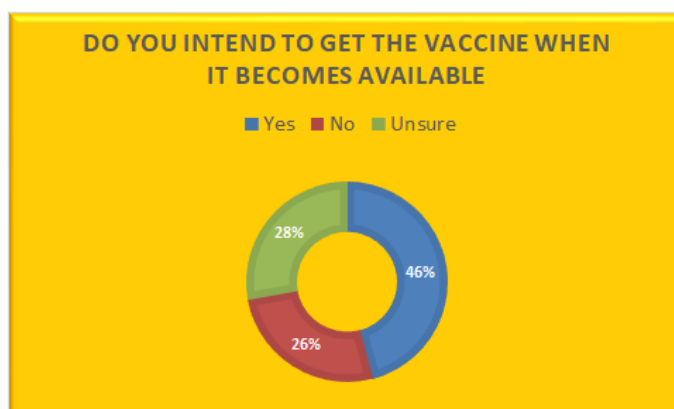
- Offered over the phone referrals and Health Access Card applications
- Installed protective screening in reception
- Ceased/limited numbers at group events
- Sign in sheets
- Social distancing
- Mandated face mask wearing and other personal protective gear as required
- Strict hygiene practices
- Resources and links for information on COVID 19 and vaccinations
- COVID 19 Vaccine Community Survey

Internally we implemented:

- New IT systems and hardware to support working from home
- Hygiene practices training
- Social distancing
- Temperature monitoring
- Mandated face mask wearing where required
- Meetings moved to online platforms

The COVID 19 Vaccine Community survey was sent out to community in March 2021. The purpose of the survey was to gather information about our communities vaccine concerns, challenges that people may face and any other questions community might have about the vaccine.

There was 194 community members that participated in the survey with majority saying they would get vaccinated once it became available.





FINANCIAL MEMBERSHIPS

As an Aboriginal 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 Annual General Meeting, 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.



Full Members

274



Associates

6

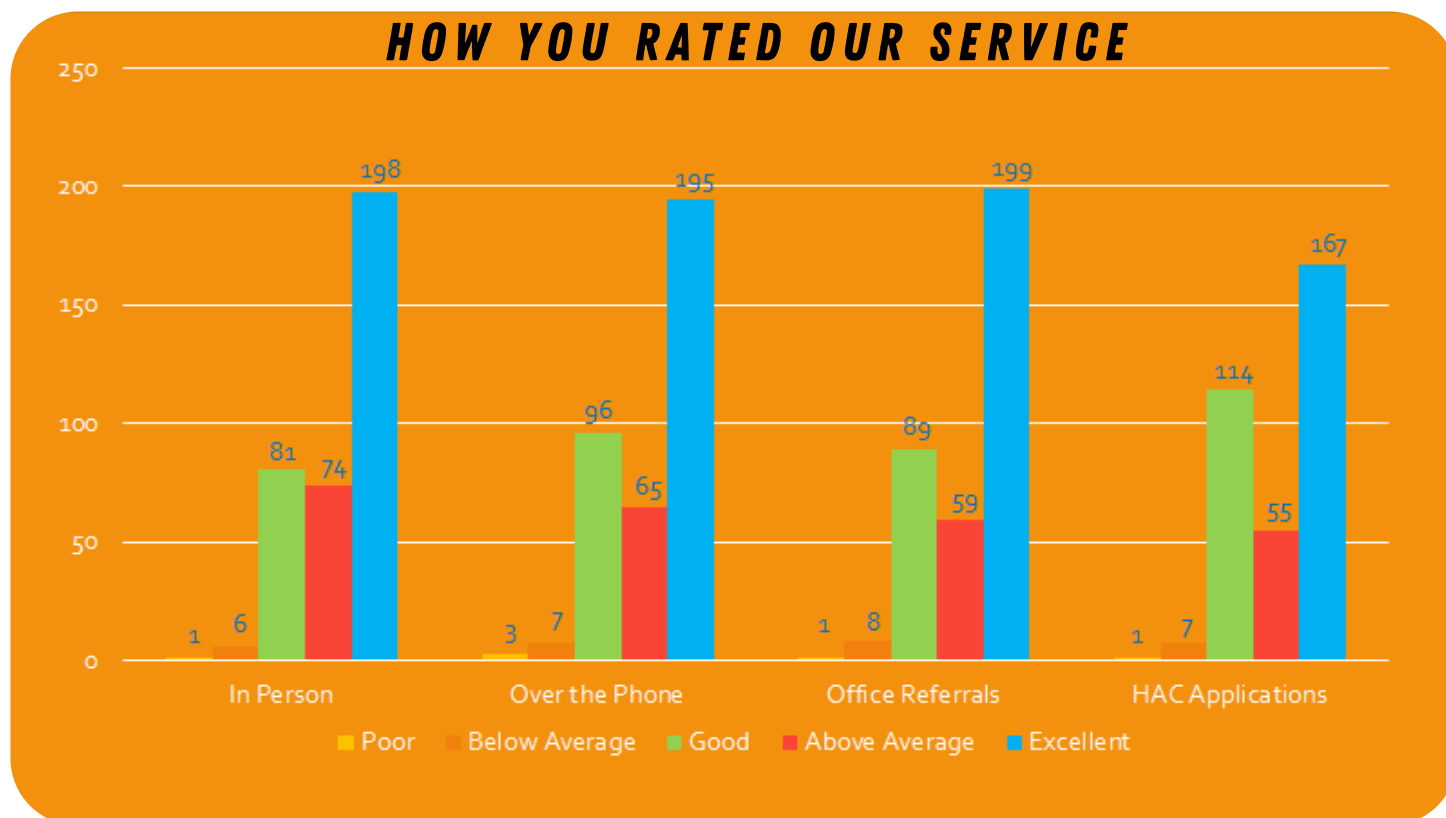


COMMUNITY SURVEY

The North Coast Aboriginal Corporation for Community Health (NCACCH) Survey is conducted annually to gain valuable feedback from the community, in order to improve service provision to the Aboriginal and Torres Strait Islander community residing in the Sunshine Coast and Gympie regions.

In 2020 NCACCH sent a survey questionnaire to 3516 NCACCH Health Access Card holders. 375 responses were received between the 13th of August 2020 and the 3rd of September 2020.

Survey respondents were asked questions about their household demography, referral approval and provider wait times, satisfaction of NCACCH services, programs or services of interest to them, and barriers to accessing services.





The best things about NCACCH Services

No. 1
Choice of Service
Provider

No. 2
Provides access to
culturally safe and
quality services

No. 3
Service is confidential

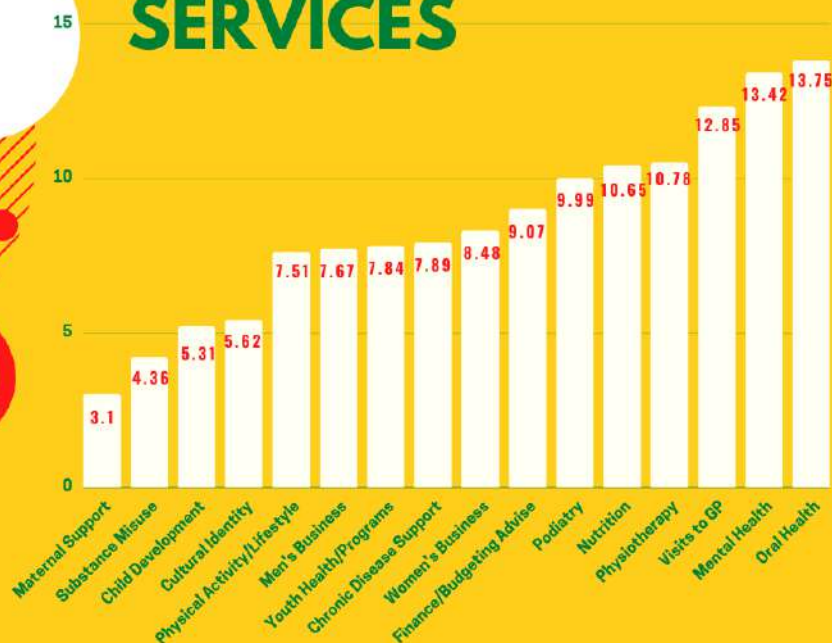
No. 4
Help with Information
and referrals

No. 5
Variety of
Programs/Activities

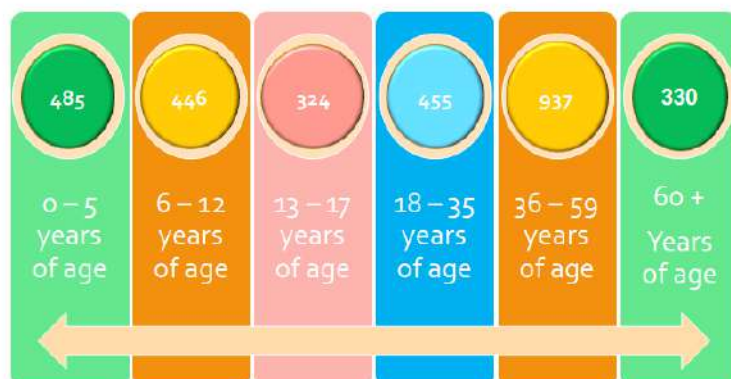
**95.95% SAID THEY WERE
ABLE TO GET A SERVICE
PROVIDER OF THEIR
CHOICE**

**94.84% SAID IT WAS
EASY TO CONTACT A
REFERRER**

MOST IMPORTANT SERVICES



AGE OF PEOPLE IN EACH HOUSEHOLD



**95.44% SAID THEY
WOULD USE AN APP
FOR NCACCH
REFERRAL SERVICES**



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 continues to provide NCACCH clients with access to a broad range of practitioners in the location of their choice. Currently the scheme includes contracted arrangements with NCACCH approved Doctors located across 75 Practices. NCACCH works closely with all affiliated practices offering support in the areas of cultural safety, the Closing The Gap scheme and the NCACCH IHAS database system.

Affiliated GP clinics are able to identify NCACCH clients by checking whether they have a NCACCH Health Access Card (HAC pictured). This card is provided to all approved NCACCH clients and ensures consultations are provided to the client at no cost. Similar to a Medicare card, the HAC card lists all eligible family members under the name of the primary HAC card application or 'head of family'.



6, 452 Active Clients

11, 466 GP Visits

**166 Referrals
Chronic Disease
Allied Health &
Specialist**

1, 268 New Clients

COMMUNITY GROUPS

Women's Group

In 2020 our Women's Groups were suspended due to COVID 19 restrictions. We returned in September with Deadly Dot Pots with Mandy, both the Sunshine Coast and Gympie groups were at capacity. Post-lock down the women were excited to be out, enjoying conversation whilst sharing what they had overcome during isolation.

The ladies finished 2020 off with a Traditional Weaving workshop held with the amazing Rene Bahloo from Weavery. It was a special day where women felt connected to culture with many women sharing their personal cultural journeys as part of the healing circle, creating amazing bonds and new friendships.

Throughout the year we did other activities such as Screen Printing with Norma, Mindfulness with Kaity, Deadly Dot pots with Mandy, and Family Tree Painting.

Women's group is a safe place where our women can meet and chat about hobbies, home, family and life. Follow our private Women's Group Facebook page to keep up to date with what's happening with women's group in your area.



Men's Group

Throughout the 2020-2021 financial year NCACCH has continued to provide support to the men in our community through monthly groups. The NCACCH Men's group are run once a month (COVID 19 restrictions permitting). Visiting different locations around the Sunshine Coast and Gympie Regions.

NCACCH held 11 Men's groups with strong success having approximately 10 men attend each group. During this time, the groups are focused around yarning, mental health, walks, fishing and bush tucker talks.

The cultural activities were aimed at improving health and wellbeing in Aboriginal and Torres Strait Islander men, as well as improving social and emotional wellbeing.



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 Torres Strait Islander women with the opportunity to have a mammogram in a comfortable, culturally sensitive, and welcoming environment. Whether it is 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.

BreastScreen Qld has been a long term, enthusiastic supporter of the NCACCH Well Person's Health Check Day (WPHCD). We would like to thank the BreastScreen Qld staff, who have helped screen 27 women at the 2021 WPHCD and many more throughout this period at the BreastScreen Qld clinics held across the Sunshine Coast and Gympie regions.

A huge "thank you" to everyone who supported the BreastScreen Qld clinics held at Caloundra, Maroochydore, Nambour, Noosaville, and Gympie in 2020/2021.

**44 NCACCH women
have been screened at
NCACCH Clinics by
BreastScreen Qld this
financial year**

**"Felt comfortable
and the
radiographers
were really nice"**

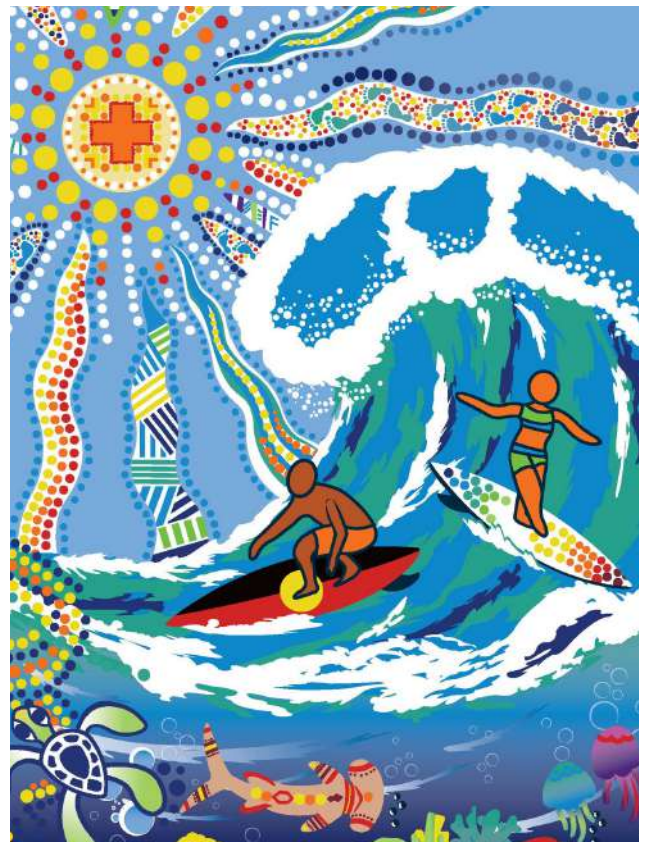
**"Nice and easy
experience and if
NCACCH did not book it
I would not have
attended"**



WELL PERSON'S HEALTH CHECK DAY

The North Coast Aboriginal Corporation for Community Health (NCACCH) 2021 Well Person's Health Check Day was held at the Sunshine Coast Recreation Centre - Currimundi, Saturday 8th May 2021 between 9.30am & 3.30pm. More than 1,000 Aboriginal and Torres Strait Islander community members from Sunshine Coast and Gympie regions, gathered at the NCACCH Well Persons Health Check Day, an annual health event aimed at inspiring and empowering the community to take practical steps to look after their health. This year's theme was "Our Future, Bright Future" with the focus being toward our young people, with a strong focus on preventative health and self-determination.

The artwork was created by teen Eva Walton. Eva said the painting is called "Bright" and is inspired by Aboriginal and Torres Strait Islander health checks. Eva said "health checks should be bright and enable you to live a healthy, holistic life."



"The sun reminds us about our health and wellbeing on the Sunshine Coast. The feet in the sun's rays show all people walking towards health...water gives life..." Eva explained that the young surfers represent the healthy life you can lead by getting regular health checks, "it can transform you into a happier person, becoming more active and socialising with other people."

Despite continuing to have significant life expectancy gaps compared to non-indigenous Australians, today's young Aboriginal and Torres Strait Islanders occupy a space of hope for community. However, the social, economic, and technological changes that have occurred in recent decades mean that young people now face issues that previous generations may not have experienced. Through shining a light on the young people within our local Indigenous community, NCACCH hopes to engage this cohort to become active participants in efforts to Close the Gap and in their own personal health journeys.



The WPHCD is a family friendly, alcohol and smoke free community event incorporating; children's entertainment, a no-cost healthy lunch, and cultural workshops. Local and National entertainment provided a range of talent including X-Factor Winner and 2016 Eurovision Contestant Isaiah Firebrace, OKA Music, Chris Tamwoy (also Emcee for the day), Andrea Kirwin, Mason Hope and Wakka Wakka Dance Group.

The dance performances and cultural workshops were extremely popular with attendees and showcased traditional and contemporary styles of dance and a sharing of local culture. These performances are seen as providing a significant opportunity for attendees to connect to culture and to one another in the context of community.

Children's entertainment included jumping castle, giant slide, face painting, and a snow cone machine. All rides catered for children up to 12 years old. In addition, children were encouraged to attend the cultural workshops and join the dance troupe on stage. Children were also very excited to meet Dr Kiah, the new NCACCH Children's Health Mascot for the first time.



During the day, workshops, education sessions and health checks focused on a holistic approach to health and wellbeing and included: chronic disease prevention and self-management, smoking cessation and harm reduction, nutrition, physical activity, men's and women's workshops, cultural education tent, youth tent, child & maternal health workshops, nutrition workshops and culturally appropriate general health screening activities. In addition, the day promoted self-education and self-determination, whilst encouraging the community to book in and undertake a full Aboriginal and Torres Strait Islander Health Check (715) with their General Practitioner.



WELL PERSON'S HEALTH CHECK DAY



346 Health
Screens

1000 Community
Members



80% of survey participants said the main message they received from the day was "importance of getting a health check"

CHRONIC DISEASE MANAGEMENT PROGRAM

The Chronic Disease Management Program (CDMP) exists to support Aboriginal and Torres Strait Islander clients living with a chronic disease. The program provides a culturally responsive service and assists clients to manage their medical care to improve their health and quality of life. NCACCH currently receives two funding streams for the program: Queensland Health (HealthTrax) and Central Queensland, Wide Bay, Sunshine Coast PHN (ITC - Care Coordination & Supplementary Services).

Over the past 12 months we have supported over 450 community members living with chronic conditions to gain access to much needed services such as Registered Nurses/Health Advocates, allied health services, specialists, mobility aids, medical equipment and transport.

The CDMP program continues to maintain a strong focus on self-management and providing support to clients in this stage of the model of care. This period has seen an increased amount of referrals from GP's.

The CDMP continues to maintain effective and innovative relationships with external providers and stakeholders, including the Nurse Navigator Program and Preventable Hospitalisation Program within the Sunshine Coast Hospital and Health Service. Having these strong relationships has decreased duplication and allowed for expedited and improved care for mutual clients in many cases.

The CDMP team successfully completed the COVID 19 Vaccination Training Program online learning Modules and attended the First Nations COVID 19 Vaccination Training facilitated by the Cunningham Centre.

The Closing the Gap team continue to work effectively with general practices to provide education and promote Closing the Gap programs and services. This has included routine General Practice visits, and online education. These relationships allow for increased communication and improved processes between NCACCH and general practices, allowing for better health outcomes for our community.





Daa'ring Keep Fit Program

In the last twelve (12) months CDMP team has facilitated one community program, in our continued partnership with Kaizen Exercise Physiologists. This included one hydrotherapy/gym-based program. With feedback from our CDMP Clients and Exercise Physiologists the participants trialed the first 8-week program.

There were several good news stories and positive outcomes from this program, including weight loss, decreased waist measurements, decreased BMI and reported improvement from the clients including friendships and improved mental health.





CLOSING THE GAP

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.

Indigenous Outreach Worker

The Indigenous Outreach Worker (IOW) has been working closely with the Indigenous Health Project Officer (IHPO) at practice visits and advising practices, if the community need assistance at appointments. The IOW is available to interpret clinical paperwork and make the client feel comfortable. The IOW has been working with the community and letting them know about the services NCACCH provides to promote a holistic approach to their health.

The IOW has been ensuring the community are educated about the benefits of having a yearly 715 health check and promoting this in community. In addition, the IOW has been busy delivering a new and improved Men's Group, for males on the Sunshine and Coast and Gympie. During COVID 19, this group was moved to an online platform and the men continued to engage in an effective and meaningful way, while in a safe space.

The IOW has also been creating a new program for youth, known as "Back on Your Feet". This program was piloted in Term 4 of school for 2020, at Kawana State High. This program aims to provide youth education around healthy choices, whilst connecting youth to culture, country and heritage.



Closing the Gap Breakfasts

During this reporting period two Closing the Gap breakfasts were hosted. The breakfasts include presentations from the Chronic Disease Management Program (CDMP) team, the Closing the Gap team (IHPO and IOW) and when possible, a representative from Queensland Aboriginal and Islander Health Council (QAIHC). This is a great opportunity for practice staff to ask questions in a setting with like minded people.



Promoting Closing the Gap in Community

The Indigenous Health Project Officer (IHPO) along with the Indigenous Outreach Worker (IOW) has conducted 63 visits to General Practices (GP) across the Sunshine Coast and Gympie areas. These visits are aimed at supporting and educating general practice staff about the following:

- Practice Incentive Program (PIP) Indigenous Health Incentive (IHI)
- Closing the Gap and PBS Co-payment measure
- MBS item 715 Aboriginal and Torres Strait Islander Health Assessment
- The Chronic Disease Management Program (CDMP)
- Cultural Engagement in General Practices
- NCACCH Programs and Services
- Indigenous Outreach Worker services
- Cultural Awareness Training

Practice visits are tailored towards all practice staff, however with a greater focus on general practitioners to deliver a culturally appropriate service, with knowledge of suitable healthcare pathways available for our Aboriginal and Torres Strait Islander community. NCACCH is continuing with our exclusive GP newsletter that keeps our General Practices up to date with any changes relevant to their services and provides additional information on current programs and health pathways available for our Aboriginal and Torres Strait Islander community. NCACCH is also publishing news articles in the Primary Health Network (PHN) online newsletter to promote the success of our programs.



MENTAL HEALTH

Cultural Healing Program

The Gympie Cultural Healing Program (G-CHP) Mental Health and Specialised services is now in its fourth year of operations and has become the mental health pathway for the Aboriginal & Torres Strait Islander community within the Gympie Regional council area. The program framework is a very detailed and evidence-based service model grounded by national and international benchmarks of best practice. The G-CHP staff understand the challenges of effectively addressing the needs of Aboriginal & Torres Strait Islander people, the program continues to provide quality and genuine commitment to basic principles such as the right to self-determination and ensure the provision of culturally safe environments are maintained.

This innovative and culturally competent service model has managed to successfully engage a hard-to-reach population, offer the local community a mental health pathway, invest in much-needed community leadership and engagement, align the use of service resources with client needs, and manage high caseloads while improving the clinical outcomes of clients and contributing to sustainable and efficient services.

Since the commencement of the program in 2018, G-CHP has maintained community connection with Elders and key people in the community on a regular basis via home visits, cultural events, and Aboriginal and Torres Strait Islander Community lead meetings. Due to COVID 19 restrictions, this engagement has required adaptation, therefore continued contact with Elders and community has been conducted by phone and Aboriginal Community and networking meetings and events moved to online telehealth services such as Zoom and Microsoft Teams.

During the COVID 19 restriction period, G-CHP had continued to deliver services to consumers through assessment and case management. This was achieved by following social distancing measures and health hygiene requirements. Consumers continued to be seen face to face or via phone and telehealth services as needed whilst working within Queensland Health COVID 19 guidelines and directives.

Since commencing of the program in 2018, the team have been working at full capacity and managing high caseloads. All referred clients are proactively engaged and once seen, are either open to case-management or to a 'referral-only' episode under which they are face-to-face triaged and linked to appropriate services.

MENTAL HEALTH

Cultural Healing Program

Challenges this year include COVID 19 restrictions:

- the absence of an Aboriginal Health Worker for a period of 7 months,
- Impact: clinician worked with a high case load of 34 alone. This group of consumers incorporated Forensic, Treatment Authority, and voluntary consumers with varying degree of complexities.
- The increasing population in Gympie and Tin Can Bay area has been indicative of increase in mental health presentations.
- Monitoring of this trend will be required to ensure current staffing levels are safe.

New referrals received for financial year 20/21 have been 112 with 44 referrals proceeding to open service episodes. During this 12-month period 57 open service episodes were closed to the service. Current case load as of Oct 2021 is sitting at 25, this number continues to be substantially higher than the contract target of 17.



NO DURRI FOR THIS MURRI

Tackling Indigenous Smoking

The Tackling Indigenous Smoking (TIS) Team has had a busy year. In March we said good-bye and good luck to our TIS Officer, Zac and a big happy welcome to our new TIS Officer, Krystal in May.

The Gympie public bus and the Sunshine Coast taxis have been redesigned. Have you seen them around?



Sunshine Coast Bunya's Sponsorship

The TIS Team sponsored the Sunshine Coast Bunya's Indigenous Murri Cup team for 2020/21. The Bunya's are an Indigenous Rugby League Club who strive to enrich community through Culture, Leadership. Working towards connecting families and local businesses through the vehicle of Rugby League. Because of COVID 19 the Murri Cup was postponed until January 2021. Unfortunately, due to another COVID 19 outbreak the carnival was postponed again until Monday 20th September to Saturday 25th September 2021 and will be held in South Pine Sporting Complex. The TIS Team attended one day of the Queensland Murri Cup to show support to the 2 men's and 1 women's registered teams. It was a great day for all that attended.

The TIS team was able to network on the day and get over 20 pledges signed.

The TIS Team held a pop-up stall at the Sunshine Coast Bunyas Trail Games at Nambour. The Bunya's had a few games on the day with the U15's, U17's and Men's teams playing. It was a great day with lots of mob attending from far and wide with teams outside NCACCH region playing.



World No Tobacco Day 2021

World No Tobacco Day (WNTD) Falls on May 31st annually, this year's theme was 'commit to quit'. Commit to Quit aims to create healthier environments and communities that advocate solid tobacco cessation regulations. The TIS Team ran two community activities to celebrate WNTD a morning tea that was held at Lake Kawana and the other at the Gympie Ga 'Gur Playgroup.

WNTD on the Lake reached 25 community members which were positively influenced by our stall props and promotional items. The TIS Officer, Krystal was able to conduct an educational talk and brief intervention with a young smoker. He was surprised by the interactive displays which displayed the harmful side effects for smoking. The TIS Team received great feedback about the TIS stall from some of the community that attended. They stated "you are doing a great job. The community needs to see your stall so they can learn about the dangers of smoking". We give a big thanks to all those who came and supported such a significant day for the TIS Team.

Gympie GA 'Gur playgroup received an educational session about the dangers of smoking and the benefits of a smoke-free environment. This information session was successful and reached up to 15 community members. Many great discussions came after the education session. The TIS Team provided Dr Kiah shirts to the children that attended.

The shirts deliver the message of the health effects of second-hand smoke exposure. Overall, it was a great day that sparked important conversations and the community engagement for World No Tobacco Day was beneficial for those in the Gympie Region.

This event featured in the NBPU TIS Update newsletter which is shared around the nation



Eddie Mabo Day / Dingira Warrai Film Screening

On Thursday 3rd of June, No Durri for This Murri was invited along to the screening of Dingira Warrai, a children's wellness program that aimed to show the connections of the surf and first nations people. Mabo day symbolises the long struggle of Aboriginal and Torres Strait Islander people recognition as the first custodians, protectors, and knowledge holders of their culture, lands and waters. Mabo Day celebrates the High Court decision which gave legal substance to native title. At this event, our TIS Team ran a stall which had a lot of engagement from the students. Over 600 students attended the event. A number of students, teachers and special guests had engaged with our stall, the educational props and promotional items sparked a lot of questions within the students and prompted educational yarns.

The Djum Baal School Program

Djum Baal is an interactive activity designed to deliver health education to the participants at each of the check points. The fun educational activity utilises the school grounds which is turned into a giant game based on "the Amazing Race".

The TIS Team (along with some deadly helpers) delivered the Djum Baal challenge to Currimundi State School. Over 2 sessions we provided over 230+ year 4-6 students with engaging educational activities covering mental health, cyber bullying, healthy behaviours, and lifestyles. Our focus was teamwork and health education, all students showed their understanding of how to work together in each activity by including each other and taking turns! All age groups were encouraging of their teammates and showcased their great manners throughout the day. Currimundi State School students set a benchmark for great behaviour! In light of R U OK Day which coincidentally fell on the day, we read out the best responses to the R U OK activity and congratulated the groups on their outstanding responses. To extend our service delivery of the day, No Durri for This Murri will be sending activity sheets through to the classes that participated to enforce the topics promoted on the day.



Tackling Indigenous Smoking - Community Smoking Survey

Smoking Status



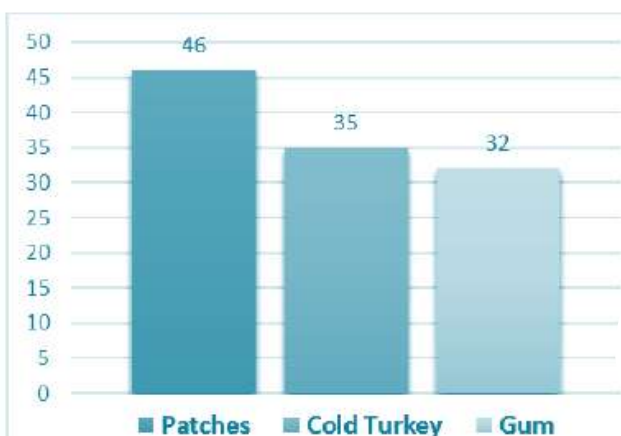
386 surveyed



No. 1 reason for
quitting was Health
2nd was Family



When asked "Would you be interested in using these methods to help you quit smoking" the top 3 options were



45%
of smokers say
they can't quit
because of
stress



77%
Surveyed knew
of ND4 TM



CHILD AND MATERNAL HEALTH

School Readiness Program

In January 2021 NCACCH had 2 screening days, which were open to all Aboriginal and Torres Strait Islander Children between the ages of 4-6 years. The screening days offered participants access to an assessment performed by a multidisciplinary team including: Speech Therapists, Occupational Therapists, Oral Health Therapists, Audiologists, Optometrists, and Child Health Nurses.

Upon completion of their screening each child received a NCACCH School Readiness Program Backpack filled with all the essentials for beginning their school journey, as well as helpful information a child would need for a successful start to prep.

Of the 33 children screened over the two days, we found that 12 of these children had one or more detected developmental delays. The majority of children were referred to one or more services for additional testing and/or follow-up treatment.





CHILD AND MATERNAL HEALTH

Gympie Ga'Gur Playgroup

Located in the heart of Gympie at the Early Years Family Hub the Gympie Ga'Gur Indigenous Playgroup includes supervised and structured activities including arts and craft, cultural activities, and Health topics on special days for families. The group has been incredibly well received by community and support a local group of dedicated mums, nannas, bubs and sometimes dads, who attend for culturally safe play, yarning and fun.



Gympie Ga'Gur Playgroup

PROUDLY SUPPORTED BY
NORTH COAST ABORIGINAL CORPORATION
FOR COMMUNITY HEALTH

When
EVERY WEDNESDAY
EXCEPT IN THE SCHOOL HOLIDAYS OR PUBLIC HOLIDAYS

Where
THE EARLY YEARS FAMILY HUB
(2 O'CONNELL STREET GYMPIE)

Time
9:30AM TO 11:30AM

FUN ACTIVITIES
FREE MORNING TEA PROVIDED

WANT TO HAVE A YARN WITH OTHER PARENT AND HAVE ACCESS TO
INDIGENOUS MIDWIVES, NURSES AND ABORIGINAL HEALTH WORKERS?
MUMS, DADS, CARERS, AUNTIES, UNCLAS, GRANDPARENTS AND EXPECTING PARENTS ARE ALL WELCOME
FOR MORE INFORMATION CALL NORMA ON 53469800

CHILD AND MATERNAL HEALTH

Ear Health

NCACCH has continued its partnership with Hear & Say to deliver Ear Health screening services to Aboriginal and Torres Strait Islander children in schools.

In 2020-2021 this partnership facilitated the ear health screening of 886 children. There was a bit of delay with school screenings due to COVID 19 Restrictions. In 2020-2021 the uptake of school-based screening for Aboriginal and Torres Strait Islander children has been even greater, with a total of 981 children expected to undergo screening by the end of the calendar year.

HAP-EE Clinics (Hearing Assessment Program - early ears)

The Hearing Assessment Program – Early Ears (HAP-EE) run by Hearing Australia. The HAP-EE prioritises Aboriginal and Torres Strait Islander children in the years before school and has a national focus across all Australia.

The HAP-EE engages with primary care clinics, early education providers, communities and families with children to:

- Provide diagnostic hearing assessment and follow-up treatment
- Strengthen management of ear health in primary care
- Increase community awareness about the importance of ear and hearing health

NCACCH have 2 clinics for Indigenous children aged 0-6 that does the initial Ear Health Assessment - Primary health care professionals or Hearing Australia audiologists will undertake initial ear health assessments to identify eligible children who require a diagnostic hearing assessment.



CHILD AND MATERNAL HEALTH

ENT Specialist Access and Surgery Support

Due to the significant demand for ENT specialist services, NCACCH has recently established a new partnership with Evolve ENT, who will also offer NCACCH clients access to bulk-billed appointments. This will provide NCACCH clients with increased options when it comes to their choice of specialist and will have a pathway for funding support from CheckUp (if client meets Criteria). NCACCH has been able to fast track surgery for a total of 8 clients.

The ICHW offers important support to children undergoing ENT surgery, assisting with the coordination of surgery in advance, and providing support to children and their carers on the day.



Dr Kiah the Kangaroo - Child Health Mascot

Dr Kiah was created by 12 year old Kiah Thompson, the winner of the 2018 NCACCH Children's Health Mascot Design Competition.

Since her launch, Dr Kiah has her own website created from scratch by the Indigenous Child Health Worker and she has been active in community, attending several events, and visiting schools and early learning centres. She will continue to play an important role in educating and entertaining young Aboriginal and Torres Strait Islander audiences regarding important health messages.



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

Nanna Bill's Mum's and Bub's Program continues to support and advocate for Aboriginal and/or Torres Strait Islander mothers and fathers during and up to one-year post-pregnancy. The program allows participants to interact with a registered midwife through many different avenues including home visits, phone support, women's groups, and online social media groups.

This year a total of one hundred and three (103) participants were involved in the program, sixty-five (65) clients were referred to the program, with forty-eight (48) healthy babies born. During the past year, the program participants have been encouraged to link in with other key community groups including the NCACCH Women's Group and the Indigenous Playgroups in Gympie and Burnside.

The Nanna Bill's Mum's & Bub's program maintains key partnerships with both Jabba Jabba (Aboriginal and Torres Strait Islander Child Health Team) and the Sunshine Coast Hospital Health Service (SCHHS) Midwifery Group Practice (Birawan) to promote and support referrals between services wherever appropriate.

The Nanna Bills Mums and Bubs team Midwife attended the CATSINaM (Congress of Aboriginal and Torres Strait Islander Nurses and Midwives) "Back to the Fire" National Conference on Gimu Walubarra Yindji and Yirrganydji Country (Cairns). Attending the conference provided an insight on cultural practices, an in-depth understanding of the connection women gain for Birthing on Country, and an understanding of how Tribal Science meets Western Ecology.

To promote the health and wellbeing of the mum and her baby during the postnatal period, several promotional items with important health messages have continued to be given out. These include the NCACCH Baby Bounty Bundle, the NCACCH Immunisation Towel, the Murri wrap, and the HAAKA.





FINANCIAL STATEMENT

FINANCIAL STATEMENTS

Balance Sheet

North Coast Aboriginal Corporation For Community Health			Audited
Statement of Financial Position			
For the year ended 30 June 2021			
		<u>2020</u>	<u>2021</u>
<u>Members' Funds</u>		<u>243,723</u>	<u>303,190</u>
<u>Current Assets</u>			
Cash at Bank	<u>Note 1</u>	936,951	1,787,731
Cash on Hand		1,439	2,049
FBT Instalments/Refund		744	-
Trade Debtors		5,761	211,286
Accrued income		-	41,273
Prepaid Expenses		18,569	-
AASB 16 Leases		223,760	290,546
Total Current Assets		<u>1,187,223</u>	<u>2,332,885</u>
<u>Non-Current Assets</u>			
Property, Plant & Equipment	<u>Note 2</u>	43,645	42,933
AASB 16 Leases	<u>Note 6</u>	1,222,779	1,229,837
Total Non-Current Assets		<u>1,266,423</u>	<u>1,272,770</u>
Total Assets		<u>2,453,647</u>	<u>3,605,655</u>
<u>Current Liabilities</u>			
ANZ Visa- Administration	<u>Note 1</u>	-	-
ANZ Visa - Other	<u>Note 1</u>	1,126	3,472
Trade Creditors		160,305	194,228
Accrued Expenses		-	6,272
Superannuation Payable		52,434	50,021
Payroll Liabilities		30,738	24,870
GST Payable		62,878	71,651
Salary Sacrifice		2,933	1,218
Accrued Leave	<u>Note 4</u>	271,497	361,399
Surplus Funds CFWD	<u>Note 5</u>	181,472	1,068,951
AASB 16 Leases	<u>Note 6</u>	223,760	290,546
Total Current Liabilities		<u>987,143</u>	<u>2,072,628</u>
Long Term Liabilities			
AASB 16 Leases	<u>Note 6</u>	1,222,779	1,229,837
Total Liabilities		<u>2,209,922</u>	<u>3,302,465</u>
Net Assets		<u>243,723</u>	<u>303,190</u>

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



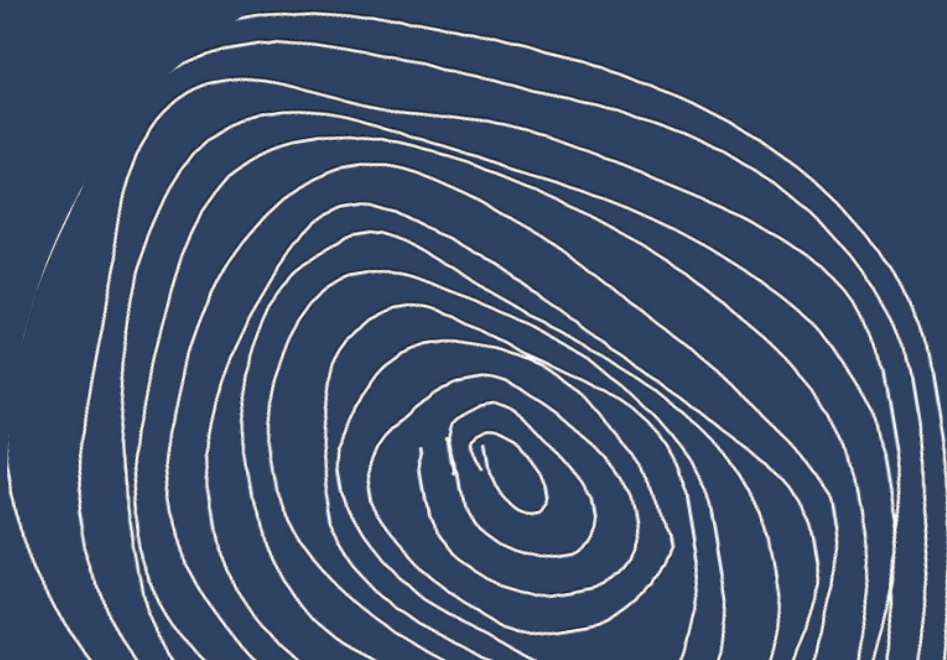
NCACCH

North Coast Aboriginal Corporation for Community Health

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

07 5346 9800

Join us on:





North Coast Aboriginal Corporation
for Community Health

Your Pathway To Better Health

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