



North Coast Aboriginal Corporation
for Community Health

THIS MURRI
STRONG

2022-2023 ANNUAL REPORT

Culture / Connection / Community

www.ncacch.org.au



North Coast Aboriginal Corporation for Community Health

ABN: 53 413 469 595

ACNC registered

Deductible Gift Recipient (DGR) Status

ISO 9001:2015 Quality Certified Organisation

RACGP Accredited Practice

RACGP General Practice Training Accredited



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Disclaimer: The information presented in this report is for general informational purposes only. NCACCH makes no representations or warranties regarding the accuracy, completeness, or suitability of the information contained herein.

The information provided about any deceased individuals is intended to acknowledge their contributions and achievements during this period. It is presented with the utmost sensitivity and respect for their memory.



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Acknowledgement to Country

North Coast Aboriginal Corporation for Community Health would like to acknowledge that we operate and function on the lands of the Kabi Kabi / Gubbi Gubbi and Jinibarra peoples.

We pay respect to these lands and water and all that they provide us.

We acknowledge and pay respects to the ancestors that walked and managed these lands and water for many generations before us.

We acknowledge and recognise all Aboriginal and/or Torres Strait Islander people who have come from their own Country and who now call this Country their home.

We acknowledge our Elders past and present, who are the knowledge holders, teachers and pioneers.

We acknowledge our youth who are our hope for a brighter and stronger future and who will be our future leaders.

We acknowledge and pay respects to our community members who have gone before us and recognise their contribution to our people and community.



Other Acknowledgements

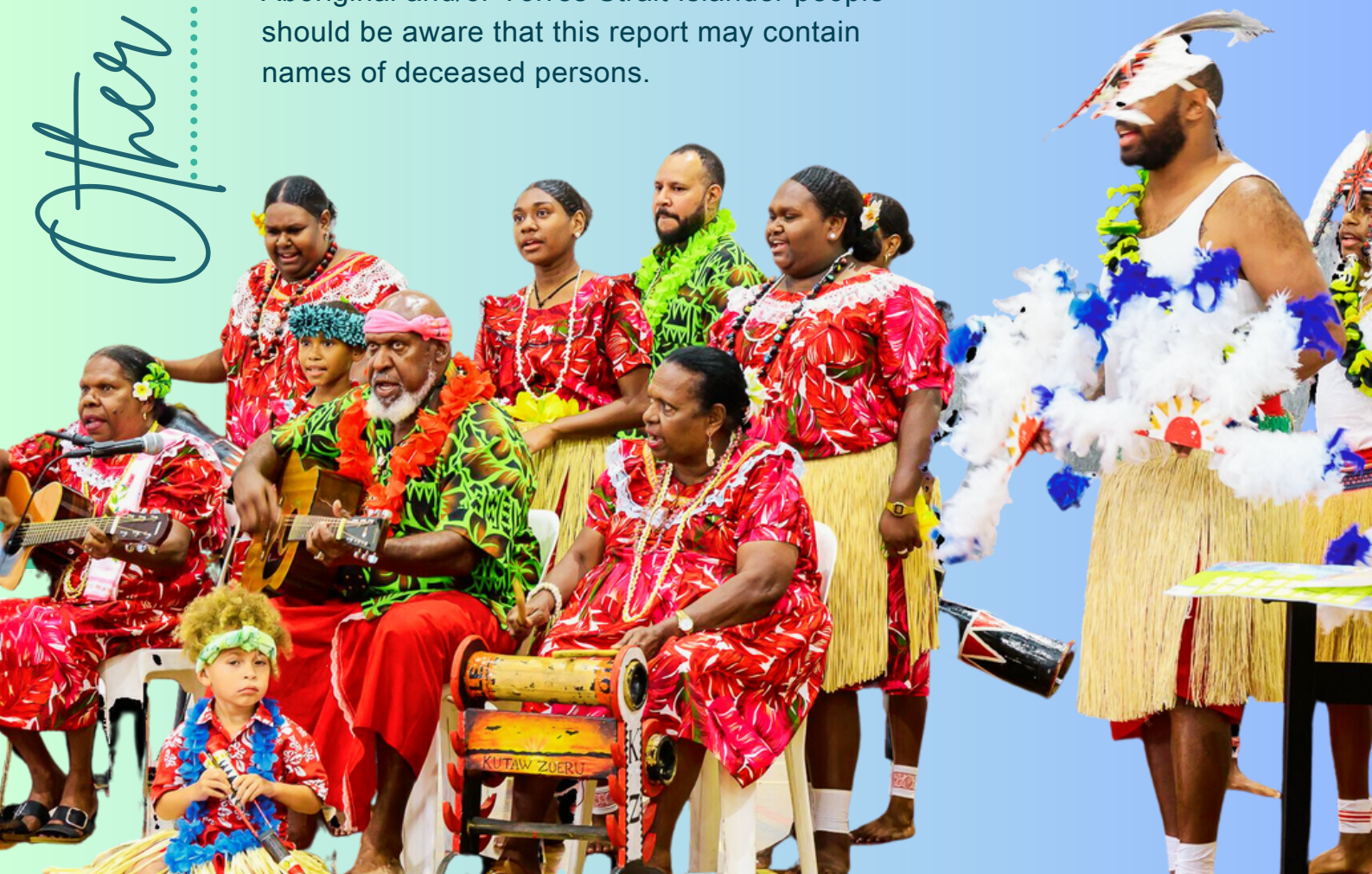
NCACCH gratefully acknowledges the support rendered by:

- AUSTRALIAN GOVERNMENT, DEPARTMENT OF HEALTH
- COUNTRY TO COAST QUEENSLAND (PHN)
- QUEENSLAND HEALTH
- QUEENSLAND ABORIGINAL AND ISLANDER HEALTH COUNCIL
- NATIONAL ABORIGINAL COMMUNITY CONTROLLED HEALTH ORGANISATION

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/or Torres Strait Islander population.

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





North Coast Aboriginal Corporation for Community Health was established in 1997. We have dedicated ourselves to making a meaningful impact in the lives of Aboriginal and/or Torres Strait Islander people in Sunshine Coast, Gympie, and Noosa Council regions.

We, as an Organisation provide a range of holistic primary healthcare services.

Our unique hybrid approach, combining Brokerage and the Aboriginal Medical Service in Gympie, sets us apart. Through the Brokerage model, we collaborate with mainstream General Practice and Allied Health providers in the region, catering to approximately 11,500 Aboriginal and/or Torres Strait Islander clients and their immediate families.

Gympie Aboriginal Medical Service (AMS) stands as a testament to our commitment, offering culturally appropriate, patient-centered, quality, and accessible primary healthcare services to around 1000 clients. This year, we've expanded our services to include allied health offerings such as dietetics, pharmacy, and optometry.



After extensive planning and thorough community consultations, we undertook the renovation of the Gympie Family Hub at 2 O'Connell Street. The hub now stands as a symbol of our dedication to enhancing social and emotional well-being, ultimately improving health and social outcomes within our community. We are thrilled to announce that the project is complete, and the Gympie Family Hub is fully operational.

NCACCH takes pride in offering a wide range of intervention, prevention, and management programs. These include "No Durri For This Murri" as part of the Tackling Indigenous Smoking program, Chronic Disease Management through the ITC program, Men's and Women's Groups via Making Tracks and the Department of Health, and collaborations like WPHCD in partnership with Country to Coast and SCHHS, which support community, cultural and youth activities.

In the spirit of unity and optimism, we look forward to another year of positive change and growth as we continue to make a difference in the lives of our community members. Together, we strive for a healthier, more vibrant future.

Chair's Message

On behalf of the Board of Directors, I am pleased to present our Annual Report for the 2022/23 year. This year has seen some new challenges, and some new developments in health sector and in our service delivery to meet the needs of our community.

NCACCH prides itself on its annual community survey, where priority areas and gap services are highlighted and considered at Board level. It was from this survey that the recent opening of the Gympie Aboriginal Medical Service was established.

This is just one example of how community-controlled health organisations seek to connect, consult and provide solutions to challenges within our community.

More broadly, NCACCH continues to play a pivotal role in providing our mob with available access to appropriate services, support and information they require to not only meet their health needs, but address the wider determinants to improve their social, emotional, cultural and spiritual requirements. This is a credit to the commitment, loyalty and hard work our entire team have dedicated in ensuring quality service delivery continues to be provided.



Chair: Kerry Staines

This year in June, the opening of Gympie's Family Hub marked a milestone, enhancing community engagement through numerous NCACCH and other community events. Our strategic focus on flexible room configurations reflects a commitment to meeting diverse community needs, maximizing the Hub's utility.

Over the past 12 months NCACCH has been audited by ORIC with great results and changed financial auditors which has been positive. We continue to navigate the changes ushered upon us by Government and we continue to advocate and put pressure on those who need to work and partner with us to provide a valuable health service for our community and to Close the Gap.

I would like to take this opportunity to acknowledge and thank my fellow Board Directors and our Executive team for their leadership. With a special acknowledgement to our CEO Sharelle, given the challenging year. Their ability to make decisions that are focused on our community is second to none and we can be assured that this is at the heart of our decisions from both a Board and service perspective.

Overall, this past 12 months has been one of the most rewarding, challenging, and fulfilling periods during my time as a Director. I am very proud of our achievements and how much we have accomplished, and I believe we are very focused on delivering a quality service to the community we serve.



Chairperson

Y-e-UR Directors



Uncle Owen Norris
Deputy Chair



Kerry Staines
Chairperson



Paula Wootton
Director



Rhonda Randall
Director



Culture Connection Community



Uncle Henry Neill
Director



Lachlan Anderson
Director (Interim)



Karen Kennedy
Director

Get To Know **YOUR** Directors

- Kerry is a descendant of the Mandandanji people
- Energised by leading business to create and deliver positive change
- Advocates how important bridging the gap to bring appropriate health services and education to our communities is vital for our people and future generations.
- Intricately involved in the National Disability Insurance Scheme (NDIS)
- Passionate about helping Indigenous people, their communities and their culture to thrive

Kerry Staines - Chairperson

8 /11

**Board meetings
attended**

Uncle Owen Norris - Deputy Chair

11 /11

**Board meetings
attended**

- Owen is a proud Gamilaroi man from the Gomeroi people
- Employed with the QLD Fire Services for 32 years, 20 years as an Executive Officer
- For the last 20 years managed his own business in the Health and Fitness industry
- An Elder with the Maroochydore Community Justice Group
- Has Diploma in Health, Frontline Management and Advance Diploma in Community Sector Management
- Desire to keep NCACCH strong, community focus and respected

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

Paula Wootton - Director

9 /11

**Board meetings
attended**

Get to know **YOUR** Directors

Rhonda Randall - Director

- 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
- Rhonda offers knowledge and experience in education and Home and Aged Care
- Rhonda provides connection to the hinterland community

9 /11

**Board meetings
attended**

Uncle Henry Neill - Director

9 /11

**Board meetings
attended**

- Henry proudly identifies as an Indigenous Australian South Sea Islander with Torres Strait Islander heritage
- Vast experience in Teaching at Early childhood, Primary and Secondary and at a University level
- Provides Guest Lectures to Undergraduate and post Graduate students in Education, Health, Journalism, Social Science, Human Services, Public Health and Paramedics
- Written several Cross-Cultural Communication programs for Commonwealth Departments and provides Aboriginal and Torres Strait Islander Cultural Awareness Training
- His family has lived locally since the 60's on his sons' Traditional Country

Karen Kennedy - Director

- Karen is a Yugambeh/Gubbi Gubbi woman who resides in Cooloola Cove and has been a NCACCH member since 2009
- Joined the NCACCH Board in 2022
- Actively engaged within her community through local school P&Cs, NAIDOC events, coordinating Indigenous workshops & volunteering at major NCACCH events
- Provides connection to the Tin Can Bay and Cooloola region through her proactive community involvement

6 /6

**Board meetings
attended**

Get to know **YOUR** Directors

- Lachlan is a Quandamooka/Kullilli and Wakka Wakka man
- Holds Bachelor of Arts with a double major History/Australian studies and minor in Indigenous Studies, he also has a Post graduate degree in Migration Law
- Studying has allowed him to understand Indigenous and Non Indigenous governance, historical, cultural and socio economic and ethical and health issues that Aboriginal and Torres Strait Islander people may face
- Worked and lived within the Sunshine Coast, Fraser and Morten Bay regions for the last 13 years
- Well established and respectful connections to the traditional custodians of the region

Lachlan Anderson - Interim Director

3 /4
**Board meetings
attended**

Aunty Helen Felstead - Farewell



This year we bid farewell to our Chairperson of three (3) years Helen Felstead. Helen had served on the NCACCH Board since 2009 and had made significant contribution to the community and our strategic direction during this time.

We wish her well in her future endeavors.

Uncle Ron Binge - Farewell



This year we also bid farewell to one of our directors Ron Binge. Ron had served as a Board Member of NCACCH for 7 years. Ron's time and contribution to NCACCH during his time is greatly appreciated by staff and community. We wish him well in his future endeavors.

11

Board meetings
held this financial year

**TRAINING IN
GOVERNANCE**

in February 2023

Directors
**Progress
Report**

SGM

(Special General Meeting)

held in June 2023

02

Board Workshops held
this financial year

03

Board Yarn Ups held this
financial year

Our Vision

To improve the health and wellbeing of our community through the provision of **culturally safe, responsive and inclusive** services.

Striving to excel in the provision of **accessible, equitable and necessary** resources for our Aboriginal and Torres Strait Islander community and their families.

Our Purpose

Our Values

Our values seek to ensure our core business is culturally inclusive, culturally safe, culturally sensitive and has **community need at the forefront** of all decisions

VALUES	BELIEF STATEMENT
RESPECT	WE BELIEVE AND ACCEPT EACH OTHER AS EQUALS AND HONOUR 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.
INTEGRITY	WE BELIEVE WE MUST SHOW THE COURAGE DO THE RIGHT THING.
COLLABORATION	WE BELIEVE WORKING TOGETHER MAKES US ALL STRONGER AND MORE EFFECTIVE FOR OUR COMMUNITY.



Strategic Plan

#weDIDIT

Pulse - Executive update

It is with great joy and enthusiasm that we present our annual executive update - the pulse, with a specific focus on our Gympie Family Hub. This year has been marked by significant achievements and developments, highlighting our ongoing commitment to the health and wellbeing of our community.

COVID Clinics

We successfully secured COVID vaccination clinics, allowing us to administer booster shots both at the Gympie AMS and Birtinya. This effort was crucial in safeguarding the health of our community.

Expansion of AMS

We are thrilled to announce the successful recruitment of Optometry, Pharmacy, and Dietitian services, enriching our Allied Health Services at Gympie AMS. This expansion enhances our ability to provide comprehensive healthcare to the community.

Advocacy for Funding:

While we have made remarkable progress, we have encountered challenges in advocating for additional funding for Gympie AMS. We remain resolute in our commitment to overcoming these challenges and securing the resources our community deserves.

Mental Health Services

We secured funding for a pilot program focused on Social and Emotional Wellbeing Services. This initiative will enable us to deliver mental health services from the Gympie Family Hub, addressing a critical need in our community.

Gympie Family Hub

The successful refurbishment of our Gympie Family hub is now complete. We are delighted to see the hub buzzing with activities, and the overwhelmingly positive feedback from the community is a testament to its success.

In conclusion, NCACCH staff have achieved significant milestones this year, reinforcing our commitment to the well-being of our community. We are thankful for your continued support, and we look forward to a future filled with progress and success.



Board Yarn-ups

The "Board Yarn-up" is an extraordinary event, providing an invaluable platform for community members including Elders from our service footprint to engage directly with our elected Board of Directors and Chair.

This year, Board Yarnup events occurred at three distinct times throughout the year:

Birtinya
28th July 2022

Gympie
11th August 2022

Tin Can Bay
27th April 2023

The "Board Yarn-up" goes beyond just being an event; it's a platform for meaningful engagement. This unique gathering fosters open dialogue, transparency, and collaboration, embodying the essence of community-driven decision-making. It provides an ideal setting for community to share their thoughts, concerns, and aspirations with the people steering the organization.

Members & attendees comments:

“What a great day! NCACCH really put community first.”

Our mob love what happens here, tell 'em (directors) to keep it up. ”

The members felt that NCACCH was genuinely there to support them and their community, creating a powerful sense of belonging and trust.



Attendees not only felt their voices were heard but also had a deeper understanding of NCACCH's commitment to their well-being and the well-being of their community.

The "Board Yarn-up" stands as a testament to our commitment to inclusivity, collaboration, and the empowerment of our clients. We cherish this tradition and look forward to many more gatherings of voices and ideas in the years to come.

Quarter 1 July-Sep '22

Gympie Council - Key handover
for the Family Hub
FareShare - Future Food
activities at the Family Hub
Health & Wellbeing Qld -
Funding opportunities
Youturn (Headspace) -
Mental Health services
Griffith University -
student placements
IUIH - Discuss TIS funding
Checkup - Allied Health services



Quarter 2 Oct-Dec '22

Check-Up – RPCC Meeting
Hearing Australia – HAPPEE Clinics
ORIC – Health Check Audit
Qld Health – Oral Health Services
Gympie Council & CASI – Cultural centre
QAIHC – Annual General Meeting
IUIH – TIS Funding
SCHHS – Health Equity Launch, Forum
QAIHC – Member services discussion
PHN – Mental Health Services discussion
Mundugudda – shared project meetings

QAIHC AWARDS FOR EXCELLENCE





Quarter 3 Jan-Mar '23

Check-Up – CEO and GM for funding
Health Workforce Qld – Funding for training for staff
Qld Health – Oral Health Services
Bright Smiles – Oral Health Services
SCHHS Chief Executive – Health Equity
QAIHC – CEO Membership Support
QAIHC – Regional Manager –
 AMS Funding & Health Equity
Mundugudda – shared project & funding application



Quarter 4 Apr-Jun '23

Andrew Wallace MP – SC AMS funding
Llew O'Brien MP – Gympie AMS funding
Mayor Glen Hartwig – for Culture Centre; AMS funding
IUIH –TIS CEO Forum
Mick Brooke – discuss lease options at Birtinya
SCHHS – Oral Health, Respiratory Services;
C2C Qld (PHN) – Mental Health Services
McConachie Stedman – Financial outlook
SCHHS - Child and Maternal Health
SCHHS – Health Equity Forum
USC - Present to Bangladesh Govt Officials
Andrew Wallace MP & Team – Meet & Greet
IUIH Board – CEO presentation
WPHCD Meeting – SCHHS, USC, C2C QLD
Youturn (Headspace) - Mental Health services
Sunshine Coast Council – Shared NCACCH Vision
Fiona Simpson MP - Breakfast Forum

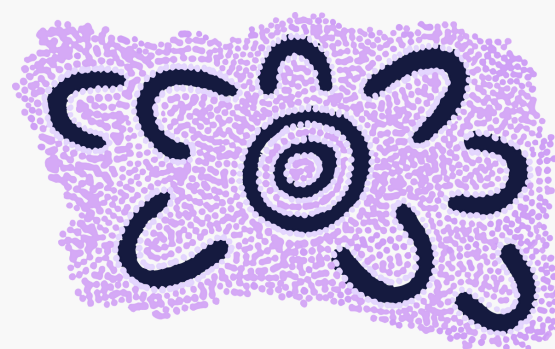


Financial Memberships

As an Aboriginal Community Controlled Health Organisation (ACCHO), NCACCH places great importance on community involvement and input in shaping its operations. We wholeheartedly urge all Aboriginal and/or Torres Strait Islander clients to consider becoming financial members of NCACCH.

Your membership not only strengthens our organization but also ensures that your voice plays a pivotal role in guiding our initiatives and services. By joining as a member, you actively contribute to the collective effort of improving the health and well-being of our community, fostering a sense of ownership and empowerment in the process.

Your membership is a valuable step towards actively participating in the direction and decision-making of NCACCH. We welcome your involvement and look forward to working together to achieve our shared goals.



**Full
Financial
Members**

338



**Associate
Financial
Members**

14

In addition to your voting rights at the Annual General Meeting (AGM), membership provides individuals with the ability to influence the organization's direction. It assures members that their input is valued and taken into account in all pertinent decision-making processes. Members also can be nominated to become a Director.

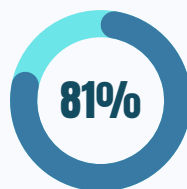
Community Survey 2022

NCACCH Survey is conducted annually to gain valuable feedback in order to improve service provision to the Aboriginal and/or Torres Strait Islander community residing in the Sunshine Coast, Gympie and surrounding regions.

In 2022, NCACCH sent a survey questionnaire to 4564 NCACCH Health Access Card (HAC) holders, 942 responses were received between Oct and Nov 2022.

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 feedback we receive from our clients is vital to meet our communities needs.

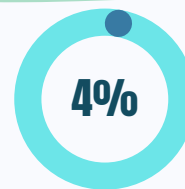
Would you access an Aboriginal Medical Service if it was located in your service region?



YES



ALREADY AT AMS



NO

On average, how long did it take for NCACCH to contact you to approve your referral?

Less than 1 day



Between 1 - 2 days



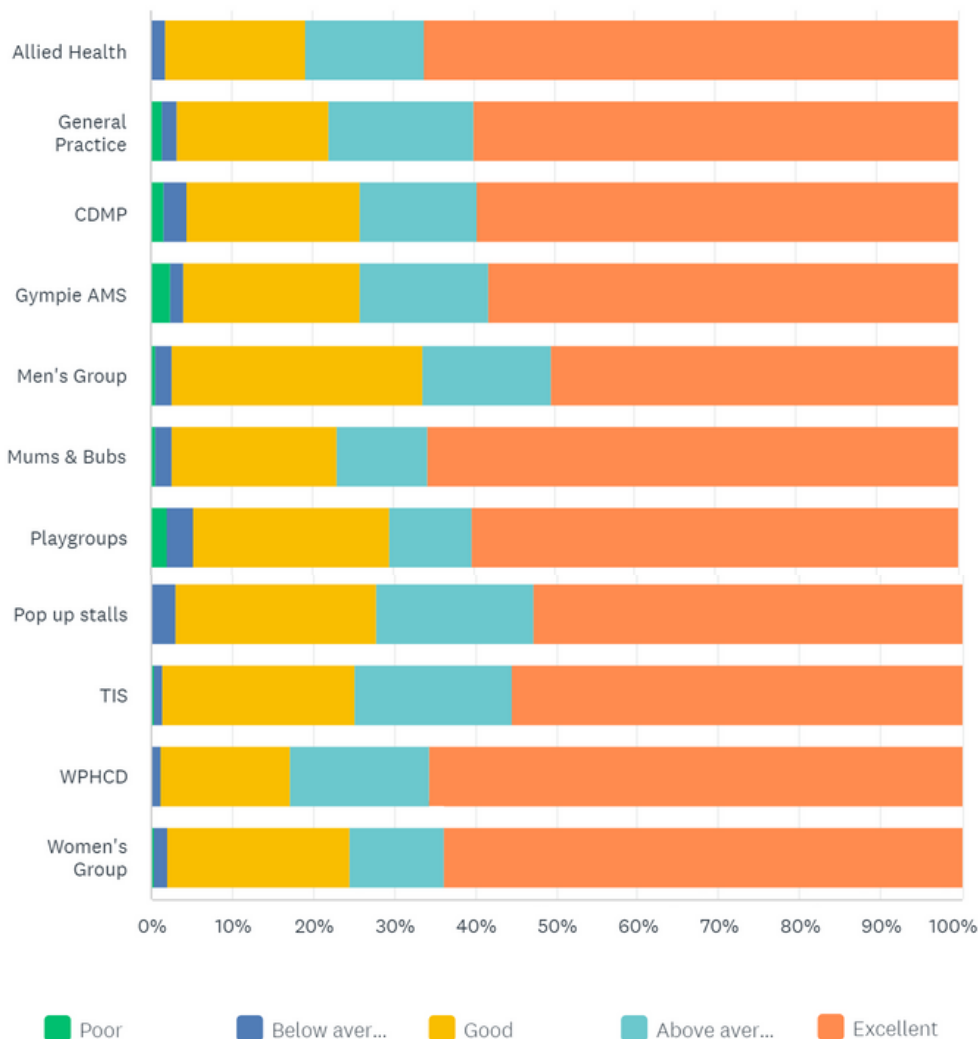
More than 3 days



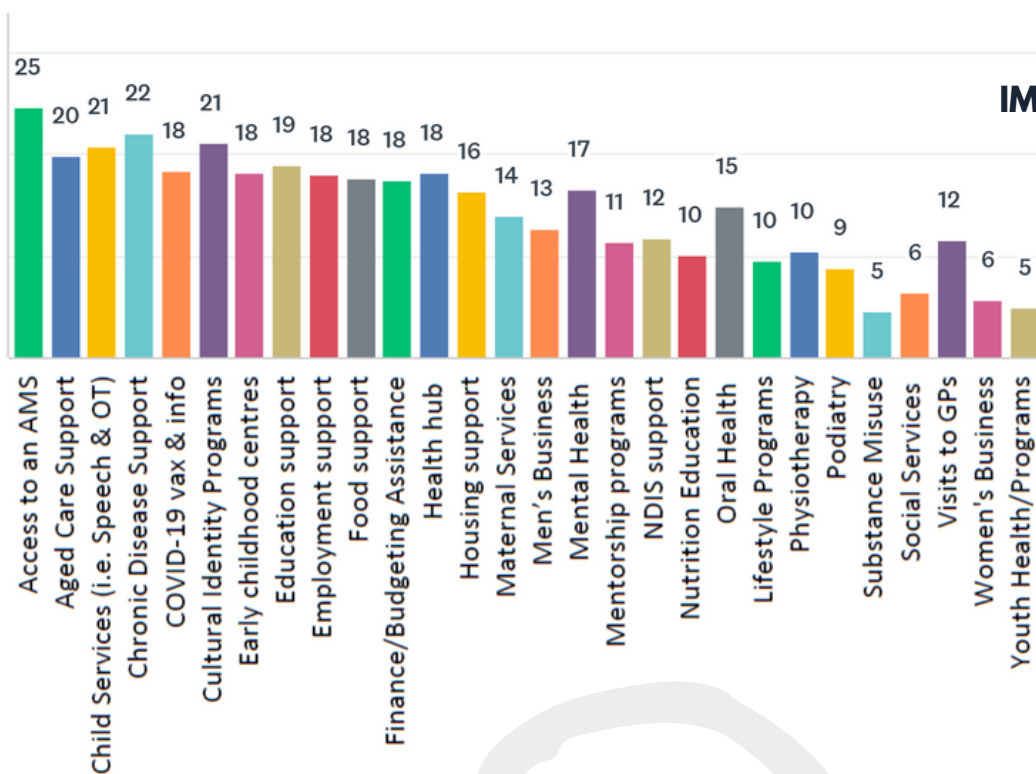
I have not had a referral i...



Community Survey 2022



Overall, how would you rate the following services you have accessed through NCACCH?



WHAT IS MOST IMPORTANT TO YOU?



Staff Well-being Day

We had a great day at Kawana Surf Club park, where the Gympie and Birtinya staff came together. We chatted, played icebreaker games, and shared a nice meal. It helped us feel closer as a team and we think it'll lead to lasting work friendships.



NCACCH

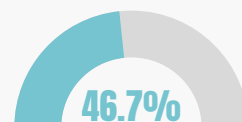
Dashboard



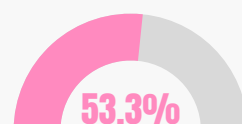
12436
Total registered
clients

Gender not
stated **43**

5813



6580



We had more than **200%**
increase in our client base.
In 2011, we had **3955** clients



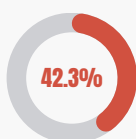
11478
Brokerage clients

958
AMS clients

0-39 Age
8131 (71%)

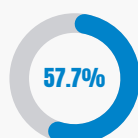
NCACCH STAFF PROFILE

32.4
Full Time staff



13.7
Non-Indigenous

Episodes of care
17736



18.7
Aboriginal and/or Torres
Strait Islander

Client Contacts
35282

HAPEE CLINICS
396

Brokerage
10145
Clinic Visits

CDMP contacts
5489

Mums & Bubs
1086

TIS Contacts
2060

AMS Contacts
6181



30 different community
events & activities

96% said they would like to attend an
Aboriginal Medical Service if it was
located in their service region.

Why Health Equity?

As noted in the Queensland Closing the Gap (CTG) Snapshot Report Card (2019) the life expectancy gap for Aboriginal and Torres Strait Islander males was 7.8 years and females 6.7 years, with the child mortality rate 1.7 times higher than that of non-Aboriginal and Torres Strait Islander peoples living in Queensland.

What is the Health Equity strategy?

The Sunshine Coast Aboriginal and Torres Strait Islander Health Equity Strategy 2022-2031 focuses on long term changes that address structural and systemic inequities to enable the provision of culturally safe and accessible healthcare.

The Strategy and the Implementation Plan are co-designed, co-owned and co-implemented between North Coast Aboriginal Corporation for Community Health (NCACCH), Sunshine Coast Hospital and Health Service (SCHHS), Country to Coast Qld (PHN) and its partners to ensure we continue to meet our agreed strategies to better support the Aboriginal and Torres Strait Islander community.

Objectives

Eliminate racial discrimination

Culturally diverse and confident workforce

Increase access to healthcare

Co-design and partnerships

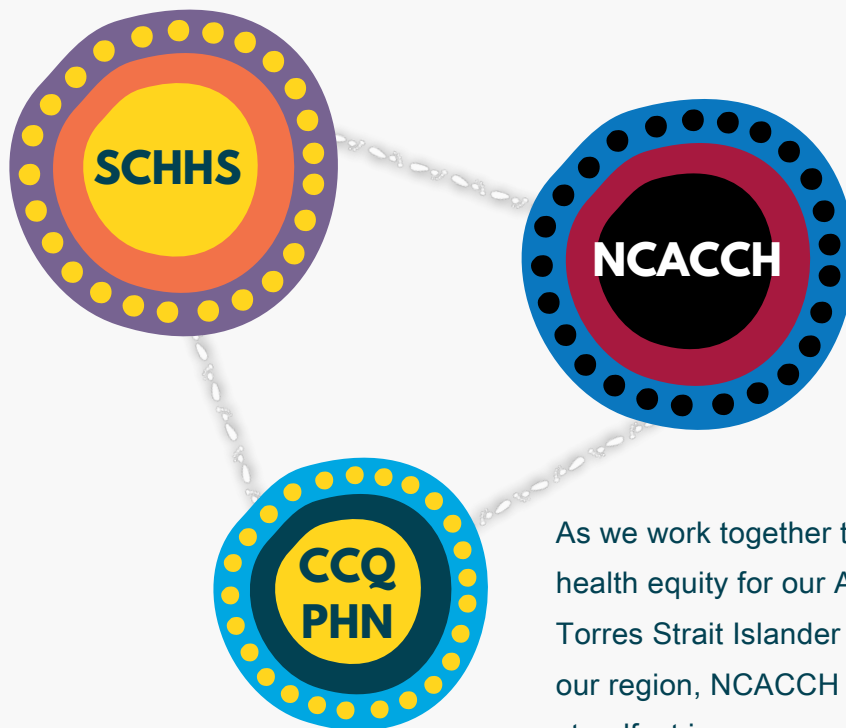
Culturally safe and responsive healthcare

Health parity

Aboriginal & Torres Strait Islander Health Equity Forum

The Health Equity Forum is co-designed and co-owned between the Sunshine Coast Hospital and Health Service, Country to Coast Qld and North Coast Aboriginal Corporation for Community Health. The purpose of the Aboriginal and Torres Strait Islander Health Equity Forum is to collaboratively work towards Closing the Gap in life expectancy for the Aboriginal and Torres Strait Islander Community in our region through the Health Equity Strategy (2022-2031) and Implementation Plan (2022-2025). The Aboriginal & Torres Strait Islander Health Equity Forum is held on the first Wednesday of the month on a bi-monthly basis.

Health Equity Strategy



We are highly committed to continuing our collaborative efforts in the 2022-2031 Health Equity Strategy. In alignment with key National and State initiatives, NCACCH eagerly anticipates our partnership with SCHHS, CCQ (PHN), and other key stakeholders to enhance primary healthcare services across our region.

Additionally, the Sunshine Coast Health Equity Strategy aligns perfectly with NCACCH's dedication to Closing the Gap by enhancing the health and well-being of our community through the provision of culturally sensitive, responsive, and inclusive services.

As we work together to achieve health equity for our Aboriginal and Torres Strait Islander community in our region, NCACCH remains steadfast in our commitment to this long-term strategy to address social determinants of our mob's health.



NCACCH Board and Executive express their deep appreciation for the enduring and productive relationship with our health equity partners



The Official launch of the Sunshine Coast Health Equity Strategy & Implementation Plan was held on 20 Jan 2023

Ochre Health Medical Centre Noosaville



Brokerage services is also known as - The Indigenous Health Access Scheme (IHAS). This service provides a referral pathway for broad range of practitioners of their choice.

- Collaboration with affiliated practices
- Support in cultural safety
- Closing The Gap -
Pharmaceuticals Benefit Scheme
- NCACCH IHAS database support



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'.



245
community
consultations

5418

6018

2716
Referrals

17.7 %
More than
last year

2306

Chronic Disease
Allied Health
& Specialists

308 General Practitioners

43%
drop in
GPs this
FY 22-23



44
General
Practices



Last year
this stat
was **68**

5148
GP visits

50%
A big drop
in GP visits
10419

202 Allied
Health
Last year
226 AHPs Providers

03 REFERRAL WORKSHOPS

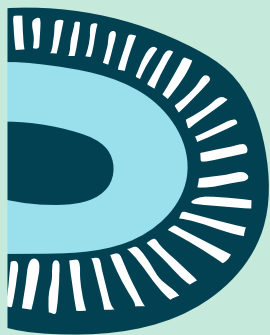
96 ¹²⁷
Last year
Specialists

1012 New Clients
joined the
service

10%
increase

53 COMMUNITY REFERRERS

This year has witnessed concerning overall progress, marked by a significant decline in the willingness of Health Providers to offer bulk billing services. The evident aftermath of post-COVID changes and financial pressures have contributed to a particularly challenging landscape for **BROKERAGE SERVICES**.



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.

THE PROGRAM CONTINUES TO MAINTAIN A STRONG FOCUS ON SELF-MANAGEMENT AND PROVIDING SUPPORT COORDINATION TO CLIENTS.

Over the past 12 months we have supported community members living with chronic conditions to gain access to much needed services such as Care Coordinators (Registered Nurses), allied health services, specialists, mobility aids, medical equipment and transport, with episodes of care provided for clients.



CDMP DATA

111 Active CLIENTS **279** Self-managing
Episodes of care **6576**





In Action

Gympie Family Hub

The Family Hub has become the primary venue for NCACCH events at Gympie, commencing with a soft launch in June 2023 after numerous community consultations and a successful refit of the space. This opening drew a substantial crowd, graced by Traditional Custodians Leaf and Russell Bennet, and their family, who conducted a cleansing smoking ceremony and a captivating song and dance welcome, which received a warm reception.

The Family Hub has already facilitated hire opportunities, with future bookings in the pipeline. It possesses the potential for substantial growth, offering diverse avenues of support to the broader Gympie community, spanning all age groups, and making a meaningful and positive impact on the health and well-being of our people through the provision of best practice care.



The Family Hub boasts modern technology, enabling us to connect with individuals, groups, and conduct AGMs, Board meetings through virtual conferencing.

This technological capability greatly benefits our Gympie community members and partners.



Aboriginal Health Worker (AHW), Kristal has organized children's hearing and healthy eating programs at the Family Hub. Kristal continues to develop and expand these initiatives.

AHW, Natalia has overseen the Optometry clinics held at the Family Hub, she effectively managed the appointment schedules for Optometrist Lisa Penrose's visits. This has proven to be a valuable addition to the NCACCH health team.

Optimising the use of the space within the facility to meet the needs identified by community, feedback from service providers both from NCACCH and external agencies. We looked at solutions for a flexible approach to room fit out, so we can meet these many needs in a practical manner. This was to ensure we optimised the use of this valuable resource.



The Family Hub has been a welcoming space for women's groups on multiple occasions, and the community has expressed their appreciation for this valuable facility.



The Next steps

We have sourced funding and are in the process of recruiting a Gympie Hub Coordinator position to lead the coordination of the hub space.



Mental Health Services Update



We are pleased to announce a positive development in mental health services for Gympie in the upcoming financial year. The funding by Country to Coast Qld (PHN) marks a strategic shift, directing resources to NCACCH from the SCHHS Gympie Cultural Healing Program, which is now self funded. An adapted PHN Stepped Care Model will be delivered at the Gympie Family Hub.

Key Highlights

Stepped Care Model

Focus on low and moderate intensity levels

Funding Transition

Funds redirected to NCACCH to deliver Mental Health Services

Culturally Appropriate Service

Community engagement, clinical provision, brief/in-depth intervention, and care coordination.

Continuity of care

Service will be complimentary to the AMS and community outreach services.

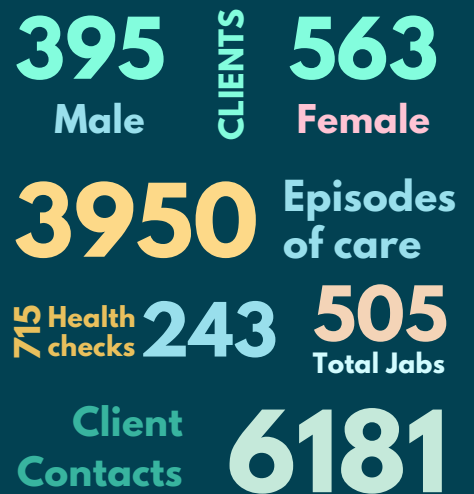
Anticipating the next financial year, these changes signify a positive stride in mental health outcomes for Gympie. Our commitment to early intervention, cultural sensitivity, and continuity of care is evident in the proposed model. We appreciate the support and eagerly anticipate making a lasting impact on mental health in the region.

Gympie Aboriginal Medical Service



In 2022-23, NCACCH's Gympie Aboriginal Medical Service (AMS) has demonstrated robust growth and expanded its reach within the service area. This accomplishment is attributed to the recruitment of two additional part time doctors this year, coupled with the unwavering support of the entire AMS staff. This collaborative effort has resulted in the community benefiting from four quality GPs, namely Dr. Amanda, Dr. Fadi, Dr. Noreen and Dr. Jack.

DASHBOARD



GPs have maintained strong connections with the community and consistently delivered compassionate and culturally appropriate clinical care. AMS ensured access to GP services on most days throughout the year, employing both In-House and Tele-Health methods, which have been well-received by the community. Despite their short term, Practice Managers - Jan Johnson and Katrina Johnston were a positive influence on staff and business foundation has been notable. The NCACCH staff has admirably embraced new responsibilities, ensuring the continued delivery of quality service at the AMS.



The driving force behind this growth lies in the dedication of the Nursing and Clinical Staff and Front Counter team, led by RN Lisa McCarthy Clinical and Gabrielle Pamerter, supported by visiting Nurses and the CDMP team operating weekly in Gympie. Additionally, the AMS benefits from the support of devoted Aboriginal Health Workers. The consistent provision of high-quality patient care has earned the AMS widespread respect within the community. Enhanced by an efficient Transport System, the health and well-being of the Aboriginal and/or Torres Strait Islander community is effectively safeguarded.



AMS remains committed to providing a holistic, caring and culturally safe space for the community as they navigate their individual health journeys. The dedicated staff consistently delivers best practice outcomes, with a focus to enhance sustainability and contribute to the overall health of the community.

NCACCH, in collaboration with Sunshine Coast Bunyas, sponsored teams across various age groups, including U6s to open men and women sides, to participate in the 2023 Redcliffe Murri Carnival. In conjunction with Brad Beetson and the Nambour Crushers Rugby League club, NCACCH organised a 715 Health Check day. This event allowed all registered players to undergo on-site 715 health checks, ensuring their eligibility to participate in the carnival. A total of 62 health checks were successfully conducted on that day.



The event was brought to fruition by the NCACCH's dedicated staff led by practice manager Katrina Johnston, Brad Beetson and supported by the QRL, Redcliffe Dolphins and other community groups. This event was a huge success and continues to strengthen the ongoing partnership between NCACCH and Sunshine Coast Bunyas.



COVID-19 Response

NCACCH COVID Team continued to provide COVID Vaccination Support for clients with vaccination clinics at Birtinya and Gympie.

Helen Ryan supported as the Covid Lead, and Kristine Muller as Admin Support. A wonderful billboard with “Give our Mob a BOOST” could be seen at SCUH electronic billboard.

Flood Response

In February 2022, Gympie was hit by the largest rainfall and flooding event in over 100 years. Over 1000 households and properties within the region were submerged in floodwaters, with hundreds of residents forced to abandon their homes and seek refuge in evacuation centres, as the region was deemed a disaster declaration area, from the life-threatening floods.

NCACCH provided Flood vouchers for vulnerable clients in the flood affected zones, this included Mums and Bubs clients, Elders and community members residing in the Gympie region.

Flood vouchers were distributed for the value of \$250, \$100 and \$50 as per different categories.

Based on community feedback and complimentary to the flood vouchers provided our staff were able to assist the Gympie clients and the broader community to access medication, GP services, and provide referrals to appropriate mental health, social and community services.

During this reporting period, there were 74 Referrals to external mental health providers, 222 GP Mental Health Treatment MBS Items developed, and a proactive approach to boost health checks to capture client health status led to 362 MBS 715 health checks.

The Community Health Services team conducted bi-monthly Men’s and Women’s groups targeting Gympie clients, set up regular pop-up stalls and events assisting community to re-connect, recover, reduce isolation and provide access to information that support their needs.



The Community Health Services focuses on culturally appropriate early intervention and health promotion programs and campaigns for our mob. Some of these programs include Tackling Indigenous Smoking (TIS), community health campaigns, school-based programs such as Back On Your Feet, community programs including Women's and Men's Group, and child-health activities.

The Community Health Services Team engages and collaborates with other teams to create robust community engagement and increase health outcomes for community.

Key activities

No Durri for This Murri (TIS Program)

Men's Groups

Women's groups

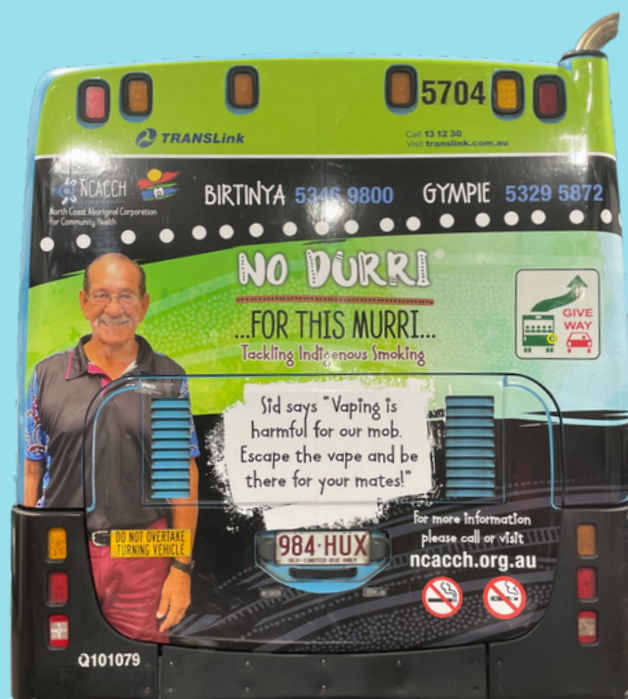
Child Health activities

School-based programs

Health Promotion Campaigns

No Durri for This Murri

No Durri for This Murri - Tackling Indigenous Smoking (TIS) program is a culturally appropriate targeted anti-tobacco campaign which aims to improve the health of Aboriginal and Torres Strait Islander people by reducing the prevalence of tobacco use through population health promotion activities. These activities are an important feature of overall tobacco control that is recommended by the World Health Organization (WHO). Recent findings provide strong evidence that these activities are working to encourage positive changes to smoking behaviours.



250+
Engagements

Key Highlights:

Sunshine Coast Lightning TIS Stall

Kylie and Krystal from the CHS team attended the Sunshine Coast Lightning Indigenous round. They had an awesome community engagement and comprehensive health education opportunity regarding vaping and its impact on youth. Community had good learning sessions on Tackling Indigenous Smoking and what we as an organisation provide for our mob.

25+
Engagements

World No Tobacco Day Gympie and Sunshine Coast

Community event that aims to engage and educate community on the harms and effects of tobacco smoking. The CHS team organised community family fun days in both Gympie and Sunshine Coast regions to extend reach within the service region. The team incorporated educational activities, guest speakers and provided healthy lunch.

300+
Engagements

Sunshine Coast Jets TIS Stall

Our team held a TIS Stall at the Aussie Rules North Shore Jets Indigenous Round in Mudjimba, the location of our stall was great to gain engagement from the families attending the event. We were lucky to have teams come through and listen to our education surrounding smoking and vaping. We were able to link the negative effects of smoking to the ability to continue having an active lifestyle and staying healthy. The children interacted with our props and asked many questions which our team were able to educate on. Overall, this was a great event for our community, and I look forward to working with the Jets for future events.



Sunshine Coast Bus Campaign

The TIS bus campaign was aimed at our Sunshine Coast Community, utilising NCACCH staff to act as roles models/community champions to push the harms and effects of smoking and vaping.

*On average **50+** TIS pledges/surveys are completed each month*

Men's group

Brings our Murri men together to form connections, create friendships and share culture. This group allows a sense of belonging to be formed within the community, each month an activity is planned, and lunch is provided for all attendees of the group.

The Men's Group continue to embark on enriching cultural experience, exploring and immersing themselves in the rich heritage of the southern Sunshine Coast and Gympie region.

They have remarkable days filled with exploration and discovery as they visit various significant cultural sites, and yarn and connect.

The Men's Group consists of enthusiastic participants who eagerly embrace the opportunity to learn and engage with the local culture. They catch up for a yarn, explore walking tracks and, do a bit of fishing - always exchanging stories, experiences, and laughs along the way.

Highlights:

Ravens Hill with Uncle Glenn Miller – discussing culture and men's business. Learn about bush tucker, tool making and tracking. "Important space for the initiation of men into adulthood and learning of their culture".

Average of 15 attendees and 47 active members on social media



Womens Group

The women's group form connections, create friendships and share culture. This group allows a sense of belonging to be formed within community, each month an activity is planned, and lunch is provided for all attendees of the group.

This group provides a nurturing haven for women to unite, build meaningful connections and pursue some interesting hobbies

Highlights:

Partnering with Caloundra Community centre for NAIDOC week was a highlight of Women's Group this financial year. This partnership boosted engagements, allowed community to have a taste of Women's Group and create relationships with mob and community supports.



Average of 20 attendees and 105 active members on social media

Child & Maternal Health

NCACCH's **Nanna Bill's Mum's & Bub's** program came to life in 2007, and since then, it has received a whopping 393 referrals. This program is all about providing women and their families with confidential and culturally appropriate support throughout pregnancy and up until the baby turns one year old.

Next steps:

The program will be put on hold temporarily, while we review the program and make significant improvements before we return. Stay tuned for the new and improved program that will come out of this review!



HAPEE Clinics

NCACCH has continued its partnership with Hearing Australia to deliver Ear Health screening services to Aboriginal and/or Torres Strait Islander children in our region.

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

The HAPEE engages with primary healthcare 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

Breaking Cycles

The Breaking Cycles is program that focuses on changing the way that services are designed and delivered with and for Aboriginal and Torres Strait Islander children, young people and families to eliminate the disproportionate representation of Aboriginal and Torres Strait Islander children in the child protection system in Queensland.

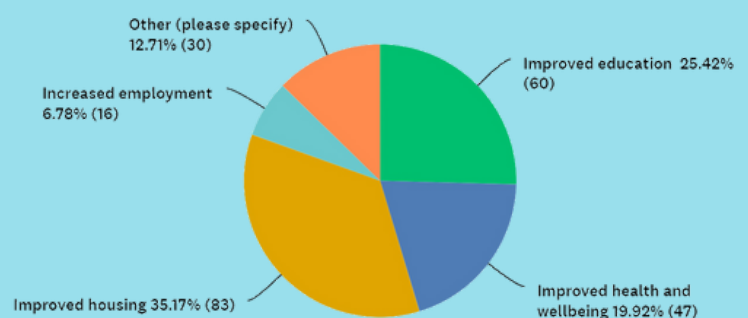
QATSICPP engaged NCACCH to undertake community consultation to understand our community needs and input.

396
screens

158
BOYS

238
GIRLS

What needs to happen in our community to close the gap for our children and families?



Breast (Susu) Screening 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).

A huge "thank you" to everyone who supported the BreastScreen Qld clinics held at Caloundra, Maroochydore, Nambour, Noosaville, and Gympie in 2022/2023.

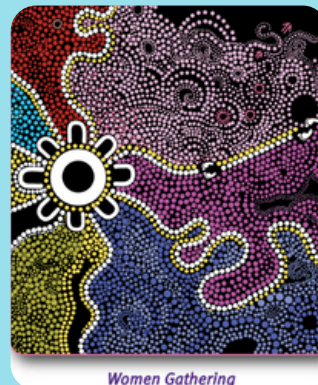
Back On Your Feet Program

This program aims to provide youth education in schools around healthy choices, whilst connecting youth to culture, country and heritage.

School	When	How many?
Burnside SHS	Term 3 - 2022	8
Burnside SHS	Term 1 - 2023	8
Nambour College	Term 4 - 2022	10
Kawana College	Term 2 - 2023	16

A Susu screen every 2 years is the best to find out susu cancer early

Susu screening saves lives

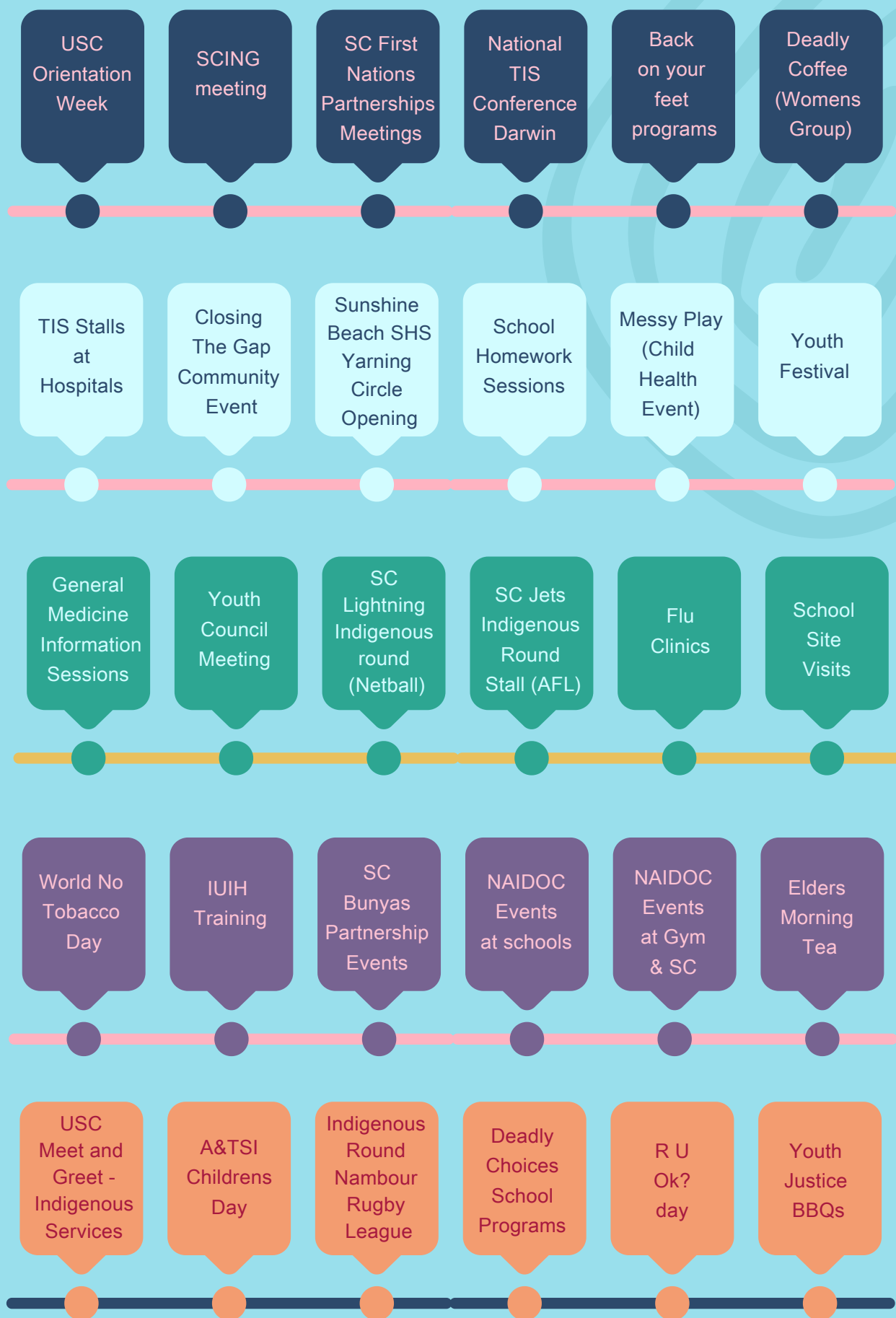


For more information or to make an appointment, visit us at breastscreen.qld.gov.au call 13 20 50



In the 1st week of March 2023, Krystal and Brad participated in the unveiling of the Yarning Circle at Sunshine Beach Senior High School (SHS). The event was marked by a fantastic morning, with active participation from members of the local community.

NCACCH Community Events 2022-23



Pharmacy Program

NCACCH Pharmacy Program was funded by IHSPS (Indigenous Health Services Pharmacy Support Program). The program supports staff and clients with medication education, medication management support activities, purchase of medication devices approved by the funding body such as nebulisers, asthma spacers, blood pressure monitors. The program also supports clients with practical and interactive group medicines education sessions.

This reporting period, we engaged with MedicinesEd to deliver:

- One-on-one medicines education sessions
- Group disease-specific medicines information session
- Group general medicines information session

The MedicinesED workshop was presented in an easy-to-understand way. The presenters treated all participants very respectfully and this encouraged people to ask questions.

As Amanda, NCACCH contracted pharmacist, concludes her time with us, we want to express our heartfelt gratitude for her contributions in setting up the pharmacy framework during the FY 22-23. Her dedication to providing culturally appropriate pharmacy services at both Gympie and Sunshine Coast has made a positive impact on our community.



As we enter the upcoming year, we eagerly anticipate the arrival of Ashley, who expresses enthusiasm about joining our team. We extend a warm welcome to her and look forward to her contribution in assisting our community with medication management and enhancing overall health outcomes.

Bowel Screening

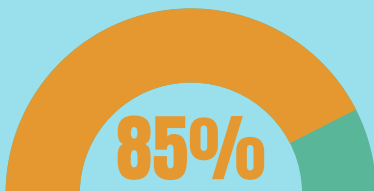
NCACCH had a rewarding experience actively participating in dialogue with the Sunshine Coast and Gympie mob in the context of Bowel Cancer Screening Awareness.

Through targeted efforts, NCACCH successfully connected with 279 Aboriginal and Torres Strait Islander community members. This engagement involved delivering health promotion and education specifically addressing Bowel Cancer, with a significant emphasis on raising awareness about screening. The mode of interaction included an online survey to effectively disseminate crucial information.

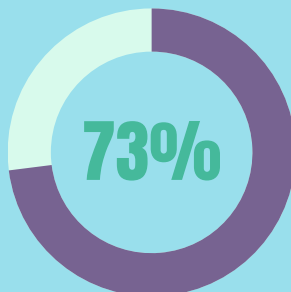
Highlighted below are some positive outcomes from the survey:

95% were able to correctly identify that blood in a stool is a potential sign/symptom of bowel cancer

95%



85%
of respondents were able
to correctly state how to
access a bowel cancer
screening kit

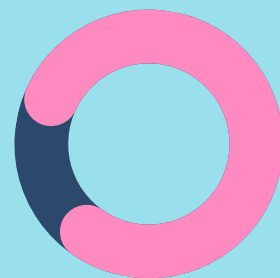


73%
of participants understood that after
a bowel cancer screening test had
been completed, they would be
mailed the results



Community were asked if based on the education and information provided, if they felt well educated.

The average score was 8/10.



86% of respondents understood
that Bowel Cancer screening
kits had an expiry date

Finance Snapshot

THE NORTH COAST ABORIGINAL CORPORATION FOR COMMUNITY HEALTH Statement of Financial Position As at 30 June 2023

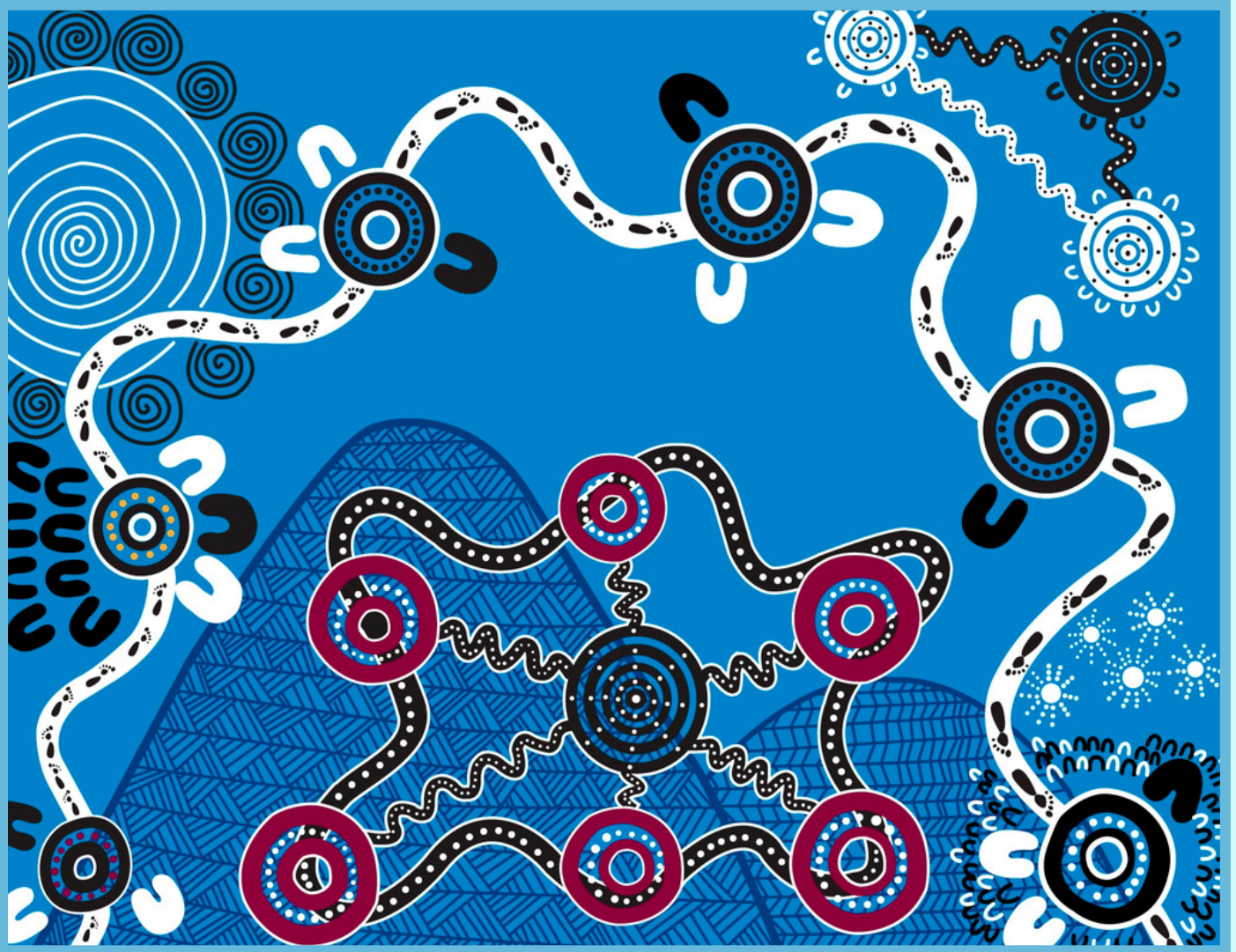
	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	6	1,176,893	2,063,040
Trade and other receivables	7	2,616	34,186
Other current assets	8	15,046	14,196
TOTAL CURRENT ASSETS		1,194,555	2,111,422
NON-CURRENT ASSETS			
Property, plant and equipment Artwork	9	914,217	624,309
Right-of-use assets	10	5,000	5,000
TOTAL NON-CURRENT ASSETS		981,803	1,187,849
TOTAL ASSETS		1,901,020	1,817,158
LIABILITIES		3,095,575	3,928,580
CURRENT LIABILITIES			
Trade and other payables	11	362,200	579,853
Unexpended funding	12	102,700	334,498
Lease liabilities	13	303,116	283,424
Provisions for employee benefits	14	234,125	221,522
TOTAL CURRENT LIABILITIES		1,002,141	1,419,297
NON-CURRENT LIABILITIES			
Lease liabilities	13	874,181	1,087,652
Provisions for employee benefits	14	50,875	35,948
TOTAL NON-CURRENT LIABILITIES		925,056	1,123,600
TOTAL LIABILITIES		1,927,197	2,542,897
NET ASSETS		1,168,378	1,385,683
EQUITY			
Retained Surpluses		1,168,378	1,385,683
TOTAL EQUITY		1,168,378	1,385,683



We extend our heartfelt gratitude to every one who took the time to delve into NCACCH 22-23 annual report. We appreciate the vital support from our funding bodies, Elders, dedication from our staff, and trust from our clients.

A special thanks to all our Aboriginal and Torres Strait Islander community members—the essence of NCACCH. Your resilience fuels our commitment to Closing the Gap.

As we move into the 23-24 year, we aim to create positive change and enhance community well-being. Your continued support ensures our collective success. Thank you for being integral to our journey towards a healthier future.



Artist: Gordon Browning

OUR STORY

The pathway is representative of the journey that North Coast Aboriginal Corporation for Community Health (NCACCH) has taken from conception to the present day.

The footsteps along this pathway begin small, like an infant and as the service grows and matures into adulthood, the footsteps become larger.

The six circles along the pathway represent the evolving service of NCACCH between 1999 and 2010.

Centre background - The two mountains represent the Kabi Kabi Country, to which NCACCH provides health services. The story of the Glasshouse Mountains is one of family, respect and lore.

The six red central circles represent the service locations, beginning with Gympie as the top centre circle, then Rainbow Beach/Tin Can Bay, Noosa, Maroochydore, Caloundra and Nambour/Hinterland. The white dots within these circles represent just some of the many health service locations available in these communities.

The black pathway linking these red circles represents the ease in which the community is able to move between the different areas and still have access to health services. The black circle in the centre represents NCACCH as the hub which links all these locations through the six referral pathways.

For the full story please visit www.ncacch.org.au.



NCACCH HEAD OFFICE

8/8 Innovation Parkway

Birtinya QLD 4575

Phone: 07 5346 9800

ABORIGINAL MEDICAL SERVICE

31 Excelsior Road

Gympie QLD 4570

Phone: 07 5329 5872

Gympie Family Hub

2' O' Connell Street

Gympie QLD 4570

www.ncacch.org.au

www.facebook.com/ncacch



North Coast Aboriginal Corporation
for Community Health



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Photo: Jennifer

2022-2023



North Coast Aboriginal Corporation
for Community Health

2022-2023

THIS MURRI
STRONG

2022-2023 ANNUAL REPORT

Culture / Connection / Community

www.ncacch.org.au

Photo:
Jennifer



North Coast Aboriginal Corporation
for Community Health

THIS MURRI
STRONG

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2022-2023

Photo: Ian Ar



NCACCH

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2022-2023



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2022-2023

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2022-2023



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Photo: Jennifer



NCACCH

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Photo: Jennifer



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2022-2023