

ANNUAL REPORT 2020-21

RECONCILIATION IN ACTION



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IWC FOCUS AREAS



EXPANSION AND GROWTH

- 1. Expand services.*
- 2. Increase use of services.*
- 3. Increase self-sustainability.*



OPERATIONAL EXCELLENCE

- 4. Deliver quality assurance and continuous improvements.*
- 5. Provide systems and processes to support expansion and quality assurance.*
- 6. Ensure quality of staff and retention.*
- 7. Maintain focus on organisational Cultural Responsiveness.*



BUILD SUSTAINABILITY AND CAPACITY

- 8. Ensure all regulatory and statutory requirements are met.*
- 9. Develop partnerships and stakeholder relationships.*
- 10. Develop strategies to support current and future services.*

MESSAGE FROM THE BOARD



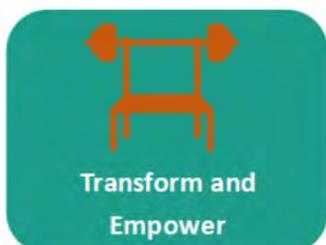
From left: Aunty Lurlene Henderson, Aunty Jenny Springham, Peter Malouf, Uncle Stirling Eggmolesse, Ara Harathunian, Scott Webb. Missing: Aunty Averill Eggmolesse

On behalf of the Indigenous Wellbeing Centre Ltd (IWC) Board, we are proud to present the Annual Report for the 2020/21 year. This year was dominated by the impact of the COVID-19 pandemic, requiring IWC to rapidly adapt models of care to ensure business continuity and the continued delivery of essential services to the most vulnerable members of our communities. The included adapting our service delivery models to protect our communities from the spread of disease.

The 2020/21 year marks IWC's eighteenth year as a company established by our Aboriginal members of Bundaberg. Since IWC was established, the organisation has achieved many accomplishments. These milestones provide an opportunity for the organisation to reflect on the challenges and achievements of past decades, while improving and preparing for the future. IWC is committed to meeting unmet community needs while building better futures for generations to come. IWC has continued to expand access to comprehensive primary health care services, securing partial funding from the Federal Department of Indigenous Land and Sea Corporation (ILSC) towards the construction and operation of our Gayndah premises. The facility is a purpose built medical centre with an attached sports stadium. This investment represents a significant commitment to the Aboriginal and Torres Strait Islander communities of the North Burnett, enhancing delivery of integrated and family-centered care, while increasing IWC's capacity to respond to rapid population growth across the regions we serve.

Despite unprecedented challenges and uncertainty, IWC experienced a successful 2020/21 year. Like previous years, this report details some accomplishments and the impact IWC has had on our communities. On behalf of the IWC Board, we acknowledge the supports of our members and clients. We also acknowledge the support and leadership of the IWC Board and Executive team. Finally, we extend special thanks and appreciation to the staff of IWC for their hard work, dedication and commitment to the health and wellbeing of our Bundaberg and North Burnett families and communities.

IWC VALUES





CEO FOREWORD

This year presented unprecedented challenges with the impacts of COVID-19 reaching our regional communities. Despite lockdowns and changing restrictions, IWC was proactive and agile in how we continued to serve the vulnerable members of our communities. Providing high-quality primary health care services to those in need was a primary focus throughout the year. IWC has always provided a voice for our community, and it was paramount we be there during times of need.

IWC engaged in multiple strategies to support continuity of services, protect our staff and prevent the spread of disease within our communities. Despite challenges presented, IWC actually increased the number of health professionals serving our regions. We have additional GPs within our Medical Centre, and have brought in much needed support in additional speech and occupational therapy services.

The impacts of COVID-19 also provided an opportunity for IWC to review our structure and implement strategies to modernise our organisation. Developing strategies and skills that promoted innovation, sustainability, quality assurance and operational excellence were key motivators for the improvements. All which will contribute to IWC creating meaningful impact for our clients and communities.

IWC delivers a holistic model of care grounded within Aboriginal Terms of Reference framework and founded on Reconciliatory principles. Ensuring our staff are trained and embrace our culture, vision and values is necessary for IWC to achieve its strategic goals and create the impact necessary for our communities. While providing a stable, safe and inclusive place for our community during this desperate time of need was achieved this year, we were also able to lay the foundation for future development to create greater impact and achieve a better future for generations to come.

REDUCING BARRIERS TO HEALTH CARE IN THE NORTH BURNETT COMMUNITY

As the 2020-21 financial year closed, IWC prepared to officially open its new North Burnett Health & Wellbeing Community Centre.

This project, which was five years in the making, has come to fruition despite COVID, and will offer a much needed boost for the region. The centre will provide services for all people in our communities, Indigenous and non-Indigenous.

The investment in social infrastructure for the North Burnett region aligns with IWC's commitment to Reconciliation in Action. The development offers a new era and standard of health and wellbeing services for regional towns.

IWC has co-funded the \$2.6 million North Burnett project, receiving \$980,000 from the Indigenous Land & Sea Corporation (ILSC), and has expended further monies to ensure safe and accessible use of the centre and the sports stadium.

Plans for the official opening included an open-door community tour of the centre.

The project has been years in the making and is a result of IWC's unwavering perseverance. The acquisition of the site and YMCA building (despite being in a state of condemnation) took years, rather than months.

IWC was able to secure the site, with the active support of Peter Malone of National Y and then North Burnett councillor John Zahl, and acted quickly to offer this beacon of hope to the community.

The purpose-built facility includes community meeting areas, clinical rooms, treatment rooms, reception areas and interview rooms, plus gardens and car parking.

It also includes a gym suitable for all fitness levels, which

will be open to all. The gym has been designed from IWC's Stage 2 facility with a focus on rehabilitation. IWC also has retained the large indoor sports stadium, which was donated to the community by the Robinson family in the 1990s and was left unused in 2016 when the YMCA shut its Gayndah hub.

IWC has been upgrading the sports stadium during the project, with works including:

- Installation of appropriate gutters and stormwater disposal piping plus roof / sheeting repairs and replacements.
- Rewiring and full replacement of the stadium lighting, replacement louvre windows and installation of protective window barriers.
- Engineering checks of fixed features and removal of non-compliant equipment.
- Wall repairs and replacement, new internal wall bracing and linings, and new roller doors.
- Creation of an additional entry and disability-friendly toilets, showers and change.
- Within the whole development, external electrical, plumbing and drainage, and civil works have complemented the refurbishment and development of both the stadium and gymnasium areas.

This architect-designed facility is inclusive and accessible for all in our communities, transforming the quality of healthcare facilities in the region and lifting the standard of community infrastructure for a region often forgotten.





EMBRACING CULTURAL HISTORY THROUGH INNOVATIVE DESIGN

Preserving and celebrating stories and history will be a major focus of the new IWC North Burnett Health & Wellbeing Community Centre, thanks to an innovative cultural project.

Working with Traditional Owners and Elders from the region's townships, IWC has been creating a visual display that will incorporate original artworks to be displayed, and also transformed into aluminium screens to wrap the new centre.

IWC CEO Wayne Mulvany has been actively involved in the meetings with Traditional Owners and Elders, as he was in 2019 when IWC expanded its Bundaberg complex and incorporated a streetscape which captured the history of the region as passed down by the Ancestors to Traditional Owners and Elders. *A project that won the Premier's Award in the 2020 Queensland Reconciliation Awards.*

When IWC designed the new North Burnett facility, it was essential to pay the same respect to the Indigenous peoples of the region.

The townships of Monto, Eidsvold, Mundubbera, Gayndah and Ban Ban Springs bordering the Wakka Wakka Tribal lands area west of Biggenden each have a dedicated artwork and external screen. The screens capture the importance of the Burnett River and its connection to all of the townships.

The artworks, created by Jacky Poulter who delivered the paintings for the Bundaberg project, will be on display in the centre with plaques sitting under them.

IWC North Burnett Assistant Manager Cynthia George and Indigenous Health Practitioner Clem Shadford have been working closely on the screens project.

Mr Shadford, a Wakka Wakka Traditional Owner/Elder, said: "Bringing together the townships' stories, totems and histories in this screens project is an important step in our region's journey towards Reconciliation in Action.

"This is something that hasn't been spoken about – when I was young you weren't allowed to talk about our past because there was pressure by the Europeans to move away from it. There have been a couple of generations where knowledge has been lost. But these days the younger generation wants to know about our heritage. This project is important because to go forward this community needs to look back and show respect for our history and the Ancestors. We want to learn all about our culture."

Aunty Roslyn Dodd, one of the Traditional Owners / Elders consulted around the screens project, said:

"This project is an important part of how the Wakka Wakka people are sharing culture. We want the young people to come out and support culture and we hope this can help us to encourage that."



MAKING A DIFFERENCE IN DISABILITY

NDIS Local Area Coordination

There has been significant change and transformation of the NDIS in the Bundaberg region since the original transition in September 2017. The NDIS was still maturing and the concept of individualised plans was foreign to many within the disability community. Fast-forward to 2021, four years has passed and participants are now starting to experience the benefits of the NDIS. Conversations with participants have evolved into empowering and inspirational experiences.

Participants are actively choosing who provides their supports and how they wish to be supported. IWC supports over 1900 participants ongoing and has played a pivotal role in empowering participants to understand the scheme and take control of the supports in their plans. As the scheme has matured participants are more experienced and the market has begun to establish itself, community engagement has shifted to influence key networks and groups committed to improving the lives of people living with disabilities.

IWC has participated in the creation of multiple accessible and inclusive sporting groups and competitions for people living with disabilities. We understand the importance connection plays in everyone's life and opportunities to fulfill this while supporting health and wellbeing through exercise is strongly aligned to IWC's values.

Bundaberg is still seeing participants access the NDIS for the first time and IWC is working with potential participants and key stakeholders to



The first day back in 2017: IWC has come a long way within the NDIS model.

ensure the community is supported through this process. 2020/21 saw many people relocate to the Bundaberg region due to the impacts of Covid and NDIS participants were no exception. Significant efforts have been spent on ensuring participants who have moved feel welcomed, connected and participate in our community in meaningful ways. As the NDIS continues to evolve and improve,

IWC looks forward to playing a significant role in the disability sector. Our health and wellbeing hubs are leading examples of accessibility and inclusion and IWC is committed to ensuring people living with disabilities experience inclusion and opportunity. IWC values our relationships with the disability community and are optimistic that 2021 and onwards will continue to improve the NDIS and lives of people living with disabilities.



Our Loving Life Bowls Tournament held at the Gayndah Bowls Club welcomed over 50 Indigenous Elders/Traditional Owners from Bundaberg and North Burnett regions to enjoy a fun-filled day of exercise and social engagement.

SOCIAL, HEALTH AND WELLBEING PROGRAMS SUMMARY 2020-2021

Although 2020-21 suffered major interruptions due to ongoing lockdowns and restrictions, IWC forged ahead within our communities engaging in meaningful work. Our Social, Health and Wellbeing services delivered ongoing programs and events that achieved positive outcomes in our regions in times where our communities were desperate for connection to their community.



IWC's Cultural Knowledge programs, facilitated by Uncle Stirling Eggmolesse, commenced in July 2020. The program has been delivered weekly and engages Indigenous members of our community. Sessions are focused on education and the exchange of cultural knowledge and reconnecting Aboriginal and Torres Strait Islander people with their traditional culture. The program has been an important pathway to reduce isolation; connect participants with community; and ensure cultural knowledge is preserved and shared across the region.



Health and wellbeing has been an ongoing focus for our Community Programs with the Men's and Women's Fitness Programs running throughout the year. The programs are facilitated by a qualified Gym Instructor from the IWC Gym tailored to the individual fitness levels of participants. Meditation is included as components of the program to ensure outcomes of physical and emotional wellbeing. The sessions were held weekly and engage between 18-23 participants across the two groups.



IWC's Burunya Youth Program, held weekly, supports Indigenous youth attain a range of skills and abilities to support their whole-of-health wellbeing. Activities include employment preparedness, job readiness, assistance with filling out forms, Centrelink supports, numeracy and literacy, linkages to men's program, mental health and cultural connectedness.

IWC's Social, Health and Wellbeing programs were instrumental in continuing connection to culture and community during this important period of challenge. IWC is committed to working with our communities in the future to build the broader health and wellbeing of our society and impact transformation for our clients.

“Clients who transition out of our services through transformation often return to IWC during times of need. We create a safe space for our clients and watching them return empowered is so rewarding.”

- Aunty Jenny Springham



KEY FIGURES 2020-2021



\$17,206,368 IN TOTAL REVENUE



25% OF INCOME SELF-GENERATED

IWC is partially funded by Government Departments, however, we generate a significant percentage of revenue through private and innovative services.



OVER 15,500 CLIENTS



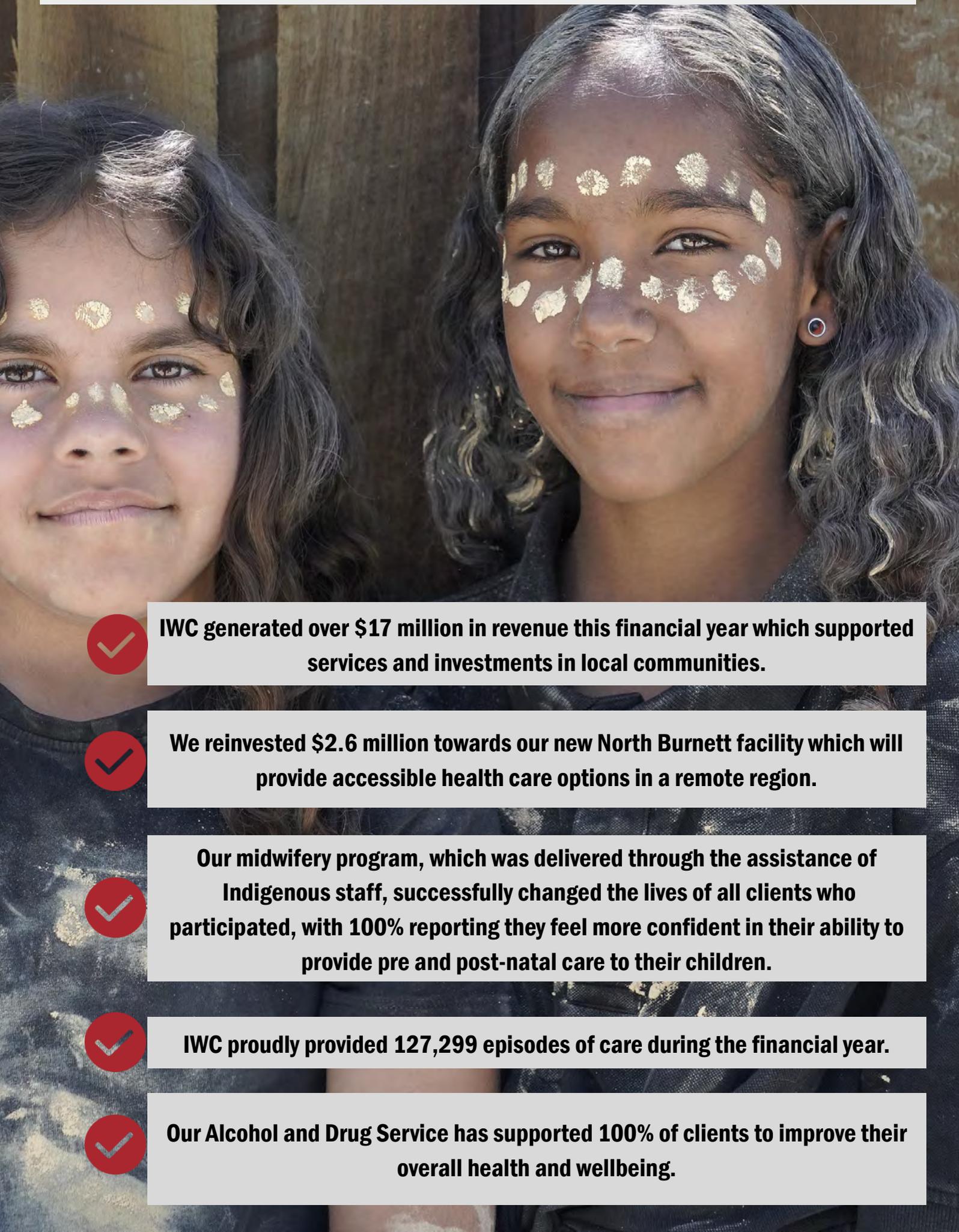
28 PROGRAMS & SERVICES



QUALITY SERVICE & CARE

IWC's Medical Service achieved above national averages in 16 of the 24 NKPIs. NKPIs measure outcomes of health services delivered to Aboriginal and Torres Strait Islander peoples.

HOW WE ACHIEVED POSITIVE TRANSFORMATION IN 2020-2021



IWC generated over \$17 million in revenue this financial year which supported services and investments in local communities.



We reinvested \$2.6 million towards our new North Burnett facility which will provide accessible health care options in a remote region.



Our midwifery program, which was delivered through the assistance of Indigenous staff, successfully changed the lives of all clients who participated, with 100% reporting they feel more confident in their ability to provide pre and post-natal care to their children.



IWC proudly provided 127,299 episodes of care during the financial year.



Our Alcohol and Drug Service has supported 100% of clients to improve their overall health and wellbeing.



Pivot 21 offers allied health services within IWC's holistic model of care to the general public. Services have grown over the past year to include additional providers of physiotherapy, occupational therapy, speech pathology and dietetics. Pivot 21 is located within IWC's Stage 2 extension and is integrated within our rehabilitation gym.



IWC's Rehabilitation Gym features a variety of exercise machines, free weights, Pilates reformers, massage chairs and steam rooms. The state of the art gym provides a friendly, inclusive environment for all health levels. Term memberships are available, or customers can purchase visit packages which offer flexible use of the gym.



Coastal Life Therapies offers experienced psychological clinicians in Bundaberg. The service is open to clients of all ages and family members, providing emotional and psychological support in a safe and accepting environment. CLT currently has four registered psychologists serving our community.



The Guava Café continues to provide healthy food options for staff and visitors to IWC Bundaberg. The Café is accessible, inclusive and a friendly place to unwind and relax for a coffee and bite to eat.

STAKEHOLDER RELATIONSHIPS

Aboriginal and Torres Strait Islander Legal Service
 Australian Hearing
 Centacare
 Edon Place Women's DV Service
 Gidarjil Development Corporation
 Indigenous Land and Sea Corporation
 IWC Council of Elders
 Jena Boran ATSI Corporation
 Kultchafi Services
 Probation & Parole
 Primary Health Network
 Salvation Army
 Schools across Bundaberg and North Burnett
 St Vincent de Paul
 Uniting Care
 Wide Bay TAFE
 Wide Bay Hospital and Health Service

IWC SERVICES

Acupuncture & Skin Checks
 Child Health Workers & Young Mum Support
 Chronic Disease Education and Management
 Dental Practice
 Indigenous Health Practitioners & Practice nurses
 GPs & Telehealth services
 Health Assessments (MBS 715)
 Hearing Screening & Speech Pathology
 Kidney Health Screening
 Mental Health Consults & Psychology
 Vaccinations
 Diabetes Education & Dietetics
 Occupational Therapy & Physiotherapy
 Alcohol & Other Drugs Program
 Home Care
 Families' Wellbeing & Youth Program
 Indigenous Stepped Care Program (ISCP)
 Integrated Team Care (ITC)
 NDIS Local Area Coordination



INDIGENOUS
LAND CORPORATION

IDEAS
Indigenous diabetes prevention and education



I-MED Radiology
Network
Comprehensive care. Uncompromising quality.



QUEENSLAND NETWORK OF ALCOHOL
AND OTHER DRUG SERVICES LTD



Coming together to share culture



Bunya Peoples'
Aboriginal
Corporation
Healing Country. Strengthening Songlines



Sullivan
Nicolaides
PATHOLOGY



Rural Clinical School



BreastScreen
Queensland



COASTAL
LIFE
THERAPIES



yokai



ICOP
Indigenous Cultural Outreach Program

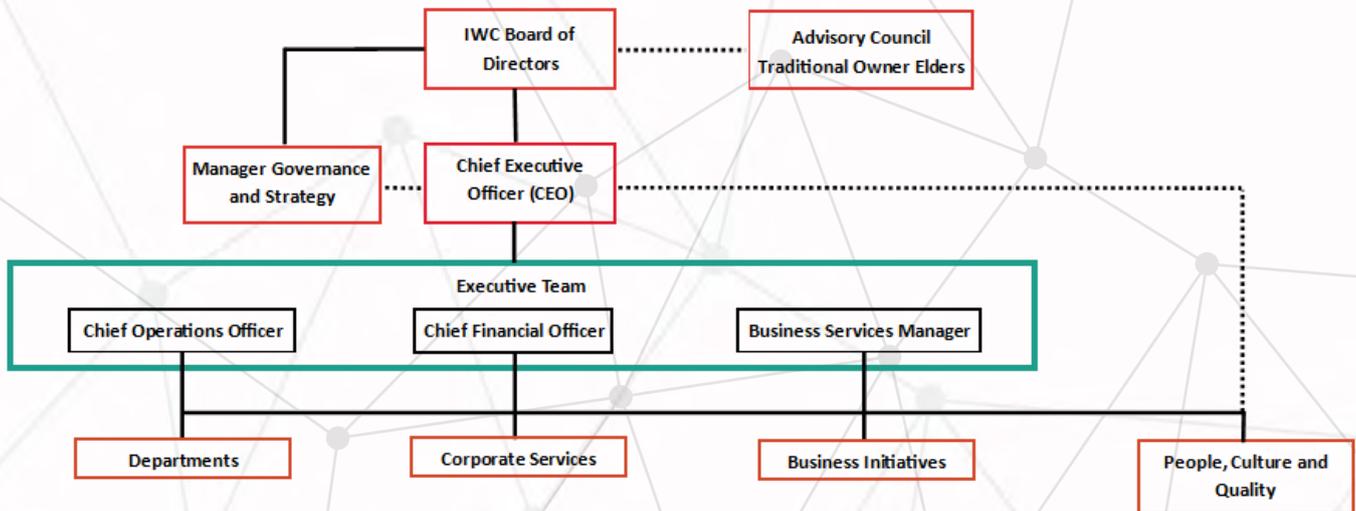


CHECKUP
advancing primary healthcare



LONWEIGH
ABORIGINAL
CORPORATION
Connecting families and keeping our culture alive

ORGANISATIONAL PROFILE



Accreditations and Exemptions

- ISO 9001:2015
- AGPAL
- QIP (Quality Innovation Performance)
- Human Quality Services HSQ Standards for Community services
- Human Quality Services HSQ Standards for Disability services

Key Awards and Achievements

- 2020 Queensland Premier’s Award for Reconciliation.
- 2020-21 customer base in excess of 15,500
- 2019 IWC Stage 2 Building was officially opened (\$19.8m project)
- 2017 Featured on the front cover of the Closing the Gap report as the Aboriginal Medical Service of the Year.
- 2016 AGPAL National Aboriginal Medical Service of the Year

Registered Business Names

- Indigenous Wellbeing Centre
- IWC Australia
- Integrated Wellbeing Care
- IWC Dental Practice
- Guava Café
- Pivot21
- IWC Gym
- LifeAware



Executive

Chief Executive Officer - Wayne Mulvany
 Manager Governance and Strategy - Ara Harathunian
 Chief Operations Officer - Kathy Clarke
 Chief Financial Officer - April Pattinson
 Business Services Manager - Ryan Mulvany

Registered offices

184 Barolin St, Bundaberg, Qld 4670
 15 McLean St, Bundaberg, Qld, 4670
 24 Fielding St, Gayndah, Qld 4670



Wayne Mulvany



Ara Harathunian



Kathy Clarke



April Pattinson



Ryan Mulvany

Cultural Advisors

Ara 'Julga' Harathunian
 Uncle Stirling Eggmolesse
 Auntie Jenny Springham
 IWC Advisory Council of Elders and Regional Committees

Stakeholder information

Auditors: William Buck

Bankers: Westpac Bank

Solicitors: Baker O'Brien Toll - Property Settlements; Paxton Hall - Corporate; Webb & Co – Human Resources

Corporate: ACNC

IWC acknowledges its stakeholder funding departments and agencies:

Department of Prime Minister & Cabinet
 Department of Health
 Department of Social Services
 Queensland Health
 National Disability Insurance Agency



Australian Government



Queensland Government



INDIGENOUS LAND CORPORATION



The Pharmacy Guild of Australia

Queensland

Postal address

**PO Box 1963
Bundaberg, Qld 4670**

Corporate

**184 Barolin St
Bundaberg, Qld 4670**

Health & Wellbeing

**184 Barolin St
Bundaberg, Qld 4670**

Social, Health and Wellbeing Services

**184 Barolin St
Bundaberg, Qld 4670**

Cultural Services

**184 Barolin St
Bundaberg, Qld 4670**

Home Care Services, Bundaberg

**15 McLean St
Bundaberg, Qld 4670**

IWC North Burnett Health & Wellbeing Community Centre

**24 Fielding St
Gayndah, Qld 4625**



IWC is a non-government, Aboriginal Community-Controlled Health Organisation (ACCHO) dedicated to delivering Reconciliation in Action.

IWC provides inclusive services for all people, Indigenous and non-Indigenous. Our focus is on Indigenous, disadvantaged, at-risk and vulnerable peoples.

IWC is a registered charity under the Australian Charities and Not-for-Profits Commission (ACNC). We welcome the support of our friends and partners.

Donations over \$2 are tax deductible

ABN: 96 356 361 867

Make a direct donation to the IWC:

Bank: Westpac BSB: 034 122

Account Name: Indigenous Wellbeing Centre Limited

Account No: 606719



info@iwc.org.au



iwc.org.au



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