



Annual Report



2019-20



ABN: 96 356 361 867



MESSAGE FROM THE BOARD

Delivering Reconciliation in Action



Auntie Averill
Eggmolesse



Auntie Lurlene
Henderson



Uncle Stirling
Eggmolesse



Ara
Harathunian



Scott
Webb

The 2019-20 Financial Year has seen new challenges and new opportunities. It is impossible to mention 2020 without COVID impacts, and IWC has been here for all in our communities during this difficult time. After the pandemic was declared, IWC worked to ensure clients of Medical & Health services received continuity of care. IWC also continued, despite COVID, to build our range of services, particularly in Allied Health. IWC also has taken an important step forward this year, starting work on the construction of an IWC Health & Wellbeing Community Centre in North Burnett. This is a \$2.43 million project for the whole region. We have received \$980,000 in

funding from the Indigenous Land & Sea Corporation, and this investment in our communities is appreciated.

Plus, in 2019, IWC opened Stage 2 of its Bundaberg Health & Wellbeing Complex. IWC also has been building its Cultural Healing arm, and this year created an online training portal working with Kultchafi Services. This enables sharing of Cultural Healing training across Australia and beyond.

In these ways, IWC delivers Reconciliation in Action, offering services and programs without discrimination to ALL people, Indigenous and non-Indigenous.

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What do you have in your hands? How can you contribute to the Highest Good of your community?



This annual report is dedicated to the memory of Aunty Cheri Yingaa Yavu-Kama-Harathunian, IWC Director and Chaplain, who passed away in December 2019. Aunty Cheri is greatly missed.

STAKEHOLDER RELATIONSHIPS

IWC has extensive networks including, but not limited to, the following (in alphabetical order):

First Nation

AARLI
 Aboriginal and Torres Strait Islander Legal Service
 Babbingur Mia South Coastal Aboriginal Health Services
 Bidyadanga Community Clinic
 Bunya Peoples' Aboriginal Corporation
 Gidarjil Development Corporation
 Indigenous Land and Sea Corporation
 IWC Council of Elders
 Jena Boran ATSI Corporation
 Kultchafi Services
 Larrakia Nation Aboriginal Corporation
 Lateral Love Australia
 Lonweigh Aboriginal Corporation
 Paperbark Women
 Taribelang Cultural Aboriginal Corporation
 Wungening Aboriginal Corporation
 Yamatji Marlpa Aboriginal Corporation
 Yokai
 Yorgum Aboriginal Corporation

Academic

UQ Rural Clinical School
 Queensland University of Technology

Government, agency and community

Australian Hearing
 BreastScreen Qld
 Department of Child Safety, Youth & Women
 Centacare
 Department of Education
 Domestic Violence Hotline
 Edon Place Women's DV Service
 Family and Child Connect
 Insight AOD Education Service
 Probation & Parole
 Primary Health Network
 Regional Housing Ltd
 Regional Intake Services
 Salvation Army
 St Vincent de Paul
 Uniting Care
 Wide Bay Hospital and Health Service
 Wide Bay TAFE



OUR VALUES

Embrace culture and spirituality - Transform and Empower every day
Integrity and respect - Quality for the Highest Good

IWC's Strategic Direction

Focus Area: Expansion and Growth

Strategic Goal 1: Expand Services

Strategic Goal 2: Increase use of services

Strategic Goal 3: Increase self-sustainability

Focus Area: Operational Excellence

Strategic Goal 4: Deliver Quality Assurance and continuous improvement

Strategic Goal 5: Provide systems and processes to support expansion and Quality Assurance

Strategic Goal 6: Ensure quality staff recruitment and retention

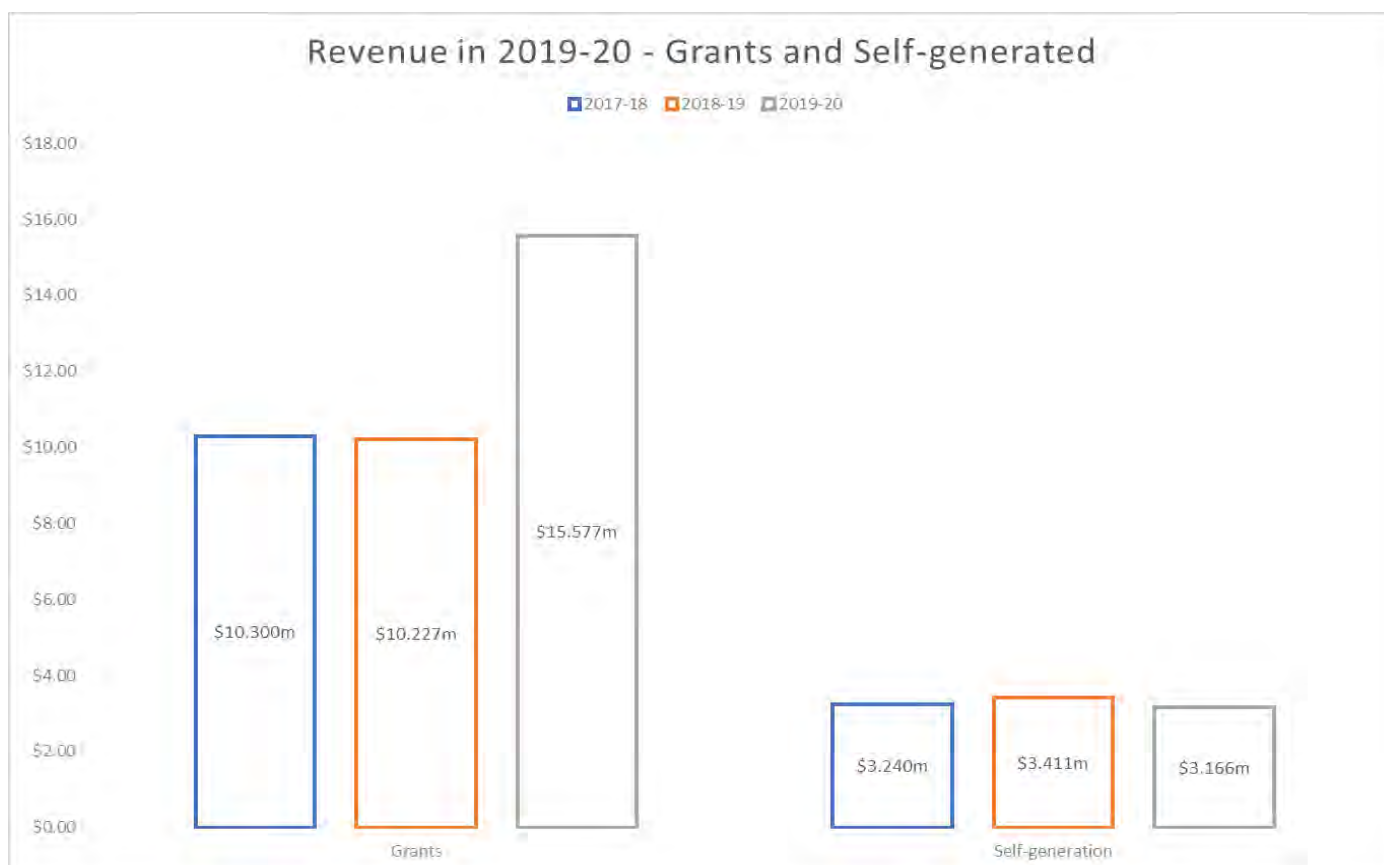
Strategic Goal 7: Maintain focus on organisational Cultural Responsiveness

Focus Area: Build Sustainability and Capacity

Strategic Goal 8: Ensure all Regulatory and Statutory requirements are met

Strategic Goal 9: Develop partnerships and stakeholder relationships

Strategic Goal 10: Develop strategies to support current and future services



IWC'S HOLISTIC MODEL OF CARE

IWC delivers a holistic model that provides whole-of-person care without discrimination. This includes the underpinning social determinants that impact heavily on the health and wellbeing of individuals and families in our communities. Under our nationally recognised model, IWC offers medical and health services including GPs, Specialists, Practice Nurses, Indigenous Health Practitioners, Specialists and Allied Health Professionals, and a Dental Practice. IWC has a Multidisciplinary Care Team which reaches into remote and rural areas, working within schools and providing advocacy to support

He patients' access to culturally responsive health and medical services. Within the holistic model of care, IWC operates Community & Family Services including an Alcohol & Other Drugs (AOD) program, Youth Program, and Early Learning Development (Families' Wellbeing). Service. The Elders' and Men's' groups sit within this area. Advocacy is provided around areas including housing, Centrelink, schools, Child Safety, and Probation & Parole. IWC's operations sit within an Aboriginal Terms of Reference framework and include Cultural Services and Training, including online e-learning options.

Medical and Health

Acupuncture
Audiology
Breast Screening
Cardiology
Child Health Workers
Chronic Disease Education and Management
Cryosurgery
Dental Practice
Diabetes Education
Dietetics
Endocrinology
Enrolled Nurses
Exercise Physiology
GPs
Health Assessments (MBS 715)
Indigenous Health Practitioners
Kidney Health Screening
Mental Health Consults
Men's Health Clinic
Midwifery
Ophthalmology
Occupational Therapy
Pathology
Pharmacy

Physiotherapy
Podiatry
Psychology
Radiology
Registered Nurses
Skin Checks
Speech Pathology
Spirometry
Telehealth
Vaccinations
Young Mum Support

Family and Community

Alcohol & Other Drugs Program
Home Care
Families' Wellbeing
Integrated Team Care (ITC)
NDIS Local Area Coordination
Youth Program

Cultural Services and Training

Cultural Responsiveness Training
Gentle Footprints
Healing Circle Work
Traditional Owner / Elder Groups



IWC listens to community need and brings in 0-5 hearing checks partnership

HEARING issues can affect a child at any age, and it is vital to address these as soon as possible,” says IWC’s Clinical Governance Manager Jenni Toogood, a Health Professional with decades of experience in rural and remote communities. “Hearing is critical to speech and lan-

guage development, communication, and learning. This is why IWC has been delivering hearing and health checks across schools in Bundaberg and North Burnett regions for many years.

“And it is why IWC in 2019 worked with Hearing Australia to bring a new

initiative to North Burnett region in early 2020 – free hearing checks for babies and children aged from zero to five years old.

“The checks involve IWC staff and a qualified Hearing Australia-provided Audiologist, who can identify immediately whether a child needs

IWC'S \$19.8M STAGE 2 EXPANSION PROJECT



Above: IWC CEO Ara Harathunian, GM Wayne Mulvany and Director Stirling Eggmolesse outside Stage 2. The Stage 2 expansion includes purpose-built clinical facilities, a rehabilitation gymnasium, solar power and a generator to keep the power on during an emergency.

IWC and Hearing Australia partnership expands child hearing checks to 0-5 group

to be referred to an ENT (Ear Nose Throat) specialist.” The Aboriginal community-controlled organisation and registered charity delivers a range of health and wellbeing services across the North Burnett, offering them to all people, Indigenous and non-Indigenous. “These hearing checks for babies and small children join our range of specific family and parent initiatives delivered on the ground in North Burnett,” said Ms Toogood, who also is IWC’s North Burnett Manager “These include regular Midwife sessions and the long-standing delivery of hearing checks to primary and secondary school-age

students. This serviced, delivered over many years to all 18 schools in North Burnett, has led many hundreds of children and teens to be referred by IWC to an Audiologist, and from there to an ENT Specialist for treatment.

“That timely treatment has meant they can be given every opportunity to succeed at school, and in other areas of their life, which might otherwise be denied them if they have a hearing impediment.” The free 0-5 year old Hearing Checks are being delivered in partnership with Hearing Australia.

IS UNVEILED BY DEPUTY PRIME MINISTER

THE cutting of a red ribbon marked the official opening of the \$19.8 million Stage 2 of the IWC Health & Wellbeing Complex in Bundaberg by Deputy Prime Minister Michael McCormack on October 18, 2019. "This is real progress for our communities here in the Wide Bay Burnett," said IWC CEO Ara Harathunian as politicians, business leaders and Traditional Owners and Elders milled around the new 4,816 sqm expansion.

It comprises two storeys of facilities with surface and underground car parking.

Mr Harathunian said: "This expansion is bringing a new level and type of services to all, Indigenous and non-Indigenous, without discrimination."

Stage 2 is directly connected to Stage 1 of the complex, which opened in 2014 and quickly became a landmark in the region, winning awards for both design and construction.

IWC is Aboriginal community-controlled and a registered charity, with a focus on Indigenous, disadvantaged, at-risk, vulnerable and frail people. "We are committed to Reconciliation in Action and building the capacity of our communities," said Mr Harathunian. "Providing a wide range of services which are directly responsive to grassroots needs in an accessible, inclusive and safe environment is a key component of this," said Mr Harathunian.

The official opening started with a Welcome to Country by IWC Director and Traditional Owner / Elder Aunty Cheri Yingaa Yavu-Kama-Harathunian, who has since passed away.

"We are blessed to stand together before Stage 2 of the IWC complex today, which means the continued growth of holistic services for all in our communities," Aunty Cheri told the gathering.

"Lives are being transformed every day through the IWC model of whole-of-person care, and we thank our communities for the respect and trust they show IWC's staff as we work for the highest good of all people."

A traditional Smoking Ceremony with clapsticks and didgeridoo followed the Welcome, delivered by Byron Broome of the Taribelang Cultural Aboriginal Corporation (TCAC).

IWC GM Wayne Mulvany said: "Projects such as this are vital for our regions. While the primary objective of the Stage 2 development for IWC is to maximise delivery of health, wellbeing, family and community services to the high-needs communities in which we operate, the hundreds of jobs this project has created, and will create going forward, are crucial to strengthening pillars supporting a community in need. "We need more projects like this, and we call on government to work with innovative businesses such as IWC and others to make them happen. Infrastructure is not a negotiable – it is an imperative need



Above: Aunty Cheri Yingaa Yavu-Kama-Harathunian with Deputy Prime Minister Michael McCormack and Bundaberg Mayor Jack Dempsey at the opening. Below: Byron Broome of the Taribelang Bunda delivers a smoking ceremony at the official event.



to make opportunities happen, by meeting service needs in this area of high socio-economic disadvantage, and making jobs happen in this region of high unemployment.

"There needs to be less of the red tape and talk-fests, and more real action on the ground."

The IWC Stage 2 development also brings a major cultural first for the region – an 80m-long pictorial representation of the Traditional Owner stories of the region as handed down by the Ancestors. There are 11 screens formed from laser-cut aluminium panels designed to stand up to all weathers.

PROJECT WINS TOP RECONCILIATION AWARD



The Working Group for the screens project, from left: Uncle Wayne Mothe, Uncle Jason Brown, Uncle Jason Brown; Auntie Cheri Yingaa Yavu-Kama-Harathunian (passed away December 2019), Uncle David Broome; Uncle Willy Broome and (back centre) Byron Broome

IN JUNE 2020, IWC took out the top award in the state's 2020 Queensland Reconciliation Awards for its ground-breaking pictorial screens project at its Bundaberg Health & Wellbeing Complex.

The project won IWC the Premier's Reconciliation Award, with Premier Annastacia Palaszczuk saying: "This wonderful initiative showcases the benefits of approaching reconciliation as a community. It focused on the First Nations Peoples and the trauma experienced in their lifetime; a platform for true reconciliation and a healing process for the community. The Indigenous Wellbeing Centre has acknowledged the importance and sensitivities of the past through a piece of art, and also opened a platform for discussion, not just within the Bundaberg community, but across Queensland.

"I want to congratulate the centre for its commitment to engaging the local community, acknowledging our history and valuing the knowledge of Aboriginal peoples and Torres Strait Islander peoples."

IWC is committed to Reconciliation in Action, and delivers services and programs to all people in the community without discrimination or barriers. IWC CEO Ara Harathunian said: "The pictorial screens showcase the Sacred Places of the Traditional Owners, and also bring into the community arena the trauma of the horrific massacres which took place in this region in the mid-19th century."

There are 11 screens in total, with two focusing on the massacres that continue to resonate in the region today. The title of the award entry was: *"Screens share Aboriginal history to support Reconciliation."*

"True reconciliation requires truth," said Mr Harathunian, "and by working with Traditional Owners and Elders in this region to capture the oral histories of the Ancestors and share this information with the community, the truth has been put out there for all to see – and to understand."

IWC General Manager Wayne Mulvany said the process had been long and harrowing for the Elders involved.

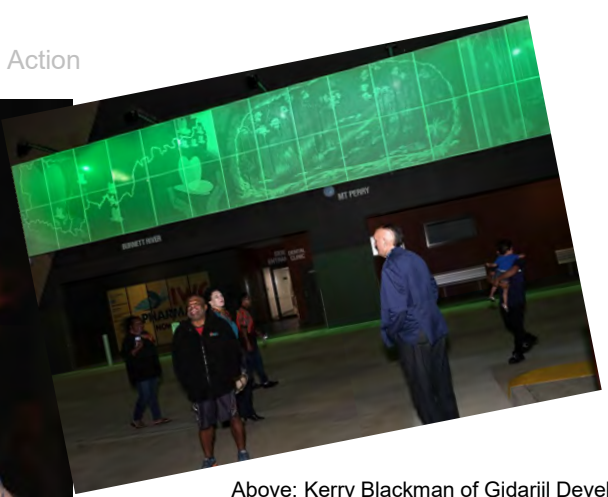
"Over the many months of the process, many tears were shed and old wounds revealed," he said. "We worked with a local artist, Jacky Poulter, to create a mainstream interpretation of the oral histories, which were then turned into the 11 3m-high screens now wrapping the streetscape of the IWC Complex. "We also captured the stories, and these are on plaques which sit under the original artworks on permanent display in the Complex."

Mr Harathunian said: "We'd like to thank the Traditional Owners and Elders who worked with us on this project, which we believe is an Australian first. We are honouring the past while looking to a brighter future together, as one community, that has respect of our Aboriginal history."





Uncle Raymond "Willie" Broome delivers the Welcome with Aunty Di Brown, with



Above: Kerry Blackman of Gidarjil Development Corporation (right) and IWC Director Stirling Eggmolesse (left).

Below: Elders and Traditional Owners from across the region were there.



TEARS OF JOY AS ELDERS SHARE STORIES

THERE were tears of joy among the guests as the sun set and the coloured downlights were switched on for the first time on 17 March to showcase the 80m-long pictorial screens that wrap the IWC Health & Wellbeing Complex in Bundaberg.

Aboriginal Elders and Traditional Owners from across Bundaberg region came together at a ceremony to mark the significant step towards true Reconciliation for the community.

The screens show the pictorial Aboriginal history of the region, with each of the 11 panels depicting oral histories about Sacred Sites, ancient traditions and, importantly, the bloody massacres that decimated Aboriginal peoples in the 19th century.

Each of the downlight colours has been chosen by First Nation Elders - aqua for the ocean, ochre for the rich soil, and red for oral histories of the massacres, which cover two of the 11 screens.

IWC General Manager Wayne Mulvany said: "The entire process of the creation of the pictorial screens has been one of much emotion, bringing to the fore long-suppressed pain and suffering carried by Traditional Owners and Elders in this region." Plaques detailing each of the oral histories and the

original artworks which have formed the basis of the screens are also on permanent display inside Building 2 of the IWC Complex.

"These screens provide community custodianship of the oral histories, which are a legacy to be shared with all peoples and, through this, help to build true Reconciliation," said Mr Mulvany. "We thank the Working Group of Elders for providing their wisdom and knowledge."

**'To see this is just
overwhelming to me and
our people. You know
finally, we've got a Voice!
It's a Voice for our
people'**

- Uncle Willie Broome, Taribelang Bunda Elder and Traditional Owner

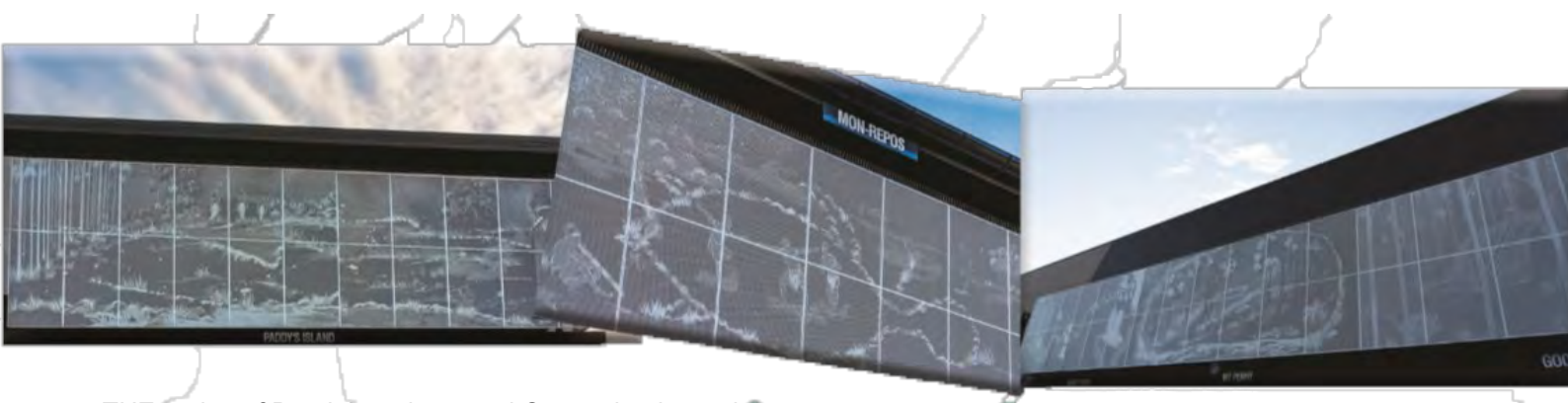
The ceremony opened with didgeridoo from Byron Broome, followed by a Welcome to Country in Taribelang Bunda language from Elder Uncle Raymond "Willie" Broome, which was then translated into English by Aunty Di Brown.

Uncle Willie said: "For eons, the Taribelang people nurtured our land. We developed knowledge, technology, skills and practices which led our Ancestors to prosper. The sharing of our ancient knowledge today, as

passed down by our Ancestors, is important because there cannot be true Reconciliation without honesty, integrity and truth."

He said of the screens: "To see this is just overwhelming to me and our people. You know finally, we've got a Voice! It's a Voice for our people."

A LONG JOURNEY BEHIND PICTORIAL SCREENS



THE region of Bundaberg in central Queensland was the scene of bloody massacres of First Nation peoples in the 19th century.

After the slaughter by mounted soldiers at Burra-ya-Bung (Many Dead), now known as Paddy's Island along the Burnett River ran red for days, and bodies floated to its mouth.

But for the generations after, acknowledgement and even discussion around the massacres was taboo.

Even into the 20th centuries, many Traditional Owner peoples who spoke of it, or practiced their language and culture, were taken from their families, often never to see them again.

Now, through IWC which works to deliver Reconciliation in Action every day, an Australian first has come to reality.

Around our massive health and wellbeing complex, the history of Bundaberg as handed down by the region's Ancestors is being told.

The work has been undertaken with Traditional Owner / Elders Uncle Raymond (Willy) Broome, Uncle Wayne Mothe, Uncle David Broome, Uncle Jason Brown, the late Aunty Cheri Yingaa Yavu-Kama-Harathunian (who passed away in December 2019) and the Taribelang Cultural Aboriginal Corporation's (TCAC)

Byron Broome and Nicole Tiger.

IWC General Manager Wayne Mulvany said: "This entire process and opportunity has been one in which much emotion and tears have come to the fore, with an outpouring of long-suppressed pain and suffering carried by Traditional Owners / Elders.

"During the consultations, it has been very evident that a great weight has been lifted from the First Nations custodians of this region."

Uncle Raymond (Willie) Broome said: "For the first time in my lifetime, the Taribelang Bunda have a Voice about our true history, and are able to honour our Ancestors for everybody to see. How can we have Reconciliation without truth? There has never been recognition of the blood

that has been shed. When we talk about the massacres, it was women, children and babies who were slaughtered. That is the truth and it is time to recognise this."

Each of the stories is told inside the building, on plaques created by IWC in consultation with Elders.

"We believe this is a first for Australia – a pictorial and written history of the stories of this region as told by the Elders," said IWC CEO Ara Harathunian.

"For hundreds of years, the history of this region has been from the perspective of Europeans. But we are now providing the true history, from knowledge passed down by our Ancestors."

Uncle Jason Brown said:

"This is an opportunity to reconcile to Creator Spirit and to family, past, present and future. The Ancestors will be looking down and proud. What IWC is doing is such a blessing to families and our communities."

Uncle Wayne Mothe said:

"This is the telling of the truth by Traditional Owners, and that is its real value. Finally, the Elders are being listened to. It is time the message is heard so we don't lose our real history."

This process has been one in which much emotion and tears have come to the fore, with an outpouring of long-suppressed pain and suffering by Traditional Owners / Elders.

It has been very evident that a great weight has been lifted from the First Nations custodians of this region.

- IWC General Manager Wayne Mulvany

Uncle David Broome said: "I feel very pleased that the reality about the Traditional Peoples is being recognised in the community. IWC has taken it onto themselves to involve us in what is happening here and presenting the truth about the area and its history. It's a visual recognition as well. It's here for everyone to see."

Byron Broome said: "I am very proud to be a part of this, and thank IWC for letting the truth out in such a different, honest and high-profile way. It is going to change a lot of perceptions in the community for the better. It's good to see community working with community to get such an outstanding result."

PROJECT THAT SUPPORTS RECONCILIATION

How the screens were created

The Elders identified the key locations and incidents captured in the pictorial screens, with a double screen being dedicated to Paddy's Island. From there, IWC commissioned local artist Jacky Poulter to develop the artworks that captured the oral histories passed down to the Traditional Owners through their An-

Right: The area known today as Goodnight Scrub.



The burial caves in the areas today known as Mt Perry.



The area known today as Kolan.



The area known today as Bingera Weir.



The area known today as Mon Repos.



The area known today as Burnett Heads.

ABORIGINAL TERMS OF REFERENCE

IWC's service is unique in that our organisational values are culturally defined because they are based on Aboriginal Terms of Reference (ATR). The principles espouse:

- Appreciation of Aboriginal diversity
- Reaffirmation of Aboriginal culture
- Confirmation of identity in the context of own Aboriginal environment
- Recognition of historical, cultural, political and economic realities
- Validation by group for assessment of achieving a negotiated standard
- Developing individual and collective options

ATR Definition

Aboriginal Terms of Reference (ATR) encompass the cultural knowledge, understanding and experiences that are associated with a commitment to Aboriginal ways of thinking, working and reflecting. ATR incorporates specific and implicit cultural values, beliefs and priorities from which Aboriginal standards

are derived, validated and practised. These standards vary according to the diverse range of cultural values, beliefs and priorities from within local settings and specific context ... (and) will be able to place terms and conditions on transactions in order to retain that which is important to their own lives"

(NRM 1997, p20: Cited in Yavu-Kama-Harathunian & Tomlin: 2007)

Cultural Philosophical Ethos

Underpinning the IWC ATR framework is a Cultural Philosophical Ethos (CPE) theory. CPE is that essential spiritual sense of knowing that underpins all that evolves from an individual's layers of understanding, histories, life experiences, knowledge, learning processes, beliefs, values, attitudes, motivations, awareness and sense of self as a human being who belongs to a particular cultural group. It is the storehouse housing their experiences, everything that gives them recognition for their sense of belonging and being part of a cultural group. It connects internal and external human experiences to their spiritual and cultural identity.

- Cheri Yingaa Yavu-Kama-Harathunian (1998)



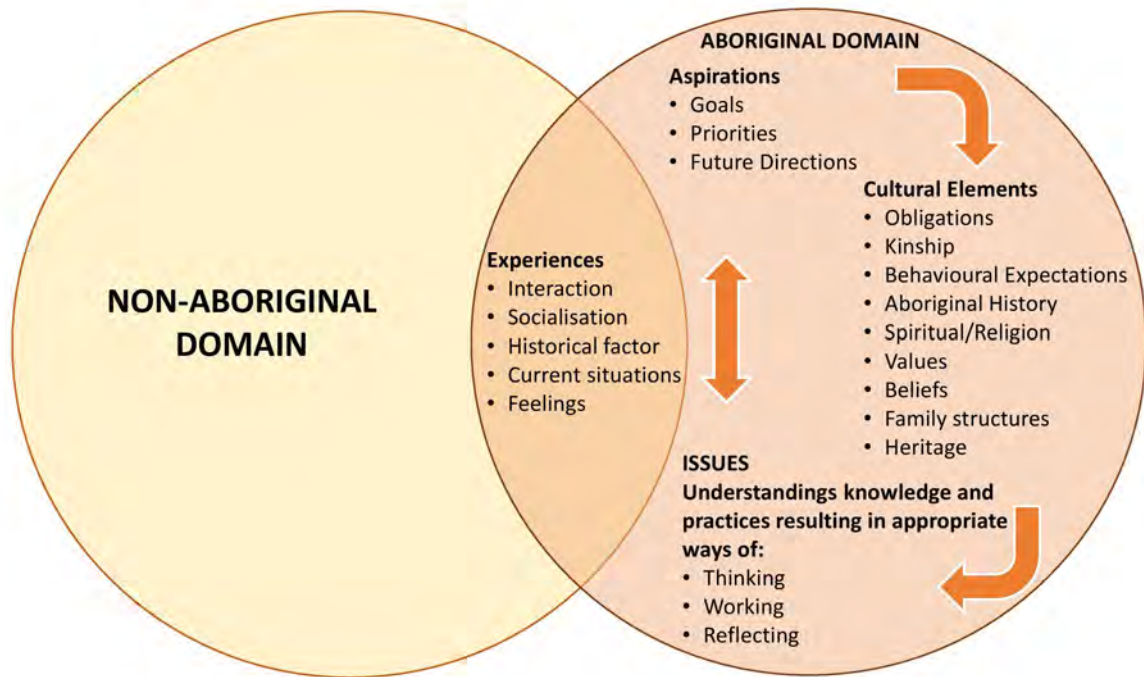
Above: Two paintings showing Paddy's Island, the scene of one of the bloody massacres in the region.

Left: The area today known as Kepnock East.

Right: The area known today as The Hummock.

Artworks by Jacky Poulter

Aboriginal Terms of Reference Conceptual Framework



Replicated from Aboriginal Community Management and Development Workbook, Workshop 2: Aboriginal Ways of 1, 1996, p.28.



'It is time the message is heard so we don't lose our real history.'

- Uncle Wayne Mothe



KEY ACHIEVEMENTS

\$18.7m

IWC had \$18,743,409 in total revenue in 2019-20 from grants and self-generated income. It employed 145 staff, with a focus on hiring from the communities it works within.

15,000

In 2019-20, the IWC client base expanded to 15,000. IWC also added new services to its portfolio, even after the onset of the COVID pandemic, including Occupational Therapy and Speech Pathology, in line with the needs of the community.



2002-03



2006-07



2009-10



2016-17



2017-18



2002-03: Bundaberg Burnett Community Development Employment Program opens. Precursor to IWC Ltd.

2006-07: IWC Health Arm is launched with seven staff. Advisory Council of Traditional Owners / Elders is established.

2012-13: IWC Medical Centre gains AGPAL accreditation.

IWC timeline

KEY ACHIEVEMENTS

\$19.8m

In 2019, IWC completed the \$19.8 million construction project to create Stage 2 of the IWC Health & Wellbeing Complex in Bundaberg. It received funding of \$7.4 million from the Australian Government's Building Better Regions Fund (BBRF).

137,713

In 2019-20, IWC delivered 137,713 Episodes of Care across its holistic model of care. The model, underpinned by an Aboriginal Terms of Reference, includes Medical & Health, Family & Community, and Cultural Healing services for Indigenous and non-Indigenous people.



2012-13



2014-15



2019-20



2014-15: IWC Health & Wellbeing Complex opens. Stage 1 Building wins awards for design and construction.

2017-18: IWC Medical Centre named national Aboriginal Medical Service of the Year. IWC on cover of PM's Closing the Gap report.

2019-20: IWC Stage 2 opened by Deputy PM. IWC wins Premier's Award in 2020 Queensland Reconciliation Awards.

NEW CENTRE FOR NORTH BURNETT REGION

IWC is helping the North Burnett build a brighter future through the delivery of a \$2.43 million Health & Wellbeing Community Centre.

The project got under way in 2020 with the clearing of the site in March, and it is due to be completed and the facility operational in 2021.

It is on the site of the former YMCA building in Fielding St, Gayndah.

The sports stadium also on the site has been retained and is being refurbished and updated.

The facility will create a culturally responsive, purpose-built facility incorporating:

- A holistic approach to the health and wellbeing of the Community.
- Allied Health / Specialist services that support early intervention and prevention, and management of chronic disease and complex conditions
- Community services, with an emphasis on building capacity.
- Disability services.
- Sporting activities, utilising the indoor stadium already on the site, with additional gym facility.
- Community events.

Importantly, it will mean many current services and treatments that require a five-hour round trip to Bundaberg can be delivered on the ground in Gayndah.

This project supports IWC's commitment to build community capacity.



Top picture: An artist's impression of the new IWC North Burnett Health & Wellbeing Community Centre.



Inset: The site is cleared in preparation for the construction, with the sports stadium preserved for upgrading and re-opening.

Wide range of services in North Burnett region to support the community

Despite the limited physical scale of the Gayndah clinic, the operations sit within IWC's holistic model of care and provides access to health and wellbeing services including:

- Support to attend general GP appointments
- Support to attend Allied Health / Specialist appointments
- Support to undergo the MBS 715 annual health check with a GP
- Family planning, antenatal care and postnatal follow-ups
- Health checks (age 0-elderly)
- Hearing checks for children and adults (as pictured, right)
- Cardiology
- Retinal eye scanning
- Ophthalmology
- Biomedical checks; Blood pressure, BMI, waist / hip ratio
- Dental
- Musculoskeletal conditions; pain, injuries
- Diabetes education
- Foot checks (podiatry)
- Blood sugar checks
- Dietetics
- ECG
- Endoscopy
- Colonoscopy
- Spirometry



Right: IWC conducts a Hearing Check at a North Burnett school



Retinal eye scanning is one of the services provided by the IWC North Burnett operations. An IWC client has an eye check at the Gayndah clinic.

IWC also delivers social and emotional wellbeing services:

- Home Care
- Advocacy with agencies
- Cultural supports and activities
- Healing Circle Work
- Mental Health supports - depression, anxiety
- Access to Alcohol & Other Drug supports
- Nursing home visits
- Mums & Bubs' Group

- Healthy eating and living education

IWC delivers information through the 18 schools in the region to children and adults, and offers hearing and health checks to students and their parents.

In addition, transport is provided to client to get to and from appointments and activities.

IWC delivers thousands of journeys a year across its operations because it knows the access barriers that exist for many because of transport issues.

IWC COMMITMENT SHINES THROUGH DURING ...



NOT BUSINESS AS USUAL, BUT MEDICAL SERVICES DIDN'T MISS A HEARTBEAT

WITH the COVID pandemic brutally hitting every sector of society after the global pandemic was declared in March 2020, IWC refused to budge in its commitment to provide consistent quality Primary Health Care and associated services within one of the most disadvantaged regions in Australia.

It was a battle that IWC, an Aboriginal community-controlled registered charity, took on without missing a heartbeat and then proceeded to steadily win.

It even added to its services in the months after the March lockdown

"Rather than pulling away, IWC Executive decided that we had to progress," said IWC General Manager Wayne Mulvany. "It hasn't been business as usual by a long way, and we had to put in a wide range of health procedures and various restrictions to protect our staff and our community.

"The financial imposts have also been huge. But you can't turn Primary Health Care off like a tap. People rely on us.

"We also had new, much-needed Allied Health services lined up for IWC in 2020 including Speech Pathology and Occupational Therapy and, if anything, COVID meant there was more need for these than ever.

"So we had to keep going and bring in the new services despite what did sometimes seem like insurmountable

odds. IWC's team has shown it can climb mountains to deliver community care."

IWC offers a holistic model of whole-of-person care set within an Aboriginal Terms of Reference framework and based on Reconciliatory principles.

"That means we are here for all people, without discrimination, and we recognise it is vital to take a whole-of-person approach to health and wellbeing – both physical and emotional wellbeing," he said.

Amid the COVID crisis, IWC picked up a prestigious prize – the Premier's Award in the Queensland Reconciliation Awards 2020.

IWC CEO Ara Harathunian said: "We are committed to Reconciliation in Action every day, and to have that recognition at a State level at this time of community emergency in particular meant a lot.

"We listen, and respond, to our communities and have continued to build the Voice of our First Nation peoples through regular consultations within COVID-safe environments.

"Isolation has been a major risk for people in our communities at this time, and we helped to address this by being here for our Traditional Owners and Elders and, with them, mapping out a positive future based on Reconciliatory principles."

WITHIN its holistic model of care, IWC operates an award-winning Medical Centre. All services delivered by IWC are culturally responsive, but the IWC Medical Centre also is the Aboriginal Medical Service for Bundaberg region. In 2016, it was named national Aboriginal Medical Centre of the Year by AGPAL (Australian General Practice Accreditation Ltd).

IWC offers smooth referrals and takes a “no wrong door” approach to accessing services.

IWC Medical Centre offers GPs, Registered Nurses, Enrolled Nurses, Indigenous Health Practitioners / Workers, and access to Specialist /

Allied Health Services including Endocrinology, Ophthalmology, Cardiology, Acupuncture, Midwifery, Psychology, Dietetics, Diabetes Education, Audiology, Podiatry and Physiotherapy.

The Stage 2 extension has expanded services further, including a rehabilitation lifestyle gymnasium incorporating Turkish Baths.

Dovetailing into the Medical Centre operations is the IWC Communities team, which offers an Alcohol & Other Drugs, Youth, and Families’ Wellbeing programs, and provides advocacy to patients / clients around access to social services.



IWC plays regular host to the Indigenous Cardiac Outreach Program (ICOP), which travels the state delivering services that otherwise would not be accessed by many in regions covered by IWC. ICOP is a specialist cardiac outreach service delivering point-of-care, diagnostic and cardiovascular disease screening to Aboriginal and Torres Strait Islander people and non-Indigenous people in Queensland. Services include chronic disease screening, tertiary-level cardiac consultations, echo-cardiography and stress testing. ICOP operates across 30-plus sites, covering more than half of Queensland’s area mass. It is based at the Prince Charles Hospital in Brisbane. IWC has been running ICOP sessions since November 2016, and has a full complement of 20 appointments each time the service arrives at the IWC Complex in Bundaberg.

Speech Pathology was one of the new services to join IWC’s holistic model of care 2020, despite the COVID crisis.



THE IDEAS Van started visiting the IWC Health & Wellbeing Complex in Bundaberg in early 2016.

Since then, hundreds of at-risk Indigenous people with diabetes in Bundaberg and North Burnett regions have undergone free retinal photography screening by IWC.

Many of those have been identified as requiring surgical or clinical treatment which led to a referral to the IDEAS Van service.



IDEAS stands for Indigenous Diabetes Eyes and Screening. IWC is the Aboriginal Medical Service for Bundaberg, and the only Indigenous Primary Health Care service in North Burnett region.

DENTAL PRACTICE DELIVERS EXCELLENCE



IWC Dental Practice is QIP accredited and has membership with the Australian Dental Association (ADA).

IWC Dental Practice continues to offer affordable, quality and compassionate care to all in the communities. Part of IWC from its early beginnings, IWC Dental has gone from strength to strength since taking up residence in the purpose-built suite of clinical rooms at the IWC Health & Wellbeing Complex.

It holds Quality Innovation Performance (QIP) Dental Practice Accreditation and membership of the Australian Dental Association.

QIP is Australia's most comprehensive not-for-profit accreditation agency

The practice sits within the IWC's holistic model of whole-of-person care, and delivers services without discrimination to all people, Indigenous and non-Indigenous. Services are affordable and welcoming.

IWC is multi-accredited, including AGPAL (Australian General Practice Accreditation Limited) and ISO:9001 Quality Assurance. IWC was the first Aboriginal community-controlled organisation in Queensland to achieve the ISO accreditation a decade ago, and has maintained it since. The ethos of the IWC Dental Practice reflects the organisation's charitable status.

A primary expectation on IWC Dental Practice is to provide affordable, client-centric dental care that offers patients choice and ownership of treatment.

As with all IWC services, the Dental Practice is culturally responsive.



Core goals of IWC Dental Practice are based on affordability, accessibility and compassionate care. This means a focus on relief of pain, treatment within an acceptable timeframe and achievement of a "dentally fit" state. This incorporates planning of treatment to match patients' financial capacity, provision of competent, courteous service, and an empathetic consultation to identify patients' desired outcomes. IWC Dental Practice works to support patients in understanding that care choices belong to them. This is an important part of empowerment.



IWC Gym (above) is suitable for all fitness levels and works alongside Pivot21's services of Dietetics (above) and Physiotherapy (left).

GYM OFFERS TRANSFORMATION FOR ALL

TO MEET the emerging needs of the Bundaberg community, IWC created within its Stage 2 expansion opened in late 2019 a Rehabilitation gymnasium, complete with steam rooms, massage chairs and studio for classes such as Pilates and yoga.

IWC Gym opened in December 2019, with state-of-the-art Precor strength machines designed with ease-of-use and flowing, precise motion in mind. This reduces risk of injury significantly and is ideal for safely toning and strengthening muscles.

There are male and female steam rooms, ideal for those who are looking to recover after a workout; loosen stiff joints; improve circulation; assist respiratory health and; burn calories.

The Gym has been a long-term goal for IWC, and the focus on incorporating rehabilitation and holistic wellness

principles is central to its future. This welcoming space was designed to incorporate external sessions such as Yoga, Tai Chi and Allied Health education sessions.

This central area of the Gym features concertina doors which can turn it into a private studio, complemented by a large projector screen.

IWC Gym has been designed as a place for people of all abilities.

For those who don't have any experience in a commercial gym environment it's very non-threatening with easy equipment to use. There's something for everyone.

The gym facility works alongside IWC's Dietetics and Physiotherapy services, which sit under the organisation's Pivot21 banner.



BUILDING CAPACITY IN OUR COMMUNITIES

All year round, IWC's Communities team works on the ground providing supports and guidance when and where it is most needed.

It advocates for individuals and families, works with schools and agencies, and shares donations of food, blankets, clothing and toiletries across the region. This arm of IWC includes an Alcohol & Other Drugs (AOD) program, Youth Program, Families' Wellbeing services, Integrated Team Care (ITC) to support First Nation peoples with chronic disease and Home Care. The Communities team runs Men's and Women's Groups, and an Elders' Group. IWC also puts an emphasis on education, providing school supplies and supporting Indigenous student academic events and initiatives.



Top: Yarning circles involving Elders are held.

Left: The Communities team collects donations of bread from Coles and provides it each Monday at the IWC Health & Wellbeing Complex, and to North Burnett clients.

Above: IWC supports Indigenous students in achieving their academic and employment goals.



Above: IWC's Home Care services provide regular social activity days and events as well as providing essential supports that help frail and elderly people continue to live in their own home.



RESOURCES MOVE ONTO AN ONLINE STAGE

WITH National Reconciliation Week 2020 falling during the COVID lockdown, as an Aboriginal community-driven organisation IWC took steps to ensure the national event stayed firmly on the radar for its communities.

Due to the pandemic, IWC was unable to invite the usual crowds to its Health & Wellbeing Complex in Bundaberg or to hold events at its other facilities. So it took Reconciliation Week online.

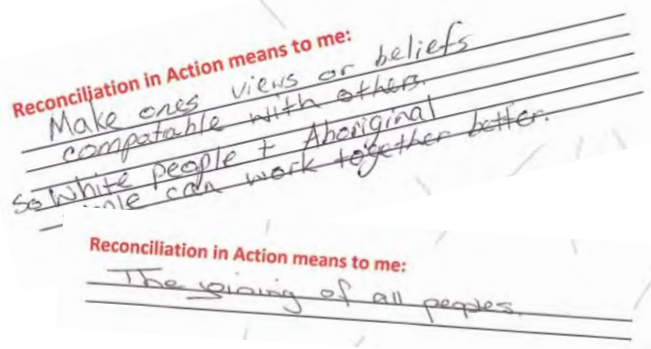
“Reconciliation in Action is embedded in IWC operations all year round, and on our website you will find a range of resources which share First Nation culture with everyone in our communities,” said IWC CEO Ara Harathunian.

The new resources were launched at the start of the national week of celebration, which had the theme of *In This Together*. But while they went “live” on June 27, there was never any intention of removing them again. In fact, IWC is committed to steadily building the online resources.

For the 2020 event, IWC launched a range of web pages including information on:

- The 80m-long pictorial screens that wrap the building, and the artworks used to create them.
- Healing Circle Work.
- Cultural Responsiveness Training.
- Aboriginal Art.
- First Nation language.
- Sand Stories.

“The content is strongly visual, with videos to watch and posters to download,” said Mr Harathunian. “We have a virtual tour of the pictorial screens and the artworks, which is an Australian first, and also of the



www.iwc.org.au/cultural-resources

permanent display of Indigenous artefacts, which is the largest in the region.”

The IWC website introduced a new page titled “Honouring the Stories”, which contains interviews with Traditional Owners and Elders about their personal journeys and thoughts.

Mr Harathunian said: “Reconciliation in Action means sharing wisdom and knowledge between Indigenous and non-Indigenous peoples, and the Voice of Aboriginal and Torres Strait Islander peoples in our communities is now be-

Uncle Wayne Mothe, IWC screens

Uncle Wayne Mothe, Chairman of the Taribelang Aboriginal Community

0:16 / 1:15

Language poster produced in partnership with TCAC.

Videos, downloadable posters and interviews with Elders are available on the site, along with information about Healing Circle Work and traditions such as Smoking Ceremonies.

GETTING THE REGION ON BOARD WITH NDIS

IWC took on the role of Local Area Coordinator (LAC) for the National Disability Insurance Scheme (NDIS) in the Bundaberg region at the start of 2017. It was then, and still is, the only Aboriginal community-controlled organisation in Australia to hold an NDIS LAC contract.

IWC's first NDIS community engagement activities started in April 2017. IWC worked alongside the National Disability Insurance Agency (NDIA) to prepare the community and key stakeholders for the sweeping change the NDIS would soon bring.

While fully committed to engaging the whole population around NDIS, IWC was well positioned to engage and empower First Nation peoples within the scheme. The Bundaberg region was fortunate to have an LAC that began preparation for first plans three months in advance, which gave local participants the opportunity to be part of one of the smoother rollouts of the national scheme.

IWC used a range of strategies, setting up regular engagement centres in Gin Gin, Childers, Woodgate, Bargara and Bundaberg itself. These would later be focused on hubs at Childers, Gin Gin and Bundaberg, each open to enquiries from the public twice per week.



As the Bundaberg region Local Area Coordinator for the NDIS, IWC collaborates across all sectors of the region. In this initiative in November 2019, Duffy's buses and IWC opened up transport pathways for people with disability.

What this meant for the community was there were opportunities to engage with an IWC LAC throughout the working week.

This ongoing engagement throughout the week was supported by IWC involvement at community events across the region, with IWC stepping up to support existing events and organisations as they brought the NDIS message to their respective communities.

IWC also held First Nation-specific events involving yarning sessions, a ancient Aboriginal method of sharing knowledge. For the whole population, it ran a "chatstop" trailer which it could take anywhere and create an inclusive "pop-up" environment in-

cluding a barbeque and cup of tea. Since 2017, the community's understanding of the NDIS in Bundaberg region has increased dramatically, and IWC has been at the forefront of that change. It has had a large and active team, including First Nation employees, to provide a safe and trusted environment in which individuals and families could learn about the scheme at their own pace. For some, a brief conversation in the community has been enough to get them started on their journey. For others, multiple meetings with IWC's LAC team have been the catalyst for a successful application for access to the NDIS, or connection with mainstream supports.

Taking the Voice on First Nation people and the NDIS to the national stage

IN OCTOBER 2019, IWC co-hosted with Indigenous Conference Services the 2nd *National NDIS Conference: Doing it the First People Way*.

It brought together Aboriginal Australian, American Indian and New Zealand Maori speakers.

The National Disability Insurance Scheme has been a big step forward for all in our communities, but especially so for the Aboriginal and Torres Strait Islanders because there have been so many cultural barriers around disability for a long time.

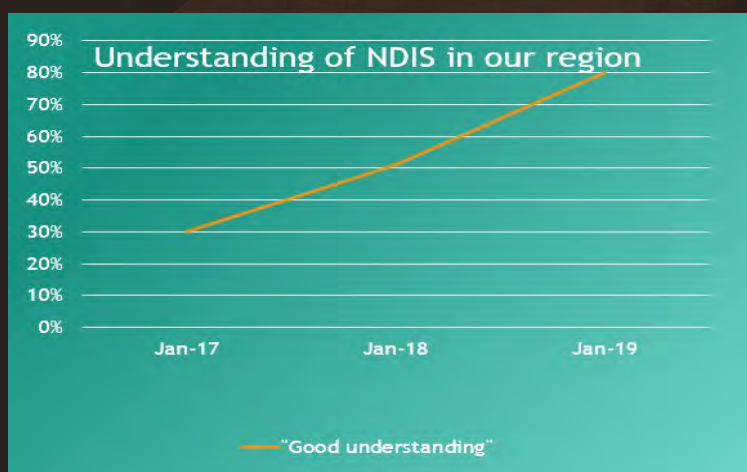
Clinical Psychologists Dr Joseph B. Stone and Dr Amber Logan spoke at the conference along with IWC

NDIS First Nation employees. Dr Stone is an Annsakapi-Pikuni (Blackfeet) and Lakota tribal member who formerly was Chief of Behavioral Health at the Gallup Indian Medical Center, the US's largest Native hospital-based mental health program. Dr Logan is a Māori of Kahungunu descent and has lectured and presented in North America, including the University of Washington and Harvard University, as well as in Australia and New Zealand.

IWC also has co-hosted national conferences on social issues including First Nation substance abuse and Indigenous chronic disease.

ACTIONS TO IMPROVE ENGAGEMENT OF FIRST NATION PEOPLES IN THE NDIS

- Recognise there cannot be a “one size fit all” approach
- Employ Indigenous staff with cultural links
- Practise Cultural Responsiveness including following appropriate protocols
- Be proactive
- Be prepared to spend time to “yarn” so as to build rapport and understanding
- Understand that outsourcing initiatives will not resolve engagement issues
- Involve Aboriginal and Torres Strait Islander representatives in the design of programs and initiatives to be deployed within Indigenous communities
- Educate children and communities around First Nation history, and current practices / protocols



94%

of survey respondents believe the NDIS is improving the lives of people with disability

- NDIS in Bundaberg Survey, January 2019

Below: In October 2019 IWC co-hosted a national conference relating to First Nation peoples and the NDIS.



**2ND NATIONAL NDIS CONFERENCE
DOING IT THE FIRST PEOPLE WAY**



ANCIENT WISDOMS NOW BEING SHARED THROUGH 21st CENTURY TECHNOLOGIES

THE delivery of Cultural Healing services by IWC in partnership with Kultchafi Services includes e-learning options.

Using the well-known Moodle platform, used by many academic institutions, IWC has developed a delivery method that can take cultural education across the nation, and the globe.

In this way, the ancient Aboriginal wisdoms that sit within the Cultural Healing education and training can be shared widely using modern technology.

It can be accessed through the IWC website www.iwc.org.au, through the www.Kultchafi.com.au website and via a dedicated e-learning site at www.culturalhealing.com.au

IWC Cultural Healing services include:

- Cultural Responsiveness Training (CRT)
- Healing Circle Work (HCW)
- Healing Circle Work Facilitator Training
- Gentle Footprints
- Gentle Footprints Facilitator Training
- Cultural Education in schools and at events
- Permanent display of Indigenous artefacts at IWC complex

Gentle Footprints build understanding around identity

Gentle Footprints offers a pathway in understanding personal and cultural identity in today's world. It is for:

- Youth who face confusion and uncertainty around their gender, culture, identity and heritage
- Adults who want to nurture bonds of communication with, and build the capacity of, youth in their communities
- Adults who want to take the first steps towards Healing Circle Work

Delivered in partnership with Kultchafi Services

CULTURAL RESPONSIVENESS TRAINING DRAWS ON ANCIENT ABORIGINAL PROCESS

IWC Cultural Responsiveness Training (CRT) delivers a contextualised learning environment that provides participants with real-life scenarios, or vignettes. Participants acquire practical knowledge and understanding of how to apply their learnings directly into their work environment. Cultural Responsiveness Training evolves from ancient Aboriginal experiential learning processes. It is a humbling transformational approach to sharing wisdoms and knowledges of how to best approach work practice across different cultures. CRT exposes the cultural nuances of different World Views often overlooked by pre-conceived ideas of what is important and valuable to know and understand. It articulates an individual's practice whereby their skills and abilities are the focus of how to and why a certain process is implemented when engaging with others who are not of the same culture. CRT ensures that the interchange is respectful, equal and compassionate so that dialogue that honours the cultures maintains participants' integrity. It creates a safe space whereby

Sign up for CRT training online through the web booking form at:

www.iwc.org.au/culturalhealing

You can sign up a group, or as an individual.

Step 2:

Create your user name and login. You will have access to the training for six weeks. A baseline survey will mark the start of your training.



Step 3:

Go through the modules at your own pace. There are videos, short quizzes, voiced real-life vignettes and opportunities to reflect. There also are a range of resources available with supporting information.

Step 4:

Complete the modules.

Step 5:

Certificate of Completion is provided.



Small sample only of topics only

a participant learns how to self-reflect meditatively about their practices in a positive manner that highlights any deficit requiring adjustment or adaptation. CRT is not static. It shifts paradigms

to deeper levels of understanding whereby participants translate information and knowledge into wisdoms that are innovative, practice-oriented and based within further development of their skills and abilities.

Healing Circle Work is intensive, and therapeutic outcomes manifest

Healing Circle Work (HCW) is intensive work. It is not a therapy but therapeutic outcomes manifest. It demonstrates Aboriginal Cultural ways of doing business. Participants are motivated to deal with trauma and life challenges with honesty, integrity, trustworthiness, respectfulness, decency and fairness to themselves and others.

Entering a Healing Circle is suitable for addressing:

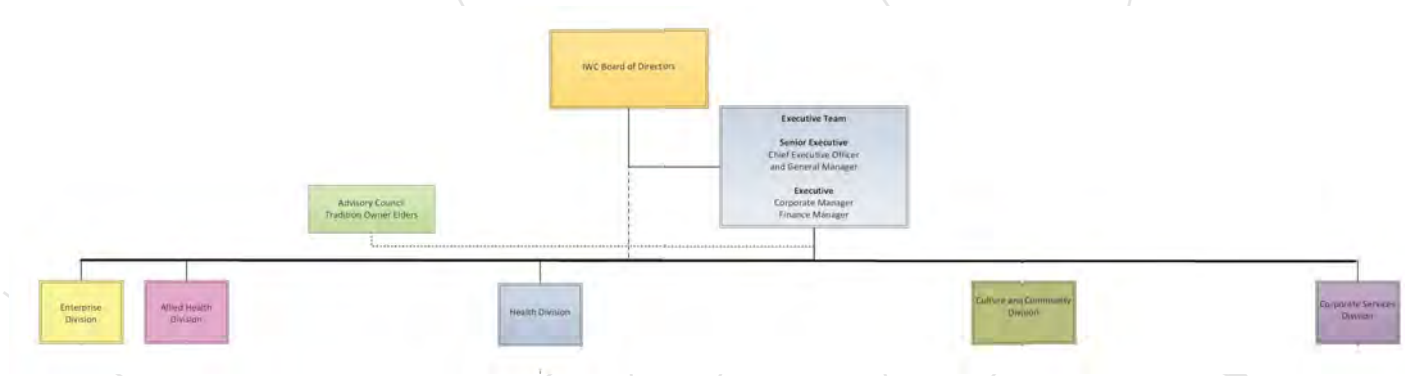
- Stolen Generation trauma
- Displacement
- Abuse

- Isolation
- Alcohol and other substance abuse and addiction
- Domestic and Family Violence
- Gender issues

On completing a Healing Circle, some participants may be eligible to go on to become a Healing Circle Work facilitator.

Additional training is available through IWC and Kultchafi Services to do so.

ORGANISATIONAL PROFILE



Accreditations and exemptions

- ISO 9001:2015 (since 2010)
- AGPAL 2016-19 (since 2012)
- QIP (Quality Innovation Performance) 2018-21
- Human Quality Services HSQ Standards for Community services
- Human Quality Services HSQ Standards for Disability services
- Registered with the Australian Securities and Investment Commission.
- Registered with the Australian Charities and Not-for-profit Commission
- Disability Service Standards CSTDA NMDS Codes
- Home Care, Aged Care Provider
- Radiation Apparatus/X-Ray approvals (and others)
- Home Care Quality Standards
- Queensland Health Quality Framework Exemption
- Approved family counselling organisation under Family Law Amendment (Shared Parental Responsibility) Act 2008

Registered business names

Indigenous Wellbeing Centre
IWC Australia
Integrated Wellbeing Care
First Nation Business Institute
Voice of Reconciliation
IWC Dental Practice
IWC Campfires

Guava Café
Pivot21
IWC Gym
LifeAware
Healing Circle Work
Aboriginal Terms of Reference
Murri Care



ORGANISATIONAL PROFILE

Senior Executive

CEO Ara Harathunian

General Manager Wayne Mulvany

Executive

Corporate Manager Leanne Connors

Finance Manager April Pattinson

Registered offices

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15 McLean St, Bundaberg, Qld, 4670

Cnr Gordon and Pineapple Sts, Gayndah, Qld 4670



April Pattinson



Wayne Mulvany



Ara Harathunian



Leanne Connors

Cultural Advisors

Uncle Stirling Eggmolesse

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: ASIC

IWC would like to acknowledge its stakeholder funding departments and agencies:

Department of Prime Minister & Cabinet

Department of Health

Queensland Health



Australian Government



Queensland Government



INDIGENOUS
LAND CORPORATION



The Pharmacy
Guild of Australia

Queensland

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Bundaberg, Qld 4670**

Health & Wellbeing

**184 Barolin St
Bundaberg, Qld 4670**

Family & Community 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**

Multidisciplinary Care Team and Home Care, North Burnett

**Cnr Gordon and Pineapple sts, Gayndah,
Qld 4625**



IWC is a non-government, Aboriginal Community-Controlled organisation dedicated to delivering Reconciliation in Action across Australia.

IWC provides services for all without discrimination, with a focus on Indigenous, disadvantaged, at-risk, vulnerable and frail 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



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iwc.org.au



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IWCLtd

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