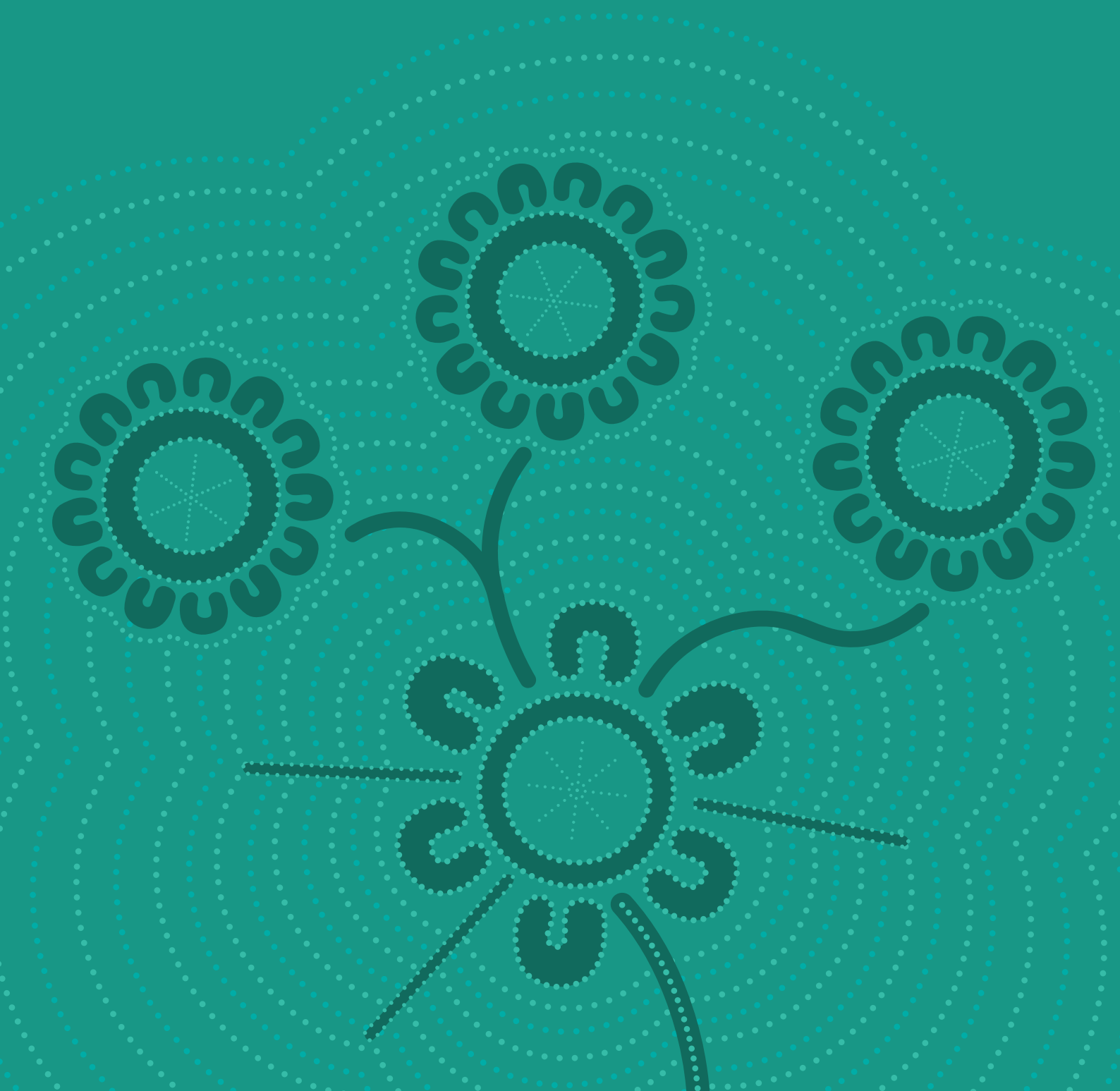




# Annual Report

Year ending 30th June 2022



Title: Annual Report for Year Ending 30<sup>th</sup> June 2022  
Document Code: MK44869.4308680556V1

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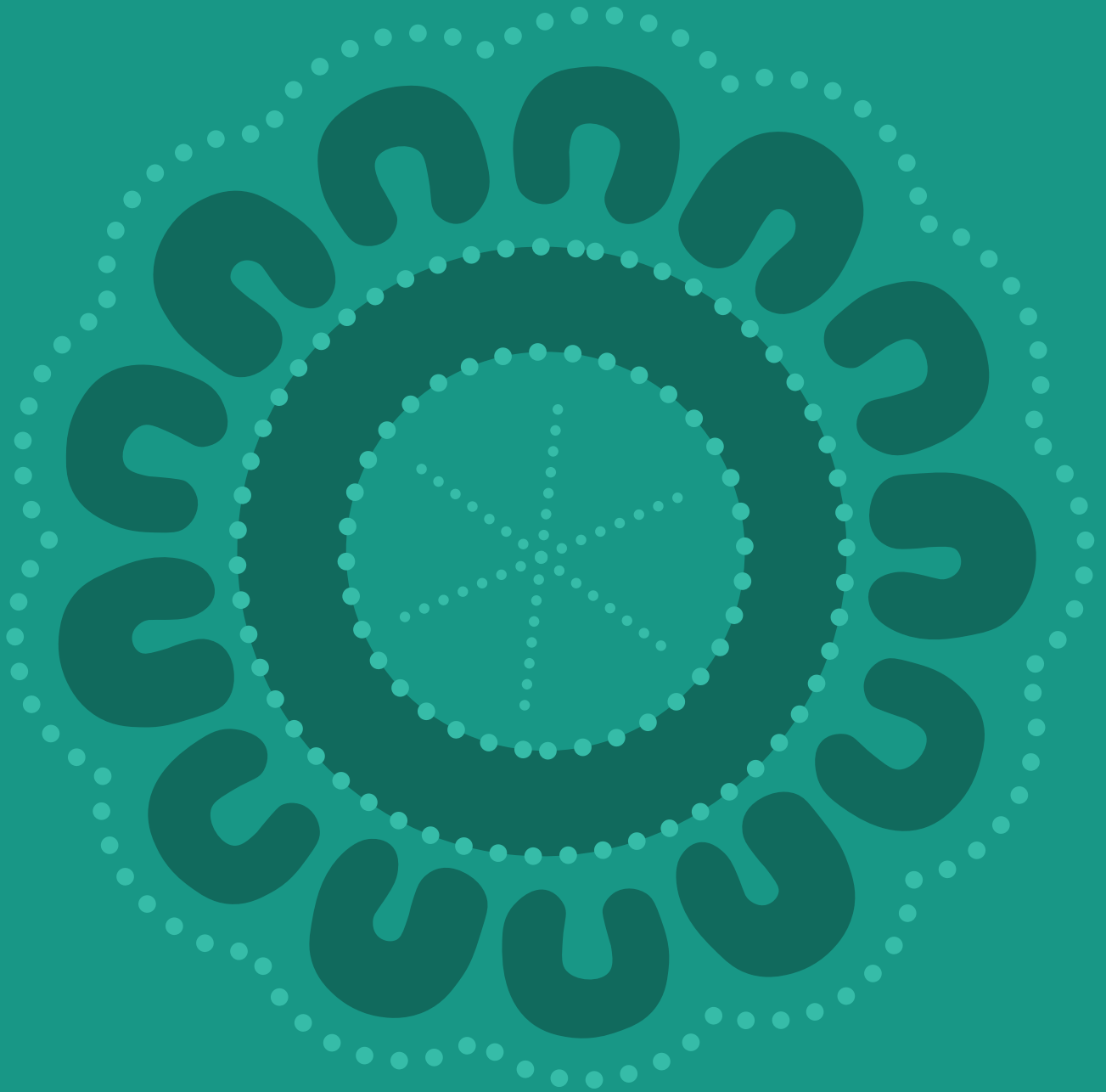
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IWC Content is strictly informational and should not be considered medical advice. See a certified medical professional for diagnosis and treatment recommendations. All information in this document is correct as at November 2022.





**We acknowledge the Traditional Owners and those along the songlines. We join our people in honouring Elders past, present, and emerging who practice and share the beauty of cultural, spiritual and educational customs.**

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# Message from the Board

## **On behalf of the Board of Directors (Board) of the Indigenous Wellbeing Centre Ltd (IWC), welcome to the Annual Report for the Financial Year ending 30<sup>th</sup> June 2022.**


The past year has brought mental and emotional fatigue to many in our community, due to the COVID-19 Pandemic. The organisation is indebted to our staff, supporters, partners and funders, all of whom have demonstrated continued compassion toward people in need. Despite the numerous challenges of responding to COVID-19, we are grateful to the Creator Spirit that all our services and programs have continued to be safely delivered in the communities we serve.

The Board is particularly proud of our organisation's response in keeping people safe. Providing services for the highest good is at the heart of everything we do, and we have ensured that our work environment remains safe for our staff and those we serve. All members of our team are fully vaccinated.

Some highlights of IWC's progress in the last year, include:

- Expansion of services within Bundaberg and the North Burnett regions' structures, capabilities, and resources to positively respond to the increasing needs of the communities.
- Purchase of a General Practice in Gayndah, allowing for services to continue.
- \$3 million in self-generated and Medicare income, reinvesting these funds in additional primary health care services, dental treatment, youth services, expanded allied health services, and chronic disease self management programs.
- Continued to be the Local Area Coordinator for National Disability Insurance Scheme (NDIS), and support services were provided to NDIS participants and their families.
- Provided 144,351 episodes of care to patients/clients that covered a land mass of 26,101 square kilometres.

We wish to acknowledge and thank the support of our Elder Councils, Strategic Partners, and Members. Our commitment to work collectively is the strength of our services, and while we continue to invest in each other - as a Community Controlled Health Service - we will continue to meet the challenges ahead of us. To the dedicated staff of the IWC, we express our sincere gratitude for your hard work and commitment to improving the health and wellbeing of our families and communities.



**Mr. Ara Harathunian**  
On behalf of the Board

# Message from the CEO

**The 2021/2022 Financial Year has been a difficult time in wading through tumultuous changes resulting from the Pandemic (COVID-19 virus) and its impact on our capacity to provide services. Whilst the year commenced as a follow-on from the previous financial period, the uncertainty of the virus and potential threats became a reality to the community's health and wellbeing.**

From July 2021, challenges to maintain a safe and secure workplace began to increase. IWC continued to monitor escalating risks, in line with State Government Health Directives, including a mandated vaccination requirement in December 2021, the implementation of which proved difficult with short notice periods.

On top of this, in January 2022 the Wide Bay Region was announced as a "high risk" area, with further restrictions. Both as a community-based organisation and from a business perspective, this posed operational difficulties. The impacts were enormous, to say the least, including but not limited to:

- Maintaining staffing numbers and attendance at work.
- Maintaining a safe environment for all.
- Staff fatigue
- Adjusting services to provide a mix of face-to-face and telehealth/indirect appointments
- Conducting screening activities and applying PPE gear and heightened hygiene levels drained staffing resources
- Service capacity limitations
- Reduced contact with the community

Nonetheless, IWC remained operable and applied practical solutions to combat these limitations. IWC estimates that almost 70% or more of our time and efforts were pandemic-focused. Towards the end of this financial period, it was liberating to see some relief from the heights of the Pandemic risk and gradually move forward out of the worst part of the crisis situation to date.

The Pandemic has touched everyone, whether it has effected them physically, socially, emotionally or mentally (or some combination thereof). Many people have missed out on the usual, vital health services

and checks, with periods of isolation leading to lost time in our lives. Hopefully, as we continue to come out of the Pandemic and see easing restrictions, we will see recovery for all.

I thank our staff for their hard work and commitment during the last year, as this has been the most difficult of times faced by many.

It is not all bad news - during the last year, IWC has been able to make substantial progress and build upon:

- Recruitment of additional health professionals
- Completion of an organisational re-structure
- Securing a temporary and interim General Practice service site in Gayndah
- Working towards the completion of and soon-to-be-realised IWC Staff Training Package and Capability Framework. This will also continue to improve staff skills and abilities, as well as provide pathways to leadership
- Releasing a new Business Plan, fundamental to our Strategic Direction

IWC has maintained strong levels of governance and management during these testing times, and along with the other outcomes listed, this strengthens IWC to emerge from the Pandemic in a solid position for the future.



**Mr. Wayne Mulvany**  
Chief Executive Officer





# Board of Directors



**Aunty Lurlene  
Henderson**



**Ara Harathunian**



**Uncle Stirling  
Eggmolesse**



**Scott Webb**



**Aunty Jenny  
Springham**

# Executive Team



**Wayne Mulvany**

Chief Executive Officer



**Ara Harathunian**

Manager Strategy &  
Governance



**Kathy Clarke**

Chief Operations Officer



**April Pattinson**

Chief Financial Officer



**Ryan Mulvany**

Business Services  
Manager



# Our Vision

We aim to be the optimal service of choice transforming lives “where communities matter”.

# Our Mission

To transform the health and wellbeing of communities underpinned by a holistic service approach. Our services consider whole of person wellbeing and is culturally appropriate, affordable and available to all.

# Our Values



**Embrace Culture & Spirituality**



**Transform & Empower Everyday**



**Integrity & Respect**



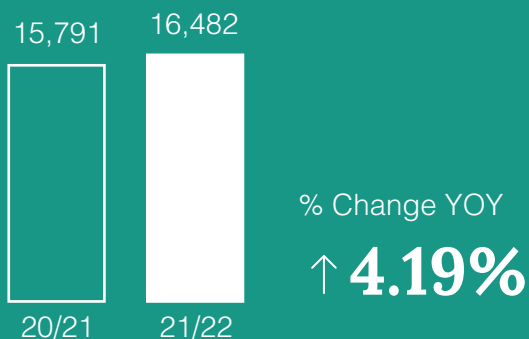
**Quality for the Highest Good**



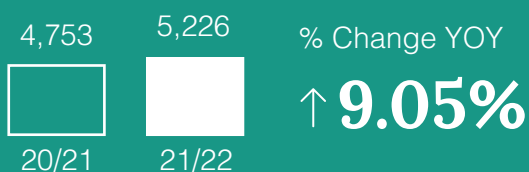
# Highlights

## Our Customers

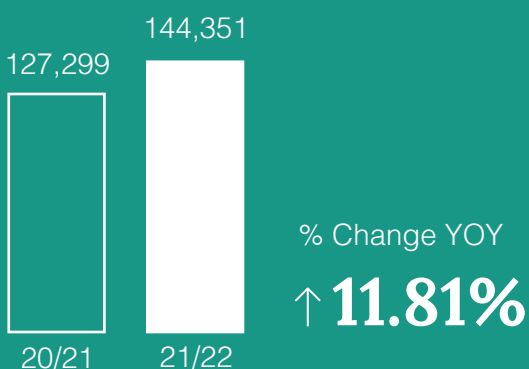
### No. of Patients/Customers



### No. of First Nations Customers



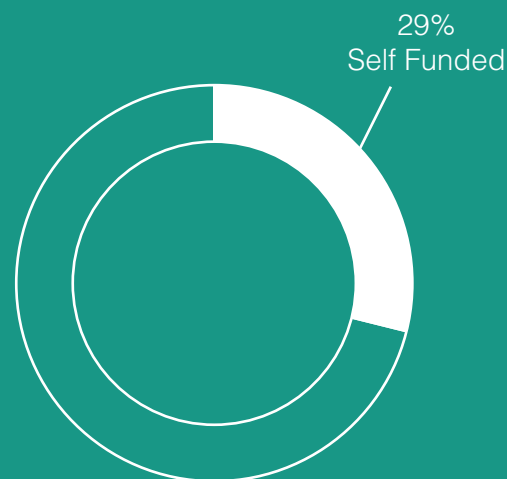
### Episodes of Care



## Our Organisation

### Total Revenue

**\$15,533,778**



### Net Profit (Reinvested)

**3.87%**

### Current Ratio (Liquidity)

**1.45**

# IWC Brand gets a Refresh

**Having been almost 9 years since the Indigenous Wellbeing Centre rebranded to “IWC” with an updated logo, the organisation’s new Marketing Team got to work on giving the brand a bit of a refresh with a new set of Brand Identity Guidelines.**

Brand Identity Guidelines are a set of rules, standards and guides used by an organisation to ensure that the visual and non-visual components (e.g. language) of a brand are consistent across people/teams, channels, and media. They cover topics like fonts/typography, colours, tone-of-voice, visuals, and other elements which make up the ‘identity’ of a brand.

In the time since the original rebrand in 2013, IWC has continued to grow and evolve, with a growing list of programs, services, and adjacent brands (e.g. Pivot 21) falling under the IWC umbrella. With this in mind, the team felt that the brand was overdue for some attention. With our Marketing Team now managing a comprehensive set of Brand Identity Guidelines, IWC is equipped with the necessary tools and resources to effectively adapt and grow with the business and our customers.

Outside of the evident need for a little freshen up, the main objective of the Project was to ensure the brand could be presented consistently to its customers, stakeholders, and the wider community. By introducing this new approach to managing our brand, the team aims to build a stronger and more consistent/memorable connection with our customers and communities.

This brings us to the design theme of this year’s Annual Report - *connection*. Real connection is the cornerstone of the IWC brand. Connection to community, connection to culture and spirituality, connection to our people (in and out of the organisation), and connection to quality healthcare that endeavours to transform lives.

While there has been no real change to the brand’s logo, you’ll notice some differences in this year’s Annual Report with the use of updated font, colours, language, imagery and visual elements. This new

look and feel will begin to extend its reach out to commercials, advertising, general customer communications, and our stationery and forms, as the Marketing Team works through their extensive list of Projects planned for the 22/23 Financial Year.

Keep an eye out for some exciting Marketing and Brand updates being delivered in the coming year to build a more *connected* customer experience.





# Brand Identity Guidelines

Version 2 | July 2022



Transform &  
Power Everyday



Quality for the  
Best Good

## Where We Fit

### Challenge

Much of our nation's healthcare has been designed to provide intervention for immediate concerns which threaten our health. In addition, many healthcare services, particularly in regional communities, have not been designed to support First Nations, vulnerable or disadvantaged people.

### Solution

IWC provides a welcoming environment in regional communities, hosting a range of accessible services and programs which actively encourage, promote and prioritise the whole-of-person health and happiness of people in our communities. We use an approach that delivers services through a strong quality framework centred around our patients - not the business.

### Result

With IWC, you're more connected with your whole wellbeing (not just your physical health). You have a safe, accessible and welcoming space where you can prioritise your wellbeing everyday on your journey to health and happiness. You have a community, a family, a mob of friendly, compassionate, down-to-earth and caring people to share your journey with. By focussing on our patients, we increase return attendance and assist in reducing late intervention health concerns.









# The Future of our Community

## An Indigenous Youth Intervention program is here.

In 2021, when the Safer Communities Grant tender opened, IWC was excited to see attention on public safety, youth crime and anti-social behaviour. Through the collections of our experience and the data available from public health, education and the QLD Department of Justice, the results that could be achieved were clear.

The available data showed there was a greater need to intervene for Indigenous Youth in the region, to foster positive transformation in their lives.

IWC's experience in our communities with disproportionately impacted youth laid the foundations for a program co-designed by our Communities team with specific focus on increasing community engagement, employment and education for at-risk First Nations youth.

The framework of the program is comprised of two streams of service:

- a block program, and
- individual case management.

The program has been influenced by our experience as an organisation working with vulnerable and disadvantaged community members in our Social, Health, and Wellbeing programs; Local Area Coordination; primary health care; and our work across communities.

The block program is limited to 12 participants per program and includes activities focused on Culture (Sharing of Knowledge, Dreamtime, kinship, Welcome to Country, hunting/gathering and traditions), valuable life skills, family connections, along with physical and mental health.

The individual case management pathway will run adjacent to the block program. Those referrals that are deemed eligible for individual case management will have further support through re-engagement with education, stable living arrangements, family,

employment, health care access and participation in social and community activities.

The program aims to have at-risk youth improving engagement with education, work-ready programs and the community, while also decreasing anti-social behaviour and engagement in criminal activities.

The implementation of this program comes with a strong focus on quality data collection in order to effectively measure the success of the program and evaluate participant outcomes.

This program has been introduced to the services offered at IWC in line with the strategic direction of the organisation.

# Safewill Partnership

**Safewill is an online Will-writing platform designed to make the process of writing a will accessible for all Australians, allowing them to safeguard their life's work.**

Having a will in place ensures that you have a plan for your assets in the event of you passing. Without a will in place, organising your estate can be an additional emotional and mentally distressing situation in an already grief-stricken time for your loved ones. It can cause friction and disagreements around what you would want, causing fractures in relationships at a time that uniting in comfort together is more important.

There is a disconnect between Traditional Indigenous practices and the intestacy laws in Australia. The best way to combat these differences, is for First Nations peoples to have a will in place to ensure the proper distribution of assets, and a burial place organised for the deceased.

To support the strategic direction of the organisation in maximising services available for Indigenous peoples, IWC has secured a 5 year partnership with Safewill that allows us to offer unlimited free wills for Indigenous peoples. There is also an allocation to offer 125 free wills to non-Indigenous members of the community.

Members of the Social, Health and Wellbeing Team will receive training to assist members of the community in utilising the Safewill platform to generate their will, ensuring that the community is getting the highest level of benefit from this partnership.

The partnership also prompts anyone accessing the service from IWC's referral to leave a bequest to our organisation in their will. This is not a requirement of creating their will through our Safewill partnership, merely an option available to them.



# Home Care Changes Lives

**“We get to know our clients, we keep an eye on them, we notice if they need extra support and we offer that as much as we can.” - Ashley Pollitt, Home Care Manager.**

The IWC Home Care service has been established for over a decade now, supporting the elderly community through one-on-one social support, domestic assistance, home maintenance, allied health, flexible respite and group social support. But over the last 2 years, it has become increasingly clear that the support this program offers (in reducing isolation of participants), is the most valuable.

The group social program is run every Monday and Thursday. Monday's meetings focus on an activity - painting, sewing or other crafty, hands-on activities - with a light lunch served. Thursdays are the bigger days - with morning tea, lunch and afternoon sweets served throughout the day. The activities on Thursdays range from Sports Days and bingo to visits from Dietitians for cooking classes or Physiotherapist visits, to outings - like this month's trip to Woodgate.

Running these social support groups is important with Home Care Manager, Ashley Pollitt saying “getting seniors out of the house and into a social setting helps prevent isolation and depression. Mondays are great for a real hands-on activity for them, and Thursdays are such a great social day. Sometimes the planned activity for Thursdays doesn't even happen because everyone is busy catching up, chatting and just socialising together. It's really great to see.”

Beyond the planned social program, the act of having a support worker visit is also going a long way in ensuring the elderly of our community don't become isolated and withdrawn. “Their faces light up when one of our team walks in their doors. There's a real joy there in having someone keep them company, even just for a little while.” Ashley explained.

This has also led to fostering a bond between our

carers and their clients, meaning the support we are offering is really meaningful. Ashley concludes, “The work we are doing, is changing these people's lives.”





# A Focus on Women's Health

**Women's Health is often a taboo subject - spoken about in whispers and hidden behind closed doors. This needs to change. In the last year, IWC has embarked on a number of initiatives to support and promote women's health and wellbeing services.**

## **Pivot 21 Launches Antenatal Classes**

Women's Health Physiotherapist, Danielle Wieland has teamed up with Accredited Practising Dietitian, Gina Horne, to run an Antenatal Class program through Pivot 21.

The class is a unique offering in the Bundaberg area, with no other business offering pregnancy education from a Physiotherapy and Dietetics perspective.

The inception of this program is a passion project for Danielle, as she wants to see the women of Bundaberg be in their best health and enjoying their pregnancy journey.

## **Yeah the Girlz - Women's Wellness Wednesday**

Spreading the word about the availability of Women's Health services at IWC, became a priority of the team. It was identified that women's health was not only a trending subject, but an underserved need in the Bundaberg community.

The idea for a Women's Health Open Day spawned the event 'Yeah, the Girlz' a Women's Wellness Wednesday consisting of presentations from Dr. Alicia Kohn on contraceptive options, specifically the benefits of IUDs, a Pelvic Floor Health Session from Danielle Wieland, and Intuitive Eating session with Gina Horn, Accredited Practising Dietitian, and a mindfulness and journalling session with Skye Wilson, Provisional Psychologist.

Every guest received a Gift Bag filled with product samples, information about the health services available and other items supplied by event Sponsors - the Happy Snack Company and Booty and the Beast Fitness. Splitters Farm, Serenity Skin Spa, and Salon on Sims also supplied lucky door prizes in the way of a Family Farm Pass, Facial Package and Product Packs, respectively.

Lunch was included in the Free event, and guests also received a cookie as a treat from the Diet and Nutrition team - highlighting their message of everything in moderation over restrictive dieting.

In addition to these sessions, the 50 women attending the event would have access to meet and greet with Dietitians, Diabetes Educators, Midwife and Indigenous Health Practitioners. Along with a free lunch, access to a 15 min session in the IWC massage chairs and a pass to return to try the Gym Steam Rooms was also provided.



### **IUD Clinic**

Access and knowledge of available birth control options and the levels of effectiveness of each option can be a struggle for some women. In an effort to ensure access for all to the highest recommended birth control method - the hormonal IUD (Mirena), Dr. Alicia Kohn has opened a clinic offering Mirena insertion to patients of the IWC Medical Centre.

The Mirena has a 99% effectiveness rate and less risk of side effects than most other mainstream birth control readily prescribed. Having a clinic available that offers the women of Bundaberg access to this form of birth control, increases a woman's ability to have bodily autonomy and make informed decisions about what is best for her, and her family.

### **Brothers Aston Villa Soccer Club Sponsorship**

For the year of 2022, IWC Sponsored the Brother's Aston Villa Football Club - a local women's soccer team.

Throughout the relationship, members of the team had access to the IWC Gym to stay fit and ready for game action, while also being assessed by Danielle prior to the season starting, ensuring their physical health was in top game-ready shape.

### **Gayndah Women's Health Clinic**

In further supporting access to Women's Health services, IWC Gayndah Medical Practice has opened its doors to the QLD Health, Mobile Women's Health Service, allowing the women of Gayndah to see a Women's Health practitioner, including receiving cervical smears.



# NDIS Capacity Building

**As Local Area Coordinators (LAC) for the NDIS, IWC now have over 2,300 participants that engage with our team throughout their plan period. A big part of the role as the Partner in the Community, however, is to ensure that identified gaps are being addressed with focused Community Capacity Building activities.**

Partners work with the community and other mainstream services to promote inclusion and deliver improved outcomes for people with a disability. An inclusive community benefits everyone, not only those with a disability, and by celebrating what makes people unique, this helps cultivate a resilient and responsive community that can respond to the needs and challenges that arise.

Our LAC team connect and collaborate with community groups, local businesses, peer networks, local government, health services and advocacy groups through identified activities to ensure that the people with a disability are being heard. The following activities have highlighted a successful year in this space.

## **Mental Health Awareness**

The goal of this project was to work with Bundaberg Mental Health to establish resources and better engagement of people with a mental health diagnosis. IWC has assisted in connecting the NDIS employed Psychosocial Recovery Coaches with key contacts at Bundaberg Mental Health and this has led to the establishment of the Recovery Coach Network.

This network meets bi-monthly to participate in training and networking to ensure a collaborative approach is taken with addressing the needs of people who have a mental health diagnosis. The IWC Team participate in these meetings and will continue to promote awareness through further activities next year.

## **Employability EmployME Event**

Employment provides people with a sense of self-worth and satisfaction. The IWC Team speak to their participants about employment opportunities frequently and this was identified as another area of

focus in the last 12 months. The team has worked hard to coordinate and will facilitate an event that aims to bring participants looking for work, providers and local business together to explore employment opportunities.

The IWC Team are excited about this and it will cap off an amazing journey in the employment space. The connections that have been made in the community with local businesses and providers will ensure that there is an ongoing collaborative approach towards people discovery.

## **Join the Club**

Inclusivity in sport remains a major obstacle for a lot of young people and hinders participation rates. The IWC Team acknowledged that this was a gap that we could look to assist in addressing by sharing our knowledge and experiences. 'Join the Club' aims to promote inclusivity with organisations and assist in making change for the inclusion of people of All-Abilities in their groups or teams.

Our team shares resources and often attends organisations to talk about inclusive practices. The IWC Team look forward to seeing the positive change this may make as we progress into the new sporting seasons in the New Year.

Overall, it was an amazing year of highlights for the IWC Local Area Coordination Team. The collaboration and promotion of inclusivity is always at the forefront of what we do and the success through the above activities and other support was evident.





# Pinnacle Learning and Development

## Transformation through growth and learning.

IWC has partnered with Pinnacle Group Australia to design a refreshed organisational capability framework and learning and development program. Workplaces have evolved dramatically since the impacts of COVID-19 and IWC is no exception. We saw an opportunity to implement an initiative designed to provide clarity for our people on the capabilities expected at IWC.

The two-part project first focused on the capabilities required to work at IWC and deliver meaningful outcomes for clients and patients. The framework included consultation with staff at all levels and was designed by our people, for our people.

The second part of the project which is still underway, is the development of a learning and development program that supports our staff to continue building and developing new skills during their employment. IWC is committed to delivering high-quality services for our clients and the learning modules will support our quality-centred approach to continuous improvements.

As an employer, we understand how difficult it is for staff, particularly with families, to engage in outside

work education. This program allows staff to learn at work in a structured manner aligned with our specific organisational needs.

We are also really excited about the incorporation of Cultural Leadership and Organisational Heritage into the program. We are committed to expand on the practice of cultural responsiveness across our entire workforce to ensure the organisation's origins and core values are embedded in our people for generations to come.

This initiative will achieve long-term outcomes for our organisation and support our position as a leading employer of choice across the region. The project will also provide our First Nations staff opportunities to build their capacity and capabilities across the organisation and provide a platform for progress into roles with increased responsibilities within IWC.

2022 has been a period of growth and transformation, and we are confident this initiative will serve as a catalyst to further progress IWC's place as a pioneer and leader, not only in First Nation's Healthcare, but health and community services in general.





# Women in Unity Win NAIDOC Award

**On July 5, at the Bundaberg District NAIDOC Awards, Women in Unity, an Indigenous Womens organisation, took home the Innovation award.**

Born from the IWC Women's program, "Women in Unity" is a group formed by Auntie Jenny Springham (who also took home Female Elder of the Year at the local NAIDOC Awards) 6 years ago. Working within the Women's program, Auntie Jenny recognised that there was an opportunity for the group to grow beyond what the IWC women's program offered, and build a community of women who fostered connection, with each other, with history, culture and country.

The foundations of the group are to connect, empower and support.

Connection is the strongest pillar the group operates on. Gathering weekly to yarn and share, young and old, Indigenous and non-Indigenous come together to hear stories, histories, and learn culture. The young learn from the Elders, embraced in a traditional activity in a modern setting.

While they yarn, they make jewellery, beading necklaces, bracelets, and earrings and knit scarfs - all of which they will sell at conferences and in the community as a source of income to support their activities.

They embark on outings together - from attending concerts such as Jimmy Barnes, to visiting culturally significant landmarks and locations in the local area.

They've created a safe space to visit - a space free from judgement, where everyone in the room believes in lifting up the person beside them. Encouraging dreams, expanding skillsets and individual decisions.

Beyond their goals of fostering connections and empowering their members, the group offers support in all of its forms.

By holding gatherings, attending events and other activities, they are offering social support, ensuring elder members have a reason to get out and

about in the community and avoid isolation. They offer emotional support in the culture they have cultivated.

Overall, this is a group of women who value being together, uniting in what makes them similar, and in their differences, embracing their cultural traditions and the transformations of what they now look like from passing time.



# Stakeholder Directory

**IWC has extensive networks including, but not limited to the following:**

## A

AARLI  
Aboriginal and Torres Strait Islander Legal Services  
Australian Hearing

## B

Bunya Mountains Aboriginal Corporation

## C

Centacare  
Child Safety

## E

Edon Place Women's DV Service

## F

Family and Child Connect

## G

Gidarjil Development Corporation

## I

IWC National Council of Elders  
Insight AOD Education Service

## L

Larrakia Nation Aboriginal Corporation  
Lateral Love Australia  
Lonweigh Aboriginal Corporation

## P

Primary Health Network  
Probation & Parole

## Q

Queensland University of Technology

## R

Remote Vocational Training Scheme

## S

Salvation Army  
St. Vincent De Paul

## U

Uniting Care  
UQ Rural Clinical School

## W

Wide Bay Hospital and Health Service  
Wide Bay TAFE  
Wide Bay Women's Health Service



# Organisational Profile

## Registered Offices

### Corporate Office

184 Barolin Street  
Bundaberg QLD 4670

### Home Care Services

15 McLean Street  
Bundaberg QLD 4670

### Gayndah Health & Wellbeing

24 Fielding Street  
Gayndah QLD 4625

### Gayndah Medical (Temporary)

4 Queen Street  
Gayndah QLD 4625

## Accreditations & Exemptions

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

## Registered Business Names

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

## Cultural Advisors

- Ara 'Julga' Harathunian
- Uncle Stirling Eggmolesse
- Aunty Jenny Springham
- IWC Advisory Council of Elders and Regional Communities

## 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  
Department of Industry, Science & Resources



Australian Government



The Pharmacy  
Guild of Australia







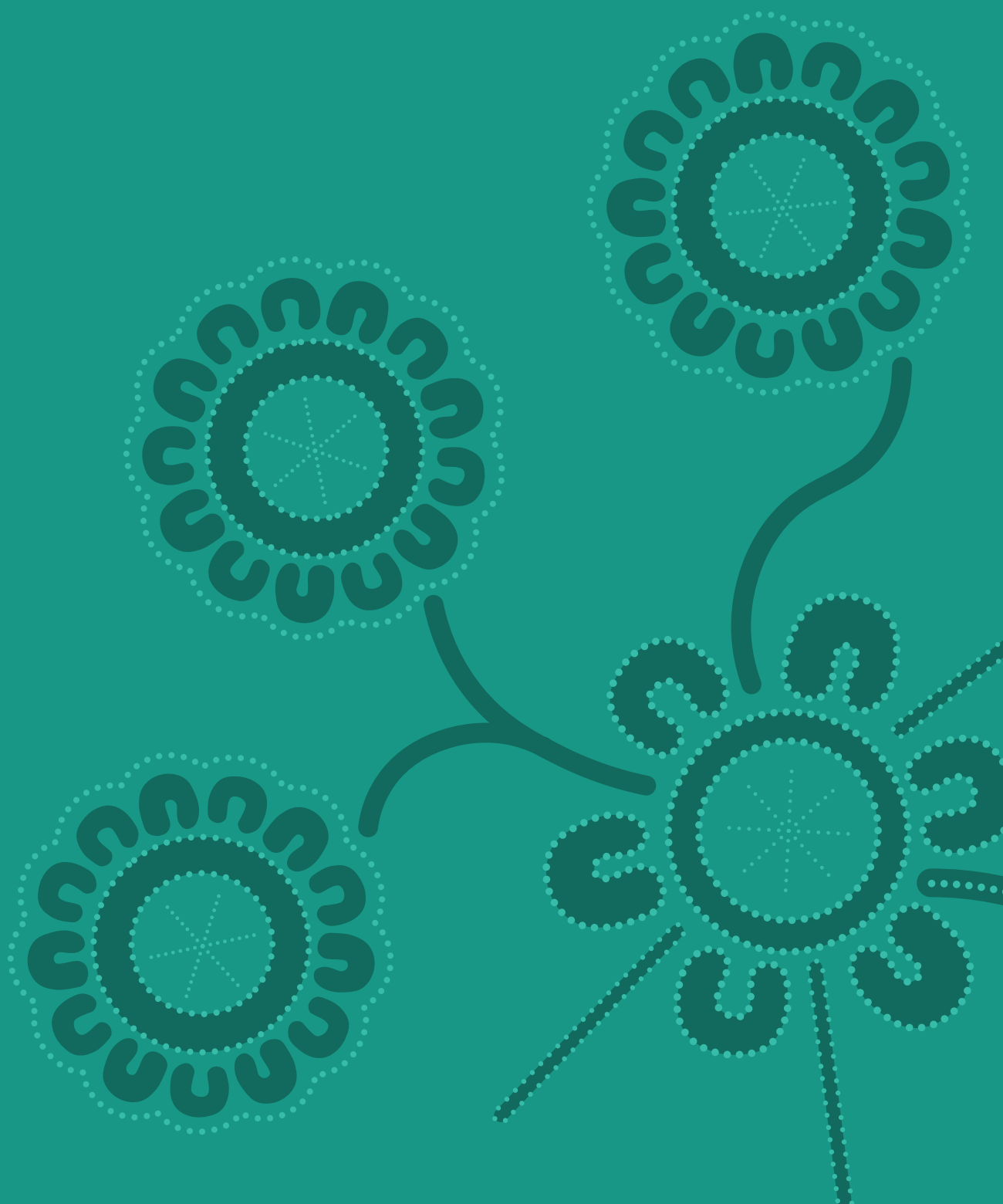








**IWC is where communities **matter**. It's a meeting place, a safe space to connect, a doorway to improved health and wellbeing, a community, and a family. Everyone is welcome at IWC!**





# Where communities **matter.**

[www.iwc.org.au](http://www.iwc.org.au)

All information in this document is correct as at November 2022

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