



Annual Impact Report

Year ending 30th June 2023



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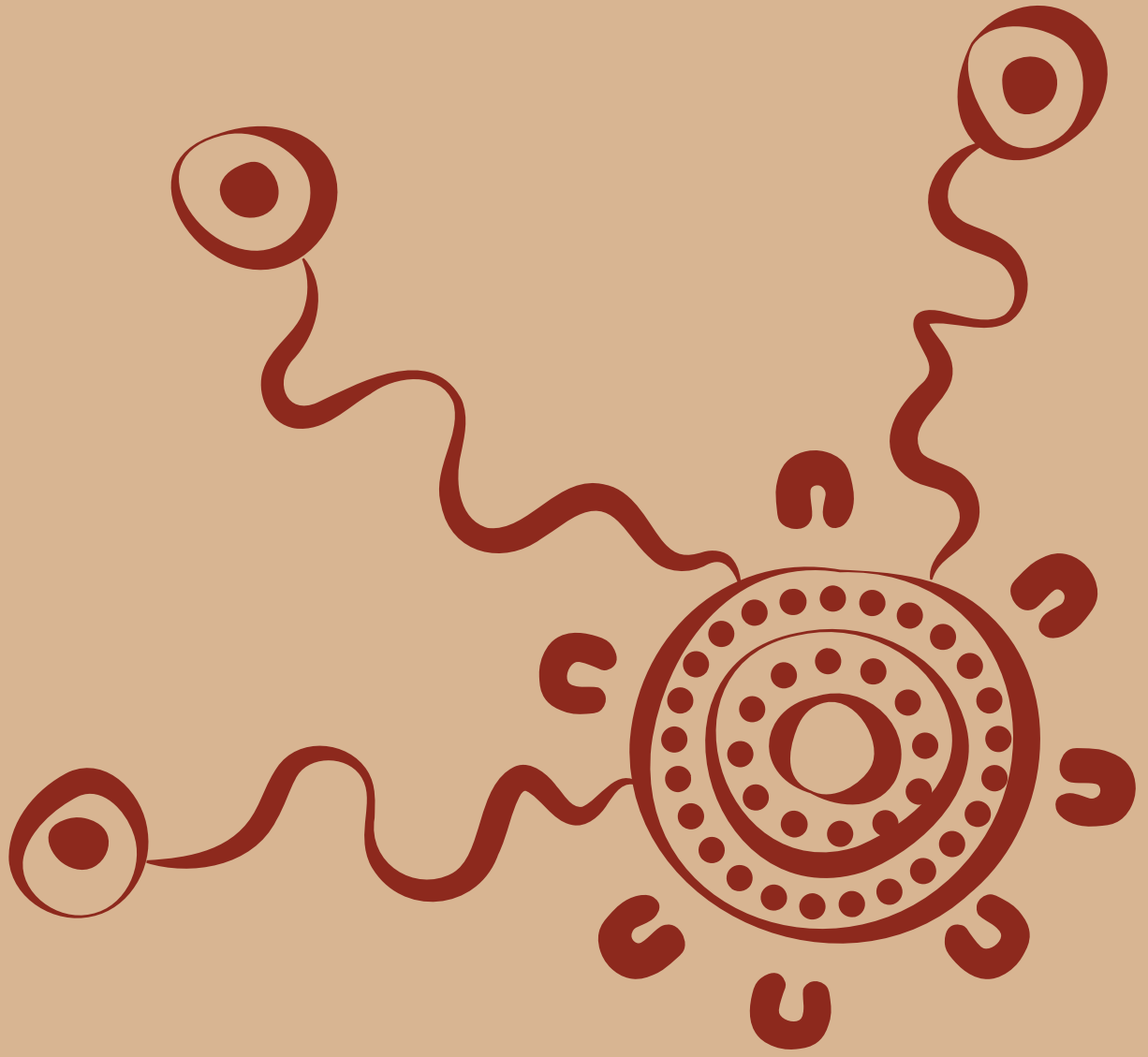
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Coming Back to Country

The theme for this year's Annual (Impact) Report, Coming Back to Country, holds deep significance with our First Nations community.

In culture, the term Country does not just refer to the land. It doesn't just refer to a place or any commonly associated noun in the English language. A person's connection to Country is at a higher level of importance and explains a sense of belonging and identity. A connection to Country is an interconnected relationship between a person's spiritual identity and the land, earth, sea, air, animals, family, and community. It is a greater understanding of the world around us and how it's connected.

In traditional healing practises a connection to Country, along with community involvement and cultural identity, are critical components for healing. When Country is believed to be sick, the people often feel sick as well - and vice versa.

In recent times, when members of our team have engaged with our local community, we've been made aware of a growing sense and feeling of disconnection - as though their connection to community and culture is fading. A member of our Men's Group recently shared his concerns about our beautiful culture that is disappearing with each generation, describing a feeling of sadness and loss.

Recognising this, we are starting this Financial Year with a goal to invite our communities to reconnect with Country with the support of IWC. The artwork shown throughout this Annual Impact Report has been designed to act as a form of Message Stick, sending out a message to everyone in our local communities to help us all return to Country for healing.



Cultural Acknowledgement

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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Board of Directors



Ara Harathunian

Family & Skin connections to Kabi Kabi, Taribelang Bunda, Gooreng Gooreng, Wongi, Noongar and Martu
Director for 13 Years



Aunty Lurlene Henderson

Kabi Kabi & Wakka Wakka
Director for 7 Years



Uncle Stirling Eggmolesse

Gurang
Director for 20 Years



Aunty Jenny Springham

Gurang
Director for 2 Years



Scott Webb

Director for 6 Years



Executive Team



Wayne Mulvany

Chief Executive Officer



Kathy Clarke

Chief Operations Officer



April Pattinson

Chief Financial Officer



Ryan Mulvany

Business Services Manager



Message from the Board

On behalf of IWC and the Board of Directors, welcome to our annual report for the 2022-23 financial year.

This report sums up another pivotal year for the organisation. Last year we updated our strategic plan as part of a consolidation process. This year, we began putting our plan into action. It is exciting and promising to see the development of the organisation and how it reflects our commitment to being a nation-leading organisation that serves our community through action.

In late October 2022, IWC partnered with the National Centre of Aboriginal and Torres Strait Islander Wellbeing Research team at ANU. The research project focused on hearing from our patients and community directly about chronic disease management and what quality care looked like to them. It is critical that our communities have a voice and control over how services are designed and delivered. It is wonderful to be part of a project that emphasises that voice and recognises the expertise of our First Nation's people.

A common piece of feedback throughout the project was that our community feel like IWC is their hub, their meeting spot. Over the past year, we have focused on delivering events and activities that bring our mob together. Covid halted some of these activities, so it is wonderful to be organising and presenting events that are designed to bring our mob together and celebrate our organisation. IWC's community events were highly attended and brought about a sense of community and connection. These events help us connect with our patients and clients, but also create new connections and relationships. The birth of these relationships is critical in building trust with our people and increasing engagement. It was not surprising to see such large increases in First Nation's patients over the year because of these efforts.

IWC launched our learning and development program "Wings" this year. The program demonstrates our commitment to building the capacity of our organisation and developing

tomorrow's leaders. The program supports staff to develop leadership qualities, regardless of their position. It is critical to develop paths for our First Nation's staff to empower our staff and ensure their voice is heard. We believe in walking alongside our staff on their journey.

The reopening of our Gayndah Healthcare Facility is another key milestone for this year. It allows us to fulfil our obligation to the Elders of North Burnett by investing on their country. Access to quality services and employment opportunities support ownership and belonging and are critical steps to allow our mob to heal.

IWC prides itself on walking the talk. We are deeply connected to our community and are committed to making a real difference. The Board of Directors value and acknowledge the contributions of the staff in making this a great organisation and we look forward to continuing working with staff and the communities our footprint is in.



Mr. Ara Harathunian
On behalf of the Board



Message from the CEO

I am proud to share our results over the past year with you and celebrate some of our major achievements. The past 12 months have seen our lives return to some form of normality following the Covid-19 Pandemic. It has provided us with the opportunity to re-engage with our communities in meaningful ways and continue building for the future of our regions.

We pride ourselves on being a changemaker in the healthcare sector and a leader amongst AMSs (Aboriginal Medical Services). We believe in providing equitable, accessible, and quality services that achieve real outcomes. Our efforts over the past year further support our position as an industry leader. Our workforce continues to grow in size, capabilities and diversity. The accumulation of highly skilled and professional staff supports our ability to provide high-quality health and community services to our communities.

The AGPAL (Australian General Practice Accreditation Ltd) accreditation process this year highlighted the values of IWC. AGPAL conducts independent surveys capturing patient experience and satisfaction and our results were breathtaking. IWC scored above the national average on 26 out of 28 measures. The survey benchmarks services against open-market medical services, not just AMSs. IWC has been pioneering a new future for AMSs, where we recognise that ACCHOs (Aboriginal Community Controlled Health Organisations) are often boxed in, over-controlled and disempowered. We have always challenged why First Nations people should have a second-rate health service, and our results are proof that AMS's can break the status quo and offer industry-leading services.

We were excited to reopen our amazing multi-health facility in Gayndah this year. We have been working hard and fighting tirelessly to get the centre repaired and reopened to the public. The North Burnett is an amazing community, they are a big part of our family. The facility is incredibly important to the region, and we are expecting to regain regular operations by the end of this calendar year. We were also successful in gaining funding to build accommodations to support our efforts to attract and retain skilled health professionals in the region. This demonstrates

our commitment to making a real and sustainable difference across the North Burnett.

Finally, we recognise that our people are what differentiates us. Our workforce is dedicated, passionate and motivated to make a difference. It's no secret that many in the healthcare sector have experienced fatigue over the past few years. Our staff are no exception. They have been working tirelessly to ensure continuity of services and that our community is cared for. We appreciate their efforts and passion for our community. Our patients and clients make all the effort worth it. We have an outstanding community and seeing their smiles and hearing their laughs throughout our corridors motivate us to continue our journey of transformation.



Mr. Wayne Mulvany
Chief Executive Officer

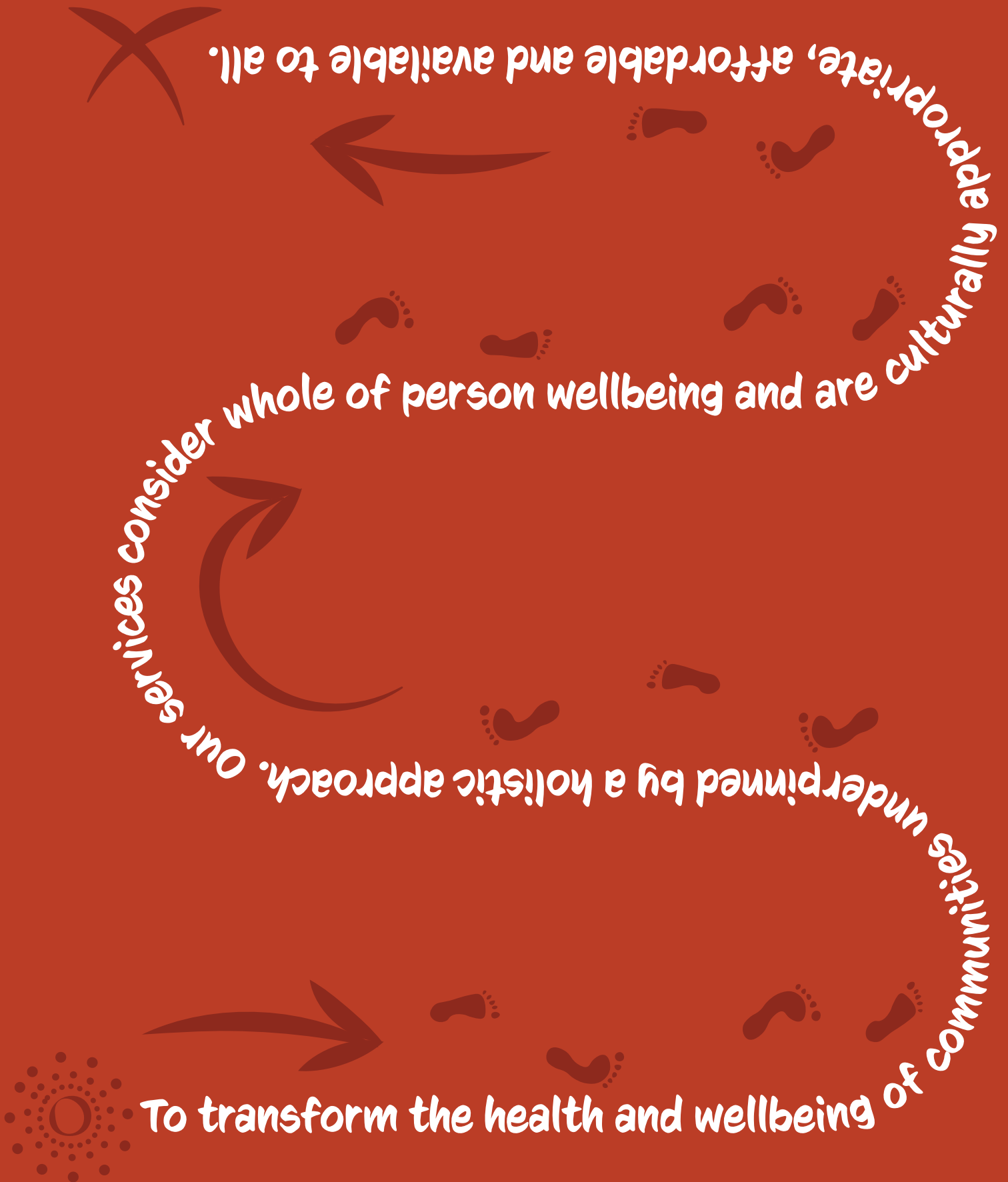
Where communities matter.

Our Vision

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

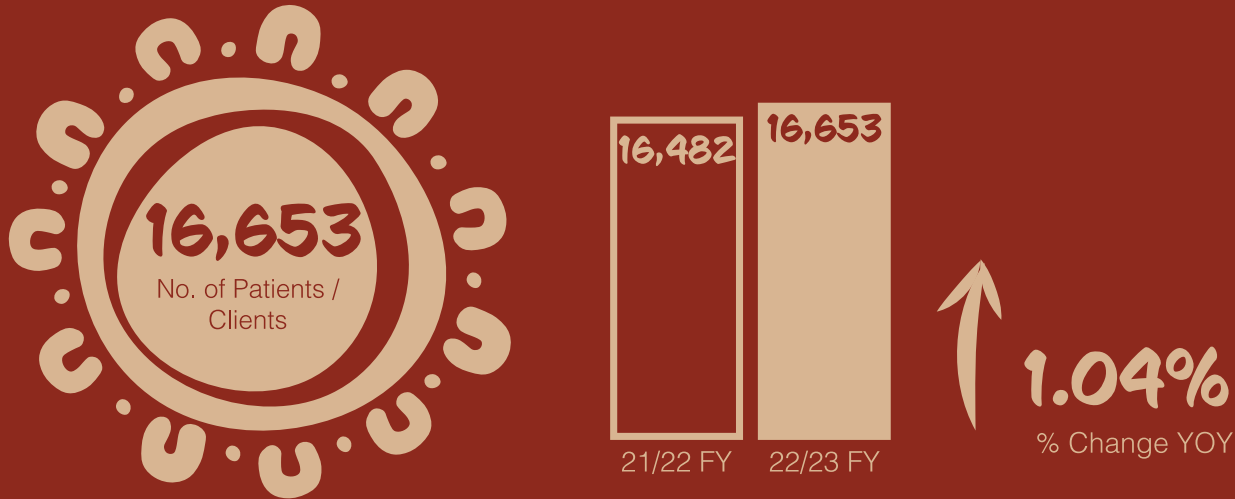


Our Journey



Highlights

Total Clients / Patients



First Nations Clients / Patients



Other Key Highlights



First Start Trainee Program

IWC, as an industry leader committed to excellence and growth, reached another significant milestone on our journey to nurture a dynamic and diverse workforce of skilled professionals.

In the first half of the financial year, we were successful in receiving support from Skilling Queensland's First Start program to provide employment opportunities to aspiring young professionals from our First Nations community.

The First Start program provides support to local councils and community-based organisations to employ trainees. Through the program, IWC provides employment and a supportive workplace and environment for trainees, while they complete their nationally-recognised qualifications.

As an Aboriginal Community controlled organisation and Primary Healthcare provider, IWC aims to improve the health and wellbeing of our community. However, we recognise that our journey extends

beyond delivering exceptional healthcare services. It encompasses the empowerment of individuals with skills and opportunities needed for our organisation to thrive. With the support of the First Start program, we seized the opportunity to participate in a transformative initiative, aligned with our values.

Each enthusiastic trainee comes to us with a fresh perspective and unique set of skills to enrich their respective roles. As these individuals continue to learn and grow with the organisation, they become valuable assets, not only to our organisation, but to the broader community.

Our success in securing support from Skilling Queensland's First Start Program would not have been possible without the collaborative efforts of all stakeholders involved, both within and outside our organisation. We also recognise the amazing effort and dedication already displayed by our trainees over this short term.

The investment made in nurturing local talent through the program, will undoubtedly benefit the community well into the future, as the next generation of professionals emerge to support the health and wellbeing of our people.

“

When I found out about the IWC traineeship, I felt it would be a great next step to gain a qualification that can lead to further career opportunities.

- Trainee

”



Restoring Vision & Empowering Communities

The St John Eye Van made its highly anticipated return to IWC Bundaberg, bringing renewed hope and vision to our community.

After a two-year interruption due to the challenges posed by the Covid-19 pandemic, this special partnership between St John Eye Van and IWC is once again providing specialised eye care to our community.

The St John Eye Van, a fully equipped mobile ophthalmic specialist centre, is dedicated to ensuring equal access to quality eye care for all, regardless of location. Our shared objective is to significantly reduce blindness and visual impairment among First Nations Peoples. This meaningful collaboration allows us to bridge the gap in healthcare and extend essential eye health services to regional communities.

Through a special telehealth model, patients can now receive diagnoses and treatment in the familiar surroundings of their own community. This innovative approach not only saves valuable time and expenses but also provides a comforting and inclusive experience for our patients - receiving specialised eye care without the burden of extensive travel, time constraints, cultural understanding, or financial strain.

A key focus of the St John Eye Van is to address the three most common complications of diabetes prevalent within the Indigenous population: refractive change, cataract, and diabetic retinopathy.

These conditions contribute to vision loss among our First Nations community. However, with the help of the Eye Van's team of skilled ophthalmologists, supported by state-of-the-art equipment and pharmacological products, we can deliver top-quality care and treatment to our patients.

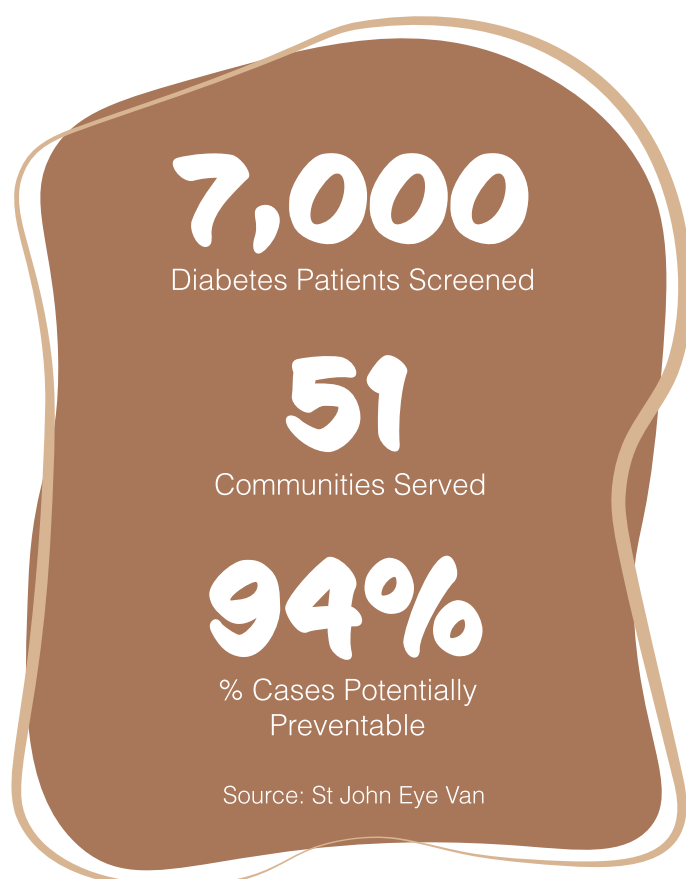
St John's Eye Van's efforts extend beyond diagnosis and treatment; they are proactive in promoting prevention and early intervention.

With over 7,000 predominantly diabetes patients screened from 51 communities, they're empowering our community to take control of their eye health.

By identifying potential issues at an early stage, we can work together to prevent or treat vision loss in a remarkable 94% of cases.

As we reflect on the impact of the St John Eye Van, we are grateful for the transformative care it has provided to countless individuals in Bundaberg and beyond. With each visit, we move closer to our vision of a community where accessible eye care is a reality for all.

The return of the St John Eye Van to IWC Bundaberg marks a significant milestone in our ongoing shared commitment to delivering vital services for the wellbeing of the regions First Nations Peoples - fostering hope, restoring vision, and building a brighter future for our community.



Uniting Abilities to Build Capacity

As a partner in the community, the IWC Local Area Coordination (LAC) team assist participants to develop and implement their National Disability Insurance Scheme (NDIS) plans to achieve their goals and build capacity.

Within the work of the LAC a primary focus is providing a platform to promote inclusivity within the community and mainstream services.

Our LAC team collaborate with and assist local community groups to achieve their own goals of inclusivity by identifying known gaps in their service and working together to create a truly accessible environment that not only benefits those with a disability but also the wider community.

The IWC had a goal last year to work with Aboriginal and Torres Strait Islander individuals and local Elders to assist with the understanding of the NDIS process. The focus was primarily on the barriers that were being experienced in making access to the NDIS and participants who were not utilising their plans. The LAC team worked with IWC Men's and Women's groups to break down the NDIS through communication, networking and resources. From this, the group identified 'Champions' to support positive information sharing about the scheme which resulted in more people accessing the scheme for the first time, as well as an increase in the utilisation of plans.

The 'All Abilities Alliance' is a group of like minded businesses, community groups, mainstream services and individuals who are passionate about change in the community for those people living with a disability.

This year the Bundaberg Options Day was hosted by the All Abilities Alliance and was an outstanding success.

The event coincided with Disability Action Week and celebrated the options of people who live with disability in the Bundaberg community. The day was held at the PCYC and included Art workshops, Cooking Demonstrations, Guest Speakers, Provider Stalls, Games and even a karaoke station! The LAC team were volunteers on the day and assisted with greeting participants and helping the day run

smoothly. We look forward to building on this event in 2023 and celebrating the collaborative approach of providers, community groups and mainstream services in the Bundaberg community.

The Bundaberg Recovery Coach Network was an initiative established by the LAC team to provide a platform for communication, collaboration and training for those individuals and providers working as "Recovery Coaches" within the NDIS. This group has gone from strength to strength and meet Bi-Monthly at various locations in Bundaberg. The goal of this group is to connect Recovery Coaches with the Bundaberg Mental Health Unit to break down barriers through honest and open communication. The Bundaberg Mental Health Unit have provided training, resources and ongoing support to Recovery Coaches in Bundaberg and this has resulted in people who live with a Mental Health diagnosis feeling more supported and able to utilize their supports to reach their goals. The IWC team continue to be a part of this group and are confident it will continue to grow moving forward.

Through collaboration with all the services above the IWC LAC team has had another successful year, and we will continue to promote inclusivity in the Bundaberg region and in turn lead to a more accessible community for all.





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Expanding Access in Gayndah

We're excited to announce the full recovery of our medical facility in Gayndah, ready to serve the North Burnett community.

Recognising the increasing demand for comprehensive healthcare services in the Gayndah and North Burnett region, IWC established the centre in 2021 with the primary objective of ensuring convenient access to high-quality medical care for every individual.

This year a practical outcome was reached to complete the insurance repairs to the centre in Gayndah which has been closed since 2021 due to damages to the building. Our aim is to work towards having the centre attain its full scope of operations in the next financial year.

As part of our commitment to our community, we will gradually introduce a comprehensive range of healthcare services to meet the diverse needs of the residents in the North Burnett.

We are pleased to welcome a new resident general practitioner with extensive experience, supported by a rotating team of general practitioners from IWC Bundaberg Health and Wellbeing Centre. Furthermore, we are actively working on bringing specialists in to offer specialised clinics in person or via telehealth.

By collaborating and employing a personalised holistic care approach, we strive to continue delivering exceptional healthcare services to the Gayndah community.

In addition to expanding access to healthcare services, we are thrilled to announce that we successfully gained additional funding for the upcoming construction of a purpose-built medical staff accommodation facility in 2024.

This facility will provide housing for our medical staff, further strengthening our ability to deliver exceptional care to the Gayndah community. We also envision this space as a hub for interdisciplinary collaboration, where healthcare professionals can

come together to address challenges and promote innovative thinking.

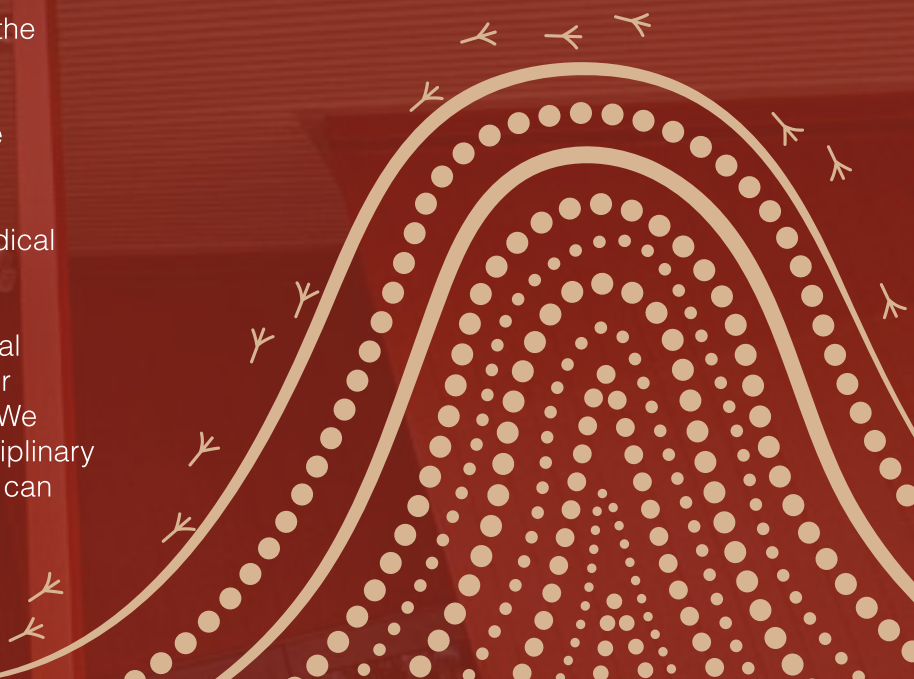
This investment in regional housing for doctors/health professionals is at the very core of a strategy for the recruitment and retention of health professionals in the North Burnett Region.

In addition to the positive outcomes for our North Burnett team, we have also completed an internal refit of office spaces in our Bundaberg Health and Wellbeing Centre, preparing for future growth opportunities and expansion of services.

As we reflect on our achievements over the past year, we are filled with excitement about the future of IWC Gayndah's healthcare landscape.

We extend our heartfelt gratitude to our dedicated staff, supportive community members, and valued partners for their unwavering commitment to the mission of IWC Gayndah Health and Wellbeing Centre.

Together, we will continue to build a healthier, more cared-for community, ensuring that quality healthcare remains accessible to all.







Connected Communities

Community connection is vital to an individual's overall wellbeing and is at the core of a community's spirit. This is shown in the IWC model of care, encompassing physical, mental, social, cultural, and spiritual health.

This year, the IWC Design and Content Committee identified two primary opportunities to bring the community together: Closing the Gap and Reconciliation Week.

Closing the Gap is an important initiative that aims to reduce disparities for First Nations Peoples in health, education and economic opportunities.

To raise awareness of our Indigenous health services here at IWC, we organised an event to show our support and services, hosting a free community BBQ and a smoking ceremony. The services that were highlighted during this event included, the 715 Health Checks (and the trendy 715 Health Check shirts), Stepped Mental Health Care Program, and Integrated Team Care. We also welcomed BreastScreen Queensland to the event - allowing Indigenous women access to breast care services.

The Closing the Gap event was the first return to community events for IWC Bundaberg post Covid-19 and the togetherness it brought was felt throughout the organisation and the community.

Reconciliation Week is a significant time to come together and learn about our shared histories, cultures, and achievements, and how to move forward together every day.

This year, IWC reached out to the First Nations community to produce a video focused on their experiences of Reconciliation, what it means and how it fits in the future of Australia.

Several First Nations women of multiple generations gave their voice to this project, resulting in a 50-minute conversation that showcases the wide-

ranging experiences these women have experienced in their lives, the impact of reconciliation and what they hope to see in the future.

The video premiered at a special IWC event during Reconciliation Week. The event began with a guided tour of IWC's Indigenous artefacts on display by the Taribelang Cultural Aboriginal Corporation. Following the tour, guests watched this meaningful video, followed by a feast of cultural food prepared by our staff, including Crocodile Stew, Kangaroo Sausage Rolls and Dugon Fritters to name a few, and a group discussion on Reconciliation was held.

IWC welcomed two local Bundaberg school groups who were invited to take part in the cultural tour and reconciliation discussion.



Opportunities to connect with the community were also extended to the North Burnett.

In July 2022, IWC Gayndah hosted a Family Fun Day at the park celebrating NAIDOC Week. The Gayndah community came together to celebrate with activities such as art and face painting while enjoying a BBQ, and delicious Damper and Cake. Attendees were treated to a special Didgeridoo performance, and there was an immersive experience for children with Didgeridoo and Clapstick lessons. The diverse attendance of individuals from different age groups and backgrounds contributed to the event's overarching objective of fostering community cohesion.

Following the Family Fun Day, IWC Gayndah continued its tradition of holding a Charity Golf Day in August, raising much-needed funds for the RACQ LifeFlight service. The RACQ LifeFlight is a crucial service to the North Burnett community, ensuring access to emergency health care when needed. The event successfully raised \$2,526.00 for this worthy cause.

The feedback of the community members who participated in this year's IWC events found great value in engaging with the community and experienced improvements in their social and cultural wellbeing.

Providing opportunities for individuals to come together, connect, and enhance various aspects of their lives is a meaningful contribution, and it's essential to continue to foster a positive and inclusive environment to promote the health and wellbeing of our communities.

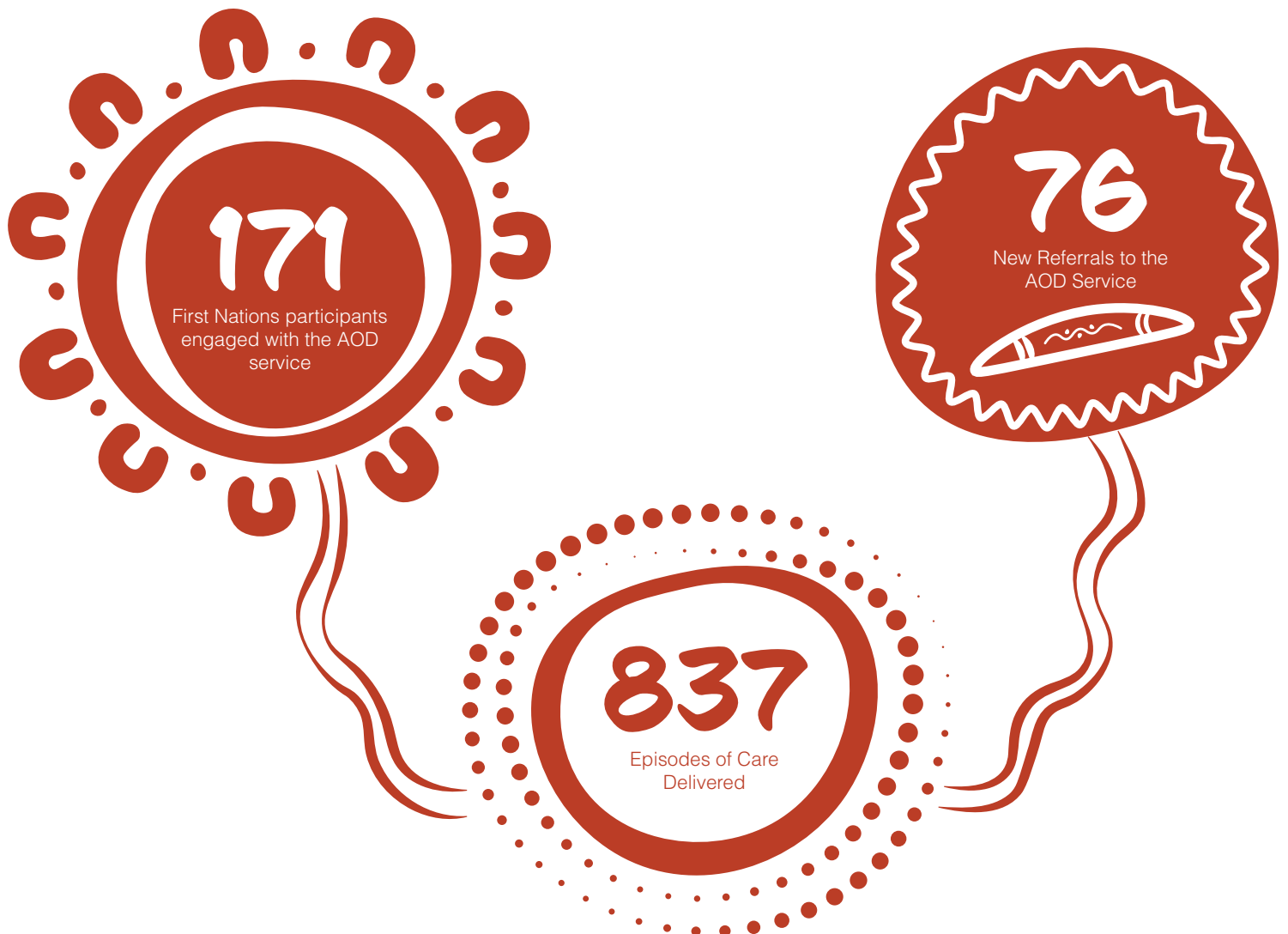




Alcohol & Other Drugs (AOD) Program

IWC Alcohol and Other Drugs works with First Nations communities, providing holistic case management, strategies for harm-minimisation, clinical counselling, referral, advocacy, treatment and education.

As a component of our harm-minimisation strategies, we collaborated with other IWC programs and services to provide several group AOD education sessions together with the Burnett Youth Learning Centre, Kepnock State High School and Youth Justice.





Reducing Barriers to ENT Access

This year saw the successful collaboration between IWC, Hearing Australia and CheckUP to secure support for our First Nations patients through the Eye and Ear Surgical Support (EESS) and Audiology program.

The aim of the EESS and Audiology program is to:

- Reduce surgery wait times for First Nations people needing ear surgery.
- Reduce barriers of cost and extensive public waiting times to access timely surgical treatment.
- Strengthen & culturally support patient surgical pathways.
- Improve ear health and outcomes for patients who receive surgery.

These supports contribute to closing the gap in access to timely and effective ear health treatments, including surgery and conditions resulting from Otitis Media.

The support for eligible First Nations patients including children, assists with covering the costs of an audiology assessment, consultation with a local ENT specialist, surgery, and an anaesthetist, alongside facility fees.

This is an amazing result for IWC's First Nations people within our region, to reduce barriers & associated costs with accessing these services, to allow for appropriate treatment & interventions as required.

Case Study: Youth Program

This is the devastating account of a family left bereft by the death of a sole parent - leaving behind their children ranging in age from 10 to 25 years.

Recognising the critical and high-risk situation for the children, our team swiftly acted to address the families immediate needs and help navigate their new, unfamiliar environment.

The primary step was to ensure this family had access to basic living needs such as secure housing as well as supporting the family to organise the funeral, advocating, and negotiating to reduce the financial burden of these unfortunate circumstances.

The team worked to ensure each member of the family had relevant identity documents, allowing them to then gain access to Centrelink support and Medicare, ensuring access to healthcare services such as IWC Medical to support the family's ongoing medical needs.

In addition to the practical aid, the team also extended emotional support to the older children, who now have the responsibility of caring for, and raising, their younger siblings. IWC partnered with local agencies to organise Christmas gifts, food hampers and toys to bring some comfort.

Through the dedicated support provided by the IWC Youth team, we were able have a meaningful impact on the family's life during exceptionally difficult circumstances.



Sharing what works to improve chronic disease

In October 2022, IWC partnered with the National Centre for Aboriginal and Torres Strait Islander Wellbeing Research at the Australian National University (ANU) to conduct a research project with our patients and community on managing chronic disease through primary health care for First Nations Patients.

This research works towards improving prevention of chronic diseases (cardiovascular disease, diabetes, chronic kidney disease) for Aboriginal and Torres Strait Islander peoples using a community-focused and strengths-based approach that prioritises First Nation's leadership, knowledge, and expertise. The aim was to understand what IWC does well in chronic disease care, and help other services improve the care they deliver.

The three focus groups, provided an opportunity to learn from the experiences of patients, carers and staff at IWC. The groups sought to understand their perspectives on care pathways, and systems in place that support quality chronic disease care.

The findings: IWC's Key Successes

The following captures IWC's key successes through the voices of patients, carers, and staff. There were five central themes that emerged across these conversations.

- IWC creates an environment of cultural safety, respect and belonging.
- IWC is a community hub.
- IWC plays a big part in building a community support system.
- IWC offers quality holistic care and goes above and beyond for patients and their families.
- IWC empowers its patients to take control of their chronic disease.

These findings highlight the fantastic work ethic of our staff and the impact their efforts have on our patients and community.

Patients and carers appreciated the opportunity to share how IWC has supported them and their families, and were interested in holding regular, ongoing discussion groups with patients, carers and staff together to share their experiences and provide feedback.

IWC are looking forward to building a relationship with ANU to potentially partner on future research projects.



**Australian
National
University**



Building Tomorrow's Leaders, Today

Building a brighter future for tomorrow's leaders is no easy feat. Amidst challenging economic conditions, a national housing crisis, and the complex realm of social media and peer influence, the youth face unprecedented hurdles. However, embracing the spirit of resilience and hope, the IWC Youth Diversion program emerges as a guiding light, empowering the young minds of our community to forge their own path.

When engaging with children aged 12-15, IWC youth worker, Michael Blair states that the IWC Block Program, run regularly throughout the year via local schools and other youth programs, plays a pivotal role in shaping effective change. "You can see these kids are starting to think more about their education, consider their options more, know they have choices other than making a decision that might land them in some hot water," says Michael.

IWC Youth worker, Taylah Currie, echoed this sentiment, "What helps each client really depends on the individual, but the younger ones get a lot more out of the group setting. We've really seen more benefits from one-on-one case management for those older than 15," she said.

At these ages, the team can support and advocate for their clients to gain equal opportunities to access services, employment, and education. The team consensus is, that watching the self-confidence blossom as they gain these opportunities is the driving force behind their unwavering commitment to the job.

IWC Youth worker, Kale Johnson, highlighted the profound impact of strengthening cultural connections on their clients' lives, "Using the IWC Cultural Knowledge program to re-connect

individuals with their culture and the opportunity to get to know their families has made the biggest difference to them. We have been able to connect them with Elders, who know which mob they are from, who is their family, and create those connections for them," he explained.

The program's success is further fuelled by its comprehensive case management approach, with 67 clients engaging with dedicated managers.

An impressive 47% of these clients reported improved overall health and wellbeing, including food security and medical service access. Additionally, 31% had a lower risk of homelessness, while 26% felt a deeper connection to their cultural heritage.

To the team, the program is not about the numbers, though. "We can see we are making a difference in these kids' lives. Even the clients that are not staying out of trouble as much as we would like, we know they are thinking about their options more. It is small steps, small progresses. But it is making a difference," Michael said.

Taylah added, "This program has really helped get the word out to the community that we aren't just a medical centre. We have so many other ways to support our mob, and it's making a change. It's why I come to work, to see that change being made."







Families Wellbeing Program

The IWC Families Wellbeing program focuses on improving First Nations outcomes for families and parents by offering an array of general wellbeing, culturally responsive and holistic case management services, parenting support and education.

Driving positive change and outcomes, this program assists families to stabilise multiple and complex areas ranging from broken families through separation, domestic violence, homelessness, substance abuse, and medical and health and social determinant issues.

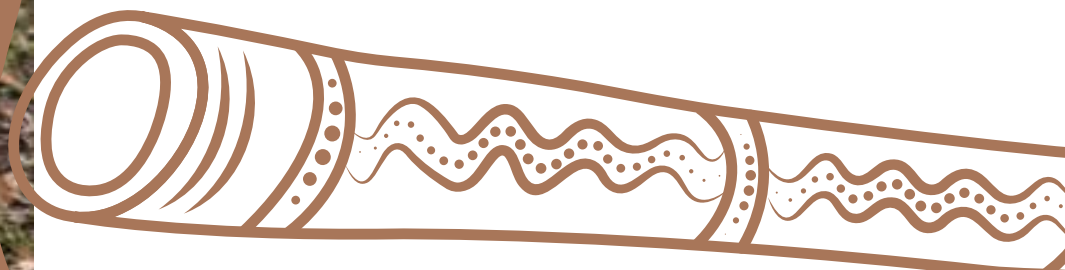
By working extensively with families, this program has reduced the rates of youth truancy and successfully transitioned young people to further education and work through TAFE and other vocational pathways.

Through the Families Wellbeing program, IWC have reduced school dropout rates and enrolment issues by focusing heavily on working with clients and teaching staff to tackle underlying core issues of bullying, numeracy and literacy and child-family trauma issues and implementing culturally responsive strategies to overcome these.

In circumstances where families have needed medical and health assistance, we have referred both internally to our medical and health services, and externally improving engagement with mainstream interfaces.

Where mental health, domestic violence and substance abuse issues are prevalent; family support and outcomes have been improved by linking parents to our alcohol and other drugs, psychological and local domestic violence services.

Although the challenges, including the cost of living, homelessness and social issues remain a constant for our families, IWC's continued emphasis on strengthening the physical, emotional, cultural and social wellbeing of young people and their families remains the crucial factor in achieving successful outcomes.



Wings Program Takes Flight

Our IWC learning and development program Wings was officially launched this year, with our first cohort of staff participating in the opening module in November 2022.

The Wings program has been built on top of our capability framework and is designed to build skills and competencies that will enhance our operations. Aligned with the IWC core values, the capabilities framework is key supporting material to the Wings program.

Our first team to commence the Wings program has now completed all scheduled modules which includes:

- Awareness of self and impact on others
- Communicates with care
- Collaborates with intent
- Empowers Everyone
- Adapts to Change
- Proactive Problem Solver - Accountable for outcomes
- Cultural Leadership

As the program progressed, this initial group proved to be very receptive to the training and content provided.

The first team of managers has now also started the Wings program and have completed 3 sessions to date. We have seen the group begin to build internal networks and share information, providing key support to each other across the network.

Peer learning groups form a crucial role in the Wings program. These group sessions are conducted following each module and provide a practical approach on how to apply what was taught in each module.

The peer learning group has been a positive extension of the program and we are seeing staff share information, experience and resources across the group – a critical indicator for the long-term success of the program and the effective collaboration across departments.

The Wings program has received excellent feedback about the content and delivery style which has provided key inputs into our ongoing improvements and delivery of the program.

The aim is to have future cohorts begin the program early next year with increased participation across the organisation, and are planning on large-scale implementation of the framework to embed into our regular operating rhythms early next year.

“Great workshop so far! Definitely helps me be more aware and confident about myself.”

- Participant



Youth Communities Program

The IWC Youth Program is vital to the achievement of many positive outcomes for our young people and communities.

Offering culturally responsive services and alternative pathways to divert youth away from the intergenerational impacts of unemployment, poor educational outcomes and complex social and family situations.

Our team and services work at the grassroots with our First Nations youth strengthening links with mainstream agencies ranging from job networks, government, health and other community and social support agencies.

This year the Youth Program has achieved the following outcomes:

- linked young people to Aboriginal and Torres Strait Islander Legal supports to assist them in navigating the legal system
- Enhanced literacy and numeracy and reduce school absenteeism through our engagement with teaching staff and the Department of Education

- Working with the PCYC and Salvation Army to support access to learner-driving programs
- Extended social and health supports that have included collaborating with the NDIS Local Area Coordination service to access disability supports and multiple agencies to provide access to health supports (715 assessments, hearing and eye health)
- Access to agencies to support services including: basic living needs such as food and welfare, connection to housing, funeral supports and assistance to obtain IDs, Birth Certificates and Confirmation of Aboriginality.

Although the challenges, including the cost of living, homelessness and social issues remain a constant for our young people and communities, IWC continue to leverage improved wellbeing outcomes by working through a holistic lens to reduce some of the barriers that coincide with socioeconomic disadvantage in our communities.



Stakeholder Acknowledgement


IWC's programs and services are supported in part by funding from the following departments and agencies.



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





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

All information in this document is correct as at September 2023

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