



Annual Report 2017-2018





Annual Report for Goondir Aboriginal and Torres Strait Islanders Corporation for Health Services trading as Goondir Health Services for the year ending 30 June 2018

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QUALITY ACCREDITATION CERTIFICATION

Institute for Healthy Communities (IHCA), Certificate # QMS 0137 (AS/NZS ISO 9001:2015) AGPAL Accredited General Practice, Dalby Practice Id # 3516

AGPAL Accredited General Practice, St George Practice Id # 6830

AGPAL Accredited General Practice, Oakey Practice Id # 9968

Qld Dept of Transport and Main Roads, Transport Operator Accreditation Certificate # 900379673

Quality Assurance for Aboriginal & Torres Strait Islander Medical Services (QAAMS)

REGISTERED TRAINING PRACTICES

Generalist Medical Training (GMT)

Generalist Practice Training Queensland (GPTQ)

Remote Vocational Training Scheme (RVTS)

FINANCIAL INSTITUTION

Heritage Bank

SOLICITOR

Australian Business Lawyers and Advisors

AUDITOR

Audit Solutions Queensland, a division of McConachie & Stedman

ACKNOWLEDGEMENTS

Goondir Health Services gratefully acknowledges the financial support from:

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH

AUSTRALIAN GOVERNMENT DEPARTMENT OF THE PRIME MINISTER AND CABINET

AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES

QUEENSLAND GOVERNMENT DEPARTMENT OF HEALTH

DARLING DOWNS AND WEST MORETON PRIMARY HEALTH NETWORK

WESTERN QUEENSLAND PRIMARY HEALTH NETWORK

DEPARTMENT OF ABORIGINAL TORRES STRAIT ISLANDER PARTNERSHIPS

THE PHARMACY GUILD

CHECKUP



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OVERVIEW

Goondir Health Services was established in 1994 after a historic signing between our current Board Chair and the Commonwealth Government of Australia.

- We provide **culturally appropriate holistic health care services** to Darling Downs and Southern Downs communities in Western Queensland
- We have **primary health care clinics** in Dalby, St George, Oakey and a **mobile medical clinic** to service smaller townships in the region
- We have **partnered with The University of Queensland School of Dentistry** to provide a 5-chair dental clinic in Dalby and 4-chair clinic in St George with in-house digital x-ray equipment that provides much needed services for Dalby, St George and Western Downs region
- Goondir have **57 FTE staff**
- **59%** of our staff identify as Aboriginal and/or Torres Strait Islander (ATSI)
- The organisation experienced a **15.7% growth in staff** in the 2017-2018 financial year
- From 1 July 2017 to 30 June 2018 we had nearly **4500 current clients**, of which 66.45% identify as ATSI
- We were awarded a **Business Excellence Award** from the Dalby Chamber of Commerce
- We are drivers of **best practice research** as reflected in our successful selection of the Integrating Pharmacists within Aboriginal Community Controlled Health Services to improve Chronic Disease Management (IPAC) project
- **Goondir Performance Dashboard** is used as a best practice case study for visualisation of clinical and organisational performance



Goondir Health Services – a leader in Aboriginal and Torres Strait Islander health

Goondir is an Aboriginal and Torres Strait Islander Community Controlled Health Service (ATSICCHS) delivering primary health care and related health services to the local Aboriginal and Torres Strait Islander communities from Oakey in near South West Queensland, to St George in far South West Queensland, an area of approximately 72,000km². This area covers the Toowoomba Regional Council, Western Downs Regional Council and Balonne Regional Council. Holistic Health care is provided from our 4 clinics - Oakey, Dalby, St George and a mobile service. Other communities of interest include Jandowae, Dirranbandi, Thallon, Chinchilla, Miles, Tara and their surrounding areas.



OUR VISION

To improve the health and well-being of Aboriginal and Torres Strait Islander people to a standard at least equal to that of the wider Australian community by providing holistic health care and medical services that meet best practice standards.

OUR MISSION

To equip the organisation with the appropriate medical facilities and resources to deliver programs in a culturally appropriate and sensitive manner to improve the health and well-being of all Aboriginal and Torres Strait Islander people in the service region.

OUR VALUES

Cooperation

Respect

Quality

Learning

Diversity

Innovation



OUR VISION AND MISSION WILL BE ACHIEVED THROUGH THE FOLLOWING STRATEGIC OBJECTIVES

1. Apply Effective Corporate Governance

- 1.1. Effectively plan, implement and review services to respond to current and emerging health needs and trends.
- 1.2. Implement community and consumer engagement processes.
- 1.3. Engage and collaborate with all levels of government, non-government, and private sector to efficiently deliver services.
- 1.4. Adhere to robust and effective corporate governance systems, processes and regulatory frameworks.
- 1.5. Ensure the organisation has the flexibility and capacity to respond to opportunities.

2. Apply Effective Clinical Governance

- 2.1 Deliver holistic primary health care services that are client-centered.
- 2.2 Provide culturally appropriate, safe and sensitive services.
- 2.3 Remove service access barriers.
- 2.4 Implement services according to best practice frameworks.
- 2.5 Deliver services and support initiatives and providers that contribute to closing the health gap.

3. Apply Effective Financial Resources Governance

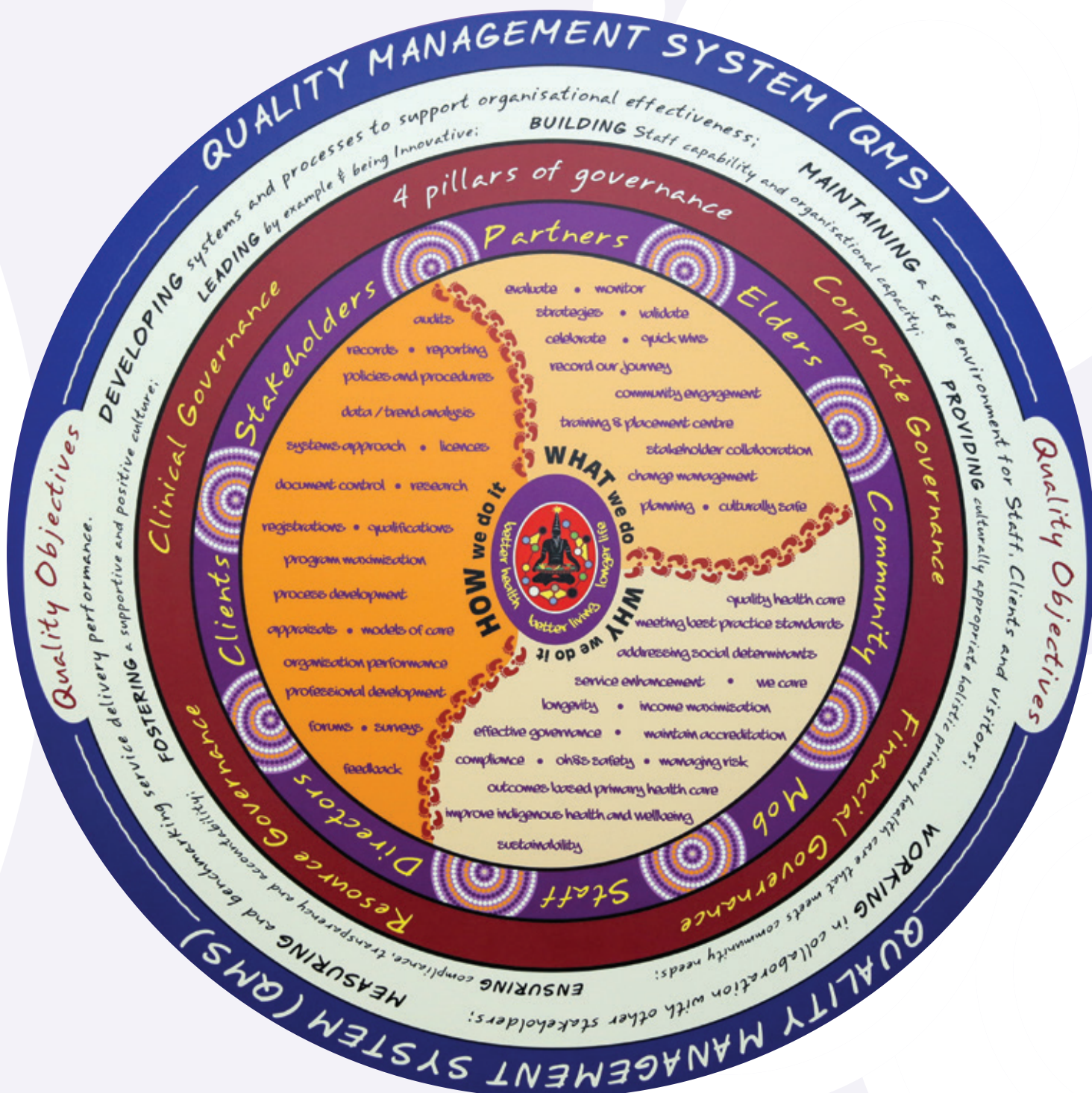
- 3.1 Maintain transparent systems and processes.
- 3.2 Plan, monitor and review current services and capitalise on opportunities that value-add to services.
- 3.3 Pursue funding opportunities that enhance or expand operations.
- 3.4 Comply with funding and other agreements.
- 3.5 Maximise Medicare income.

4. Apply Effective Resource Governance

- 4.1 Provide training in cultural capability practices that ensure internal and external service providers practice culturally appropriate, safe and sensitive services.
- 4.2 Effectively plan, manage, maintain and review facilities, vehicles and equipment to ensure their appropriateness to the organisation's needs.
- 4.3 Implement workforce planning system to effectively recruit and retain skilled personnel.
- 4.4 Implement workforce plan that ensures the level and experience of staff meets the service requirements.
- 4.5 Implement annual staff appraisal and development system to monitor the performance, effectiveness and upskilling of staff.



Goondir in local Aboriginal language translates to *Medicine Man*.



A MESSAGE FROM OUR BOARD CHAIR

Goondir is leading the way in increasing access to health services for Aboriginal and Torres Strait Islander people by working with our communities and partners to address health inequalities and the social determinants of health. This includes providing effective, high quality, appropriate and affordable services that better address health issues by adopting and applying a holistic approach.

Continuing efforts in overcoming barriers to accessing healthcare are integral to meeting the vision for The National ATSI Health Plan 2013-2023, and a key focus for our organisation. Through continuing to grow our performance, company's strategic direction and four pillars of Governance – Corporate Governance, Clinical Governance, Financial Governance and Resource Governance, – we are playing our part in realising this vision. Our four clinics across South West Queensland – Dalby, Oakey, St George and Mobile Medical Clinic provide vital access to comprehensive primary health care services in the region. Our staff and visiting health service providers are integral to the success of our service and help create an inter-disciplinary team based approach to supporting client needs and journey through the health system.

Our strong relationships provide a foundation for building partnership capacity to enable stronger linkages with important networks that function to support connectivity between services and client care pathways that support timely access to care. This includes working collaboratively with the two Primary Health Networks, two Hospital and Health Services, private hospitals, visiting Specialists and Allied health providers, community organisations, three Councils, other government services, research partners and myriad of social care providers.

There have been many success stories throughout the past year such as the expansion of the Big Buddy Program in St George, opening of the UQ 4-chair dental facility in St George, being awarded a Business Excellence Award, being selected to engage in two research projects heading into 2019 and having our Performance Dashboard showcased as an exemplar for monitoring and tracking performance.

Goondir continues to build on its track record as a preferred primary health care service provider to Aboriginal and Torres Strait Islander people across our service region, as is evident by the significant growth reflected in the increase in the number of Goondir clients over the past four years (doubling access in this time). Furthermore, 99% of the Indigenous population are active clients at Goondir Health Service, reflecting a high level of engagement, trust and faith our local people have with the service. This is in part due to the importance we place on following through with implementing those strategies that are set out in the company's 2016–2021 Strategic Plan.

I would like to thank my fellow Directors and our Staff who have all done a wonderful job making Goondir the organisation it is today. I would also like to thank Mr Leslie Weribone (St George Representative) who has departed the Goondir Board during the reporting period. Leslie made worthy contributions to the Governance of the company and will be sorely missed. Looking toward the future, my fellow Board Members and I predict further positive outcomes, including satisfying all of our key stakeholders, especially our clients who we service in our Communities of Interest.

Gary White
Chairperson

MEET OUR BOARD

Goondir Health Services is governed by the Board of Directors, which comprises elected Elders from across the organisation's service area, along with two Directors who are skills-based appointments.



Gary White
(Chair)



Mabrey Fogarty
(Treasurer)



Robin Derksen



Don Gorman



Peter White



Lenease Cooper



John Walker



Leslie Weribone

BOARD OF DIRECTOR AND SUB COMMITTEE MEETINGS 2017-2018 FINANCIAL YEAR

To enable the Board to effectively manage the governance of the organisation, five sub-committees have been formed. Each sub-committee has at least two directors who meet at various intervals during the year with the relevant organisational staff to ensure effective management of the four pillars of governance corporate, clinical, resources and financial. The following meetings were held during the year:

Type of Meeting	Number of Meetings	Board Members nominated to sit on Sub-Committee's
Board of Directors	5 full Board Meetings and 3 flying minutes	Chair – Gary White Treasurer – Mabrey Fogarty Directors – Robin Derksen, Don Gorman, Peter White, Lenease Cooper, John Walker, Leslie Weribone (St George Director position vacant part way through the year)
Clinical Governance Committee	4	Chair – Don Gorman Director – Robin Derksen
Finance Committee	5	Chair – John Walker Directors – Mabrey Fogarty and Gary White
Human Resources Management Committee	10	Chair – Gary White Directors – Lenease Cooper and Mabrey Fogarty
Safety and Environment Committee	4	Chair – Robin Derksen Directors – Peter White and Mabrey Fogarty
Management Review Committee	2	Chair – Mabrey Fogarty Directors – Peter White and Don Gorman

OUR PARTNERS

PARTNERING TO DELIVER BETTER HEALTH

Goondir is involved in a number of valuable partnerships with like-minded service providers that share agreed common goals and objectives.

Goondir Health Services prides itself on establishing and maintaining effective partnerships with various stakeholders. We recognise the importance of working together with our partners to deliver holistic comprehensive and culturally responsive health care to provide better outcomes for our clients. This includes implementing strategic actions for the delivery of effective corporate governance. Having strong and effective partnerships is a key enabler to achieving this goal. As a result, Goondir have established partnerships with all levels of government, non-government, and private sector to efficiently support the delivery of services throughout the region.

Goondir proactively identifies and develops partnership opportunities as well as attending forums and meetings with organisations to drive improvements and opportunities for the organisation and ultimately the clients we serve. These partnerships ensure the enhancement of service capacity to effectively meet identified service gaps and ultimately improve the quality of health care services provided to our Clients. Partnerships entered into are formalised through a written agreement and reviewed periodically. All external providers are required to use Goondir's Patient Information Recall System (PIRS) to ensure quality, co-ordinated care and confidential management of client records.

In 2017-2018 Goondir identified over 20 key organisations who we work closely with to deliver the shared vision of improving the health and wellbeing of Aboriginal and Torres Strait Islander (ATSI) people.

Formal arrangements are also in place with 21 Memorandum of Understanding (MOU) agreements in this Financial Year that commit both parties to the delivery of culturally appropriate primary health care services and education to ATSI communities across our region.

A SAMPLE OF GOONDIR'S MAJOR PARTNERS:

CheckUP Partnership – to increase access to allied health and specialist consultant outreach services.

The Darling Downs Hospital and Health Services (DDHHS) and South West Hospital and Health Services (SWHHS) – to ensure clients in our region have access to afterhours care, access to power and water for our Mobile Medical Clinic, allied health services and accommodate the DDHHS Regional Diabetes Care Coordinator. The DDHHS who is a major partner in the proposed Health Farm Project, wrote up the Project Brief and has provided a Project Team to write up the Business Case.

UQ Dental – provision of high quality dental care services from the Dalby and St George clinics that exposes dental students to rural and remote health, including hands on experience in providing culturally safe and sensitive services to the ATSI community. This arrangement also allows Goondir to potentially contribute to building a future rural and remote health workforce.

High Schools – continued partnerships with Oakey and Dalby and expansion of the Big Buddy program into St George to support the empowerment of Indigenous youth through consistent mentorship, educational support, social interaction and life skills.

Local Schools – expansion of services via the Mobile Medical Clinic to ATSI children attending local schools to provide culturally appropriate, safe, sensitive health care that ensures children are healthy and able to benefit from their learning experience.



OUR HEALTH

A SNAPSHOT OVERVIEW

6.8% of Goondir's region identify as Indigenous. This is above the state and national rates.

99% of the Indigenous population in the region access Goondir's Services

19.7% of Goondir Indigenous clients have asthma – Goondir has identified asthma as a priority health issue and will target clients in the next financial year to support improvements in CDM

13.4% of Goondir Indigenous clients have depression

3 in 4 Goondir clients are overweight or obese – little change in proportion since 2016-2017

1 in 2 Goondir clients are smokers – little change in proportion since 2016-2017 – Goondir has upskilled the Child Maternal Health Nurse to become a smoking cessation specialist and 46 clients have already commenced their smoking cessation journey. Not all clients use replacement therapies as there are different strategies for different circumstances/patient needs.

7.7% of babies born have low birthweight

72% of clients with chronic disease have a GP Management Plan

PREVENTATIVE HEALTH PERFORMANCE

Goondir monitors performance on a monthly basis against Queensland and National datasets for a range of health activity measures. The graph highlights some of the preventative health activity undertaken over the 2017-2018 period and compares it to Queensland and National 2016 levels.

Goondir ATSI Preventative Health Performance

Female Indigenous regular clients who have had a cervical screening test in the previous 2 years

45.3%
23.5%
27.0%
28.0%

Indigenous regular clients whose alcohol consumption status has been recorded

89.4%
90.7%
65.0%
58.0%

Indigenous clients aged 50 years and over who are immunised against influenza

43.0%
35.9%
30.0%
33.0%

Indigenous regular clients who are overweight or obese

76.1%
76.9%
75.0%
70.0%

Indigenous regular clients who are current smokers

50.9%
48.8%
47.0%
52.0%

Indigenous regular clients whose smoking status has been recorded

97.6%
97.5%
86.0%
78.0%

Goondir June 2018

Goondir June 2017

Qld (2016)

National (2016)

Goondir target

Goondir has continued to perform strongly, in comparison to state and national levels, in the majority of preventative health measures.

The key areas of concern remain the proportion of overweight and obese Indigenous clients (above Queensland and National averages for 2016), and the proportion who smoke (above Queensland but below National average for 2016)

OUR PEOPLE

We have a dedicated workforce with strong retention levels increasing to 61 employees over the past 12 months, an increase of approximately 15.7%.

This reflects the organisation's increased capacity to address health and wellbeing needs across Darling Downs and South West Queensland.

We have 59% of our workforce identifying as Aboriginal and Torres Strait Islander (ATSI), which is a reflection of our reputation across the community controlled health sector and as an employer of choice. Our ATSI staff work across various programs and services, organisational functions and at all levels within the organisation.

We are leaders in clinical governance and continue to strengthen our relationships with training organisations to support GP Registrar trainee Fellowship placements, Indigenous Remote Service Delivery Traineeships, student Registered Nurse placements, fifth year dental students from The University of Queensland and support Aboriginal Health Practitioner/Worker qualifications and registrations.

"We are united in our vision to improve the health and well-being of Aboriginal and Torres Strait Islander people in our region. This is achieved by providing an all-inclusive holistic integrated health service that empowers Indigenous people to participate in the spirit of self-reliance and self-determination."

Floyd Leedie
CEO Goondir Health Service



ONE TEAM, ONE VISION

We have a dedicated team of clinicians, program and administrative staff who are the cornerstone of our organisation and experts in delivering programs and services to ensure care is of the highest quality. We ensure that staff receive the best training possible to ensure they are working at the top of their scope of practice.



Our IT Manager attended the largest IT Conference in the Southern Hemisphere (Telstra Vantage) and gained invaluable insight into emerging trends

External training commenced/ completed during the 2017/18 FY	Number
Remote Vocational Training Scheme (RVTS)	2
Certificate IV in Administration (IRSDT)	1
Diploma of Management (IRSDT)	4
Ad Dip of Management (IRSDT)	2
Certificate IV in Mental Health	3
Nursing Degree	1
Corporate Governance	6
Certificate IV Primary Health Care	6
MR Licence	3
Cert IV Human Resources	1
Masters of Narrative Therapy	1
MYOB Training	3
FBT Seminar	3
Food Safety Supervisor	5
QAAMS	4
Stay Strong App	4

Internal Staff Training during the 2017/18 FY	Number
Annual Code of Conduct, Bully, Harassment, Aggressive Clients	54
Annual Clinic Ops Infection Control, Handwashing, Cold Chain, Privacy	19
Annual Cultural Awareness	69
Annual Governance Training for Directors and Executive Management	11
Annual Safety - Fire, Chemical, Evacuation & Manual Handling	53
Annual St George Staff CPR, Triage, Defib, Dr Bag & Mock Emergency	6
Communicare Online Training Module	6
Induction and Orientation	10
QAAMS Workshop	4
3 Yearly CPR for Administration Staff	13
3 yearly First Aid	10

OUR SERVICES

Goondir Health Services has a rich tradition of providing holistic primary health care for more than two decades.

At the time it was established in 1994 Goondir provided health care from Toowoomba to St George. Today Goondir provides rural and remote primary health care from its four clinics – Oakey, Dalby, St George with the Mobile Medical Clinic providing outreach services to communities in Tara, Miles and Chinchilla. Many people also travel from surrounding communities such as Jandowae, Surat, Dirranbandi, Thallon, Chinchilla, Miles and Tara to access Goondir Health Services. The General Practice Medical Clinics are accredited under Australian General Practice Accreditation Limited (AGPAL), St George to 31 October 2020, Dalby to 6 July 2021 and Oakey to 24 June 2021.

Our service is also in a unique position as our geographical boundaries sit within two Hospital and Health Service boundaries, two Primary Health Network boundaries and three GP Registrar RTO boundaries.

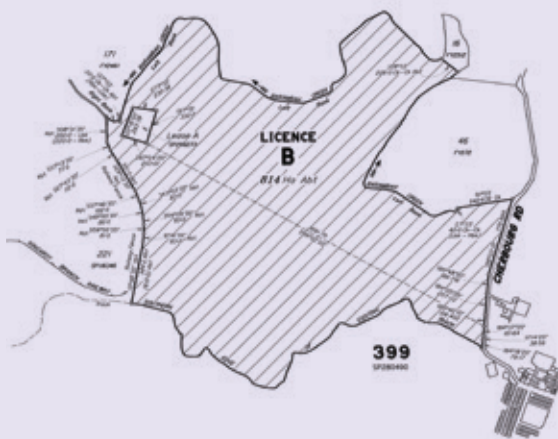
'Sadly, in my opinion, we will continue to progress at a snail's pace and not meet set Closing The Gap targets if ATSI health is dealt with in isolation from the social determinants of health ... only to be told each and every time that we are moving away from our core business activity. ATSI health should be viewed through more than just a clinical lens.'

Floyd Leedie (CEO)

LOOKING TO THE FUTURE

Goondir is making a difference and looking to the future in responding to service needs of the population. This includes innovative holistic models that are centred around social and emotional wellbeing. Part of this future thinking includes the development of Wellbeing Centres in St George and Dalby.

Goondir have also signed an historic lease/ licence agreement for 814 hectares in Cherbourg to progress the development of a Health Farm Project in partnership with Cherbourg Aboriginal Shire Council and a range of other service providers. We now await the signing of the Indigenous Land Use Agreement between the Cherbourg Aboriginal Shire Council and Traditional Land Owners before our lease/licence agreement will come into effect. This project is unlike any in the country and will bring significant opportunities for self-determination and change that will empower Indigenous people through spirit, culture and tradition.



IMPROVING ACCESS TO HEALTH SERVICES

Goondir provides a culturally safe, holistic and multidisciplinary comprehensive primary health care approach for Aboriginal and Torres Strait Islander (ATSI) people in the region. Fundamental to this model is a distinctive mix of local community control and engagement, the promotion of healthy life choices, chronic disease prevention and management to enable personally empowered and smooth client journeys. We also have pride in our governance and operating systems that enable our organisation to provide quality care to local Indigenous people.



OUR GOONDIR HEALTH CLINICS



ST GEORGE

681 Indigenous and **373** Non-Indigenous (total = **1,054**) clients as at June 2018

Increase growth of **106%** total clients cover the past four years



DALBY

1,180 Indigenous and **446** Non-Indigenous (total = **1,626**) clients as at June 2018

Increase growth of **60%** total clients over the past four years



OAKEY

577 Indigenous and **620** Non-Indigenous (total = **1,197**) clients as at June 2018

Increase growth of **737%** total clients, **444%** increase in ATSI clients over the past four years



MOBILE MEDICAL CLINIC

505 Indigenous and **55** Non-Indigenous (total = **560**) clients as at June 2018

Increase growth of **187%** total clients over the past four years



OVERVIEW OF GOONDIR HEALTH SERVICES

We tackle the social determinants of health by providing a comprehensive model of care, as well as linking with other services to ensure the physical, social and emotional health needs of each client and their family members are met.

Overview of Goondir Clinic Services					
Comprehensive Health Screening	Preventative Health Care	Vaccinations/ Immunisations	Visiting Specialists & Allied Health	Chronic Disease Management	Dental Services
Sexual & Reproductive Health	Child & Maternal Health	Social & Emotional Wellbeing	Telehealth Consults with City Specialists	Minor Procedures	Pathology Services
Integrated Team Care	Smoking Cessation	Nursing Home Visits	Health Promotion	Health Education	Transport Services
PTSS & NDIS Application Assistance	QUMAX	Supplementary Services			

VISITING ALLIED HEALTH AND SPECIALIST CONSULTANT SERVICES BRING CARE TO THE PEOPLE

The provision of allied health and specialist consultant services in Goondir's Dalby, Oakey and St George clinics is made possible through a mixed model including placement of contracted allied health professionals and specialists through a wide range of organisations.

"After having my eyes done I was watching the Friday night footy, one of the players made a break and I jumped out of the way because it looked like he was right there coming straight for me."

A client who had their cataracts done through the IDEAS program

Overview of Visiting Allied Health Services				
Occupational Therapist	Exercise Physiologist	Physiotherapist	Dietitian	Speech Therapist
Psychologist	Diabetic Educator	Podiatrist	Physiotherapist	Rural & Remote Mental Health
CTG Pharmacist	Child Health Nurse	Integrated Living – Staying Strong Program	Chronic Disease Nurse	Audiology

Overview of Visiting Specialist Consultants			
Paediatrician	Respiratory Physician	Cardiologist & Sonography	Optometrist & Ophthalmologist
Sleep Physician	Endocrinologist	Psychiatrist	

GROWING TELEHEALTH SERVICES EMPOWERS CLIENTS AS PARTNERS IN CARE

In 2017-2018 Goondir expanded telehealth services in the region. Providing timely access to telehealth services for Goondir clients has improved access to additional services that would otherwise not be available. This has reduced the need for client travel, along with reducing hospital admissions for clients with complex care needs. Telehealth Services accessed during the reporting period include:

Overview of Telehealth Services by community	
Oakey	Psychiatrist, Neurologist
Dalby	Paediatrician, Adult & Child Psychiatrist, Alcohol & Other Drugs Services, Neurologist, Diabetic Specialist, Sleep Specialist, Endocrinologist
St George	Addiction Services, Endocrinology, Haematology

We have a strong focus on client care coordination with our Aboriginal Health Practitioners/ Workers and Indigenous Outreach Workers central to supporting, engaging and enabling our Indigenous people to understand their healthcare journey

Goondir hosted a Marfans clinic in Dalby. This service is normally accessed by clients at the Princess Alexander Hospital in Brisbane, however annual clinics will be scheduled at Dalby in the future.





590 people attended the clinic representing 1,595 episodes of care

MOBILE MEDICAL CLINIC DRIVING CHANGE

A medical and education clinic on wheels, the Mobile Medical Clinic (MMC) delivers outreach primary health care services to Chinchilla & Tara in 2017-2018. The service also provided clinics throughout the year to smaller townships for women and men's health checks. The Mobile Clinic is expanding and now delivers health checks to the students of Tara Shire State College, Chinchilla State Primary School, Kingaroy State High School, Oakey State Primary School and Dalby State High School. The service includes a particular focus on prevention and early intervention to reduce chronic and mental health conditions and illnesses.

During the reporting period, plans were under way to decommission the current van for replacement with another purpose-built model. This should occur in December 2018.

TRANSPORT SERVICES

Goondir provide complimentary transport services to Aboriginal and Torres Strait Islander clients who meet the Service's eligibility criteria. Transport Services are available to these Clients to further enhance access to a range of health and specialist related services.



GOONDIR IMPROVING INFRASTRUCTURE

Retinal Camera in the Oakey Clinic provides remote access to an Ophthalmologist at 'The Eye Institute' who reviews images and reports back to the GP for follow up care.

The Oakey Clinic was successful in receiving a service maintenance grant from the Department of Health to establish **an additional office, a new Ambulance access and other upgrades** to the back of the clinic.

Minor works at the St George clinic included a **cemented pathway** to the side of the building and a **covered courtyard** to provide a shaded space for staff and clients to gather.

The Dalby Clinic was also successful in obtaining funds from the Commonwealth Department of Health service maintenance funding for the installation of a **solar system**. The solar system will provide most of the energy required to operate the clinic and has resulted in significant savings on energy bills.



Our unique partnership with the University of Queensland (UQ) School of Dentistry is helping build the future rural and remote health workforce

UNIQUE PARTNERSHIP INCREASES ACCESS TO DENTAL SERVICES IN THE REGION

Goondir health clinics in Dalby and St George are proud to house state of the art dental facilities. Oral health has an integral link to the physical health of clients and the partnership with University of Queensland (UQ) School of Dentistry has enabled access to much needed oral care for all members of the community. Fifth year UQ dental students gain real world experience in world class facilities in Dalby which has a 5-chair clinic and St George with a 4-chair clinic which commenced in June 2017.

Further information on the School of Dentistry is available at <https://dentistry.uq.edu.au/>

"I haven't eaten a steak for over 3 years, now that I have my new teeth (Dentures) I had the biggest feed of steak I could get & it was lovely."

A client who attended the dentist

DALBY

778 clients received oral care

78.5% of clients identified as ATSI

ST GEORGE

704 clients received oral care

77.84% of clients identified as ATSI

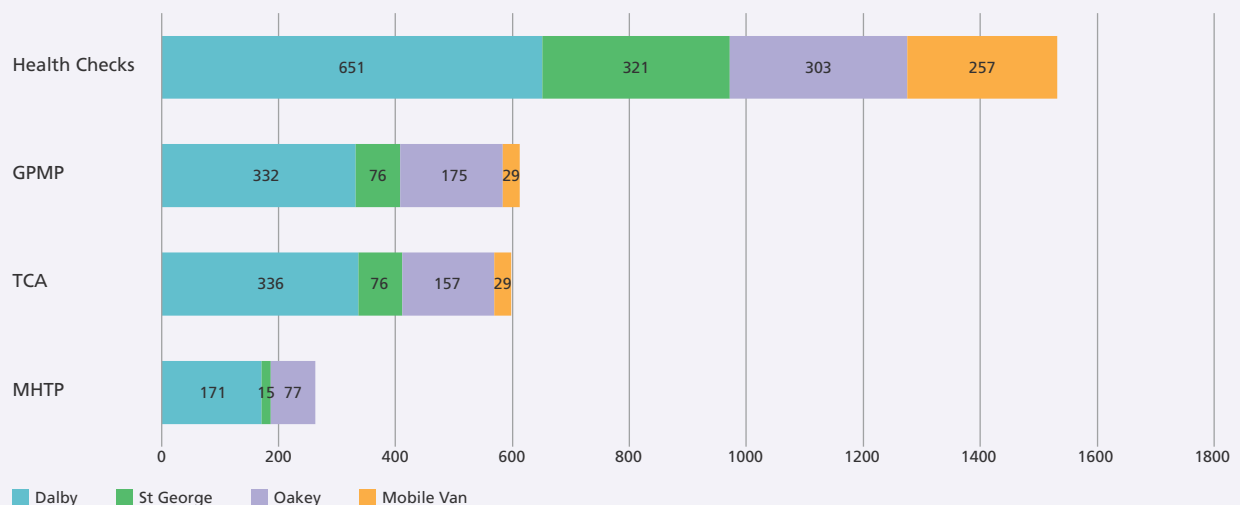


CHRONIC DISEASE MANAGEMENT SERVICES

COMPREHENSIVE CHRONIC DISEASE MANAGEMENT SERVICES PROVIDING HOLISTIC CARE

Each of the Goondir clinics continue to improve, striving to provide comprehensive Chronic Disease Management Plans.

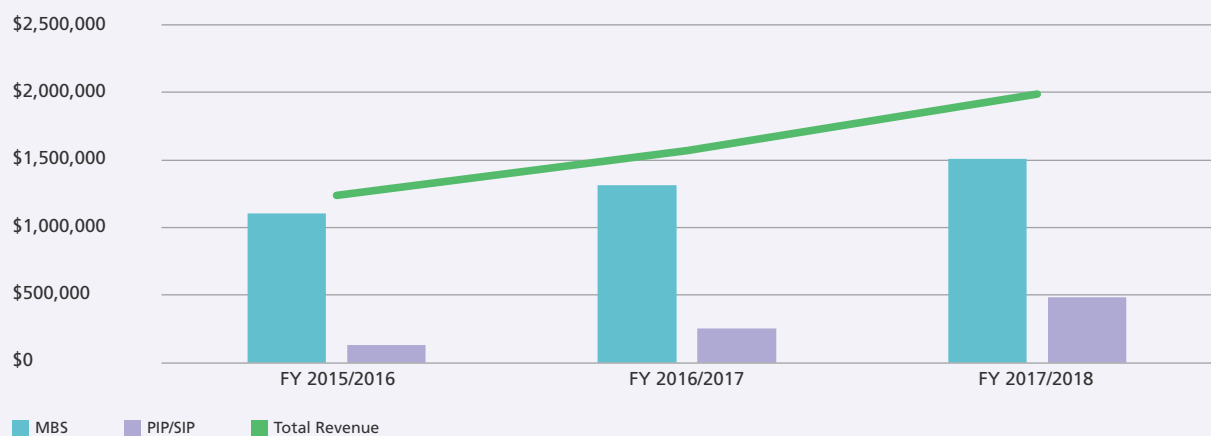
Overview of Goondir Disease Management 2017-2018 (numbers of ATSI clients with relevant health plans)



TOTAL REVENUE

Over the past year, Goondir Services have benefited more clients by successfully providing chronic disease management plans for those with chronic diseases. This increase in disease management plans has also generated an increase in revenue with MBS and PIP/SIP income showing a 261% improvement (over three years).

Revenue Tracking Over 3 Years (2015-2016 – 2017-2018)



INTEGRATED TEAM CARE (ITC) PROGRAM HELPING TO CLOSE THE GAP IN INDIGENOUS HEALTH INEQUALITY

Goondir faces a unique situation whereby its Dalby and Oakey Clinic sit within the Darling Downs West Moreton Primary Health Network (DDWMPHN) service boundary and its St George Clinic within the Western Queensland Primary Health Network (WQPHN) service boundary. This has also led to different ways in which the Dalby/Oakey clinic and the St George Clinic receives its allocation of ITC funds. Whilst Dalby/Oakey funds are determined and allocated directly from the DDWMPHN, the Western Aboriginal and Torres Strait Islander Community Controlled Health Services (ATSICCHS) of St George (Goondir), Charleville, Cunnamulla and Mt Isa formed an Alliance to receive and allocate the WQPHN ITC funds themselves. The Alliance Model was named Nukal Murra or many hands.

As a Nukal Murra Alliance member, Goondir continues to deliver the Integrated Team Care (ITC) Chronic Disease program with great success in the St George region. Now in the second year of operation, the joint aspirations of the Alliance have come to light as the cultural intelligence and clinical capability are directly contributing to greater efficiency, co-design and service delivery of chronic disease services in the region.

Goondir's ITC Program is contributing to Closing the Gap in life expectancy by improving access to culturally appropriate mainstream primary care services for ATSI people in the Dalby and Oakey region. Providing a strong team-based approach for the provision of coordinated and collaborative care to eligible clients with chronic diseases, the program is experiencing great success having provided over 2,700 occasions of service with the highest uptake in the 70+ age group.

"Without the Medic Alert I don't know how long I would have been laying there for...I was very frightened but at the same time had the reassurance that one of my family members would have been coming because of the Medic Alert."

An Elderly lady who lives on her own accesses funding from the Nukal Murra Program for a Medic Alert Monitor, had a fall in her back yard & had to use the Medic Alert Monitor for assistance

Number of patients and age breakdown for ITC Coordination - Goondir Health Service 2017 -2018



MAKING A DIFFERENCE...

Over half of the medical aids provided to our clients were Assisted Breathing equipment or accessories (Continuous positive airway pressure (CPAP)). CPAP equipment is expensive, and often inaccessible to our clients due to cost, location of pre-assessments, and difficulty of navigating the referral process. Many of our clients who have been assisted to get CPAP equipment have reported a remarkable improvement in their general health. Recently a client from the Dalby region was seen by his GP due to constant tiredness, feeling lethargic and generally unwell. He was having to take many days off work because he simply could not function.

With the support of care coordination, he underwent a sleep study, and a CPAP machine was recommended and purchased with funds available. He now reports that his overall health has improved, he is back working full time in the health industry and is now able to exercise and participate with other social and family activities that had become a struggle.

In the 2017-2018 FY Goondir ITC program provided a total of 2,757 ITC services. Of these supplementary services purchased and brokered 639 (73%) were for allied health services and 239 (17%) were for specialist services.

Number of Services for Goondir ITC Clients	Total
Care Coordination Services	1275
Supplementary Services (Brokered & Purchased)	878
Clinical Services Accessed	604
Total	2757

Integrated Team Care Top 4 Accessed Services

Top 4 Allied Health Services: Physiotherapist, Occupational Therapist, Exercise Physiologist & Psychology/Counsellor

Top 4 Specialist Health Services: Cardiologist, Sleep Physician/Technician, Respiratory Physician & Psychiatrist





GOONDIR INDIGENOUS OUTREACH WORKERS MAKING A DIFFERENCE TO LOCAL PEOPLE

The Indigenous Outreach Workers (IOW) are integral to the success of the Goondir service delivery model, as they play a central role in supporting client access to different services to ensure that clients achieve their health goals. Working closely with Goondir clinicians, visiting providers and the community they play a vital link to support services. Helping clients to understand their care plans, arranging transport to appointments and providing cultural support every step of the way means that the IOWs are vital members of the Goondir integrated team.

ITC CLIENTS ASSISTED BY IOW IN PAST 12 MONTHS

Increased to **416** clients

66 new clients (16% increase)

CLIENT CARE COORDINATION THE KEY TO MANAGING CARE

Goondir's focus on the management of Chronic Disease for our ATSI Clients, is not only about the care but also the coordination of services to ensure appropriate access is provided when clients present to the service. The Client Care Coordinator (CCC) role was introduced just over a year ago as part of the Clinical Improvement Project which aims to connect care to ensure clients receive the right care, in the right place at the right time. The CCC looks at every Goondir ATSI Client booked into the daily appointment book and flags for the Health Professionals (Aboriginal Health Practitioners/Workers, Nurses and Doctors) the care due, whether it is comprehensive screening or health management protocols.

Goondir hosted the Patient Journey Coordinator funded through the Darling Downs Hospital and Health Service in Dalby. This service provided coordinated care across the whole of the health service district for clients with complex and chronic care needs. A credentialed Diabetes Educator also supported the program and regularly attends Goondir's Dalby clinic, with Goondir's Oakey clinic accessing these services from Toowoomba.



Ensuring positive outcomes for clients is fundamental to service provision at Goondir which means following up with clients to check on their health and to support continuity of care. The Patient Information Recall System (PIRS) is used to recall clients for follow ups as well as provide a central electronic health record to assist Goondir's clinicians to track and monitor the health of their clients in supporting improved health outcomes.

HEART OF AUSTRALIA MOBILE MEDICAL CLINIC HEADS TO WESTERN DOWNS

Referral to the mobile specialist medical services offered by Heart of Australia which regularly visits Dalby and St George has opened the doors to cardiac and respiratory services for local people. Goondir work in close partnership with the service to identify high risk clients and help coordinate their care.

GOONDIR LEADS THE WAY IN WORKFORCE RESEARCH

The Integrating Pharmacists within Aboriginal Community Controlled Health Service (IPAC) project aims to improve Chronic Disease Management care through integrating pharmacy services within an ATSI CCHS. James Cook University, NACCHO and Pharmaceutical Society of Australia have selected Goondir Health Services to be a part of the research project that will see pharmacists integrated into 22 ATSI CCHS throughout Australia. Our service will have a dedicated pharmacist join our team in September 2019 who will work within our clinic for 15 months. All clients aged over 18 years with a chronic disease, particularly clients with cardiovascular disease, type 2 diabetes and chronic kidney disease, will be referred to the pharmacist for care. Face to face client consultations, case conferencing with other medical professionals, support and education for clinical staff and building networks with our community pharmacists are the main aims for our IPAC pharmacist.

Holistic child and maternal health care making a difference in the region



CHILD AND MATERNAL HEALTH SERVICES

Goondir Child and Maternal Health Services strive to provide clients with holistic, family-centred and culturally appropriate care for mothers and children. Goondir has two Midwives who engage families and ensure children and mothers feel safe and comfortable with the care provided, which leads to increased uptake and satisfaction of services.

Goondir has continued to make advances with respect to child and maternal health, with improved performance on a range of health measures in 2017-2018 compared to the previous reporting period and compared to Queensland and National 2016 levels.

Goondir has performed better than its target levels for birthweight recording. The proportion of babies born with low birth weight has improved from the previous report period. These are both better than the Queensland and National 2016 levels.

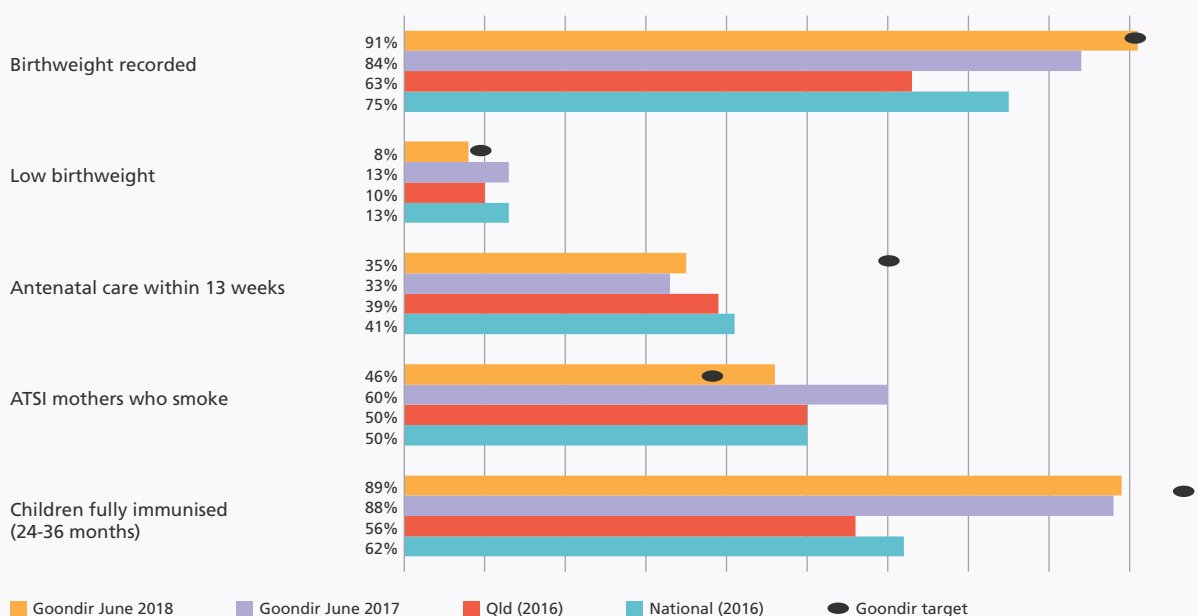
Reducing smoking during pregnancy was highlighted in 2016-2017 as an area of need, and improvements have been made in terms of decreasing this level over the past 12 months. Goondir responded by supporting the midwife to undertake training in

an intensive course on smoking cessation. The midwife now offers her services as a tobacco treatment specialist to all Goondir clients. Forty-six clients have commenced a smoking cessation assessment and treatment plan and have been actively attending follow up sessions with the tobacco treatment specialist. It is a little early to fully gauge the success of this program, however early data indicates seven clients now identify as ex-smoker less than one year. The remaining 39 clients are still completing the full cycle of the program. In addition, Goondir has nominated to participate in the Sista Quit Research Project which is scheduled to commence in early 2019.

The rate of ATSI antenatal care within the first 13 weeks has improved across the year, from 33% in June 2017, to 35% in June 2018.

The latest figure for the rate of childhood immunisation (24-36 months) remains high amongst Goondir ATSI clients 89% in June 2018 compared to 88% in June 2017. However, while it is significantly higher than state and national 2016 levels, efforts will continue in order to reach the Goondir target of 96%.

Overview of Goondir ATSI client Child and Maternal Health – June 2016, 2017, 2018



SOCIAL AND EMOTIONAL WELLBEING SERVICES

Goondir provides both clinical and program support for clients who need access to mental health and Social Emotional Wellbeing (SEWB) services. The medical clinics including the MMC provide access to the services of a GP, counsellor, visiting psychologist, and psychiatrist services via telehealth. Program support staff including trained SEWB Counsellors are also employed by Goondir and play a vital role in holistic SEWB service delivery.

The SEWB Counsellors have been working hard to promote, advocate and support improved SEWB of ATSI people throughout Goondir's catchment area. The team prides itself in being a strong focal point in all of the towns within this region, along with providing a safe-haven, and a place for engagement for clients where high-quality evidence-based SEWB services are delivered.

Goondir provides a comprehensive holistic and culturally appropriate SEWB approach that identifies access to support to prevent problems worsening along with addressing the inter-connected social determinants of health and wellbeing. This also means harnessing the significant cultural strengths and drawing on Indigenous traditions including connection to country; spirituality and ancestral ties; kinship; and self-determination, community governance and cultural continuity.

Taking this strength based holistic approach to service delivery enables the Goondir SEWB team to meet the various funding bodies' (Department of Prime Minister and Cabinet, DDWMPHN and WQPHN) MH/SEWB objective of ensuring Indigenous people have similar levels of physical, social and emotional wellbeing as other Australians by fostering engagement in education, employment and other opportunities. Engagement in these areas is promoted by equipping the client with life and career readiness skills. This is accomplished by building a two-way-bridge between the client and the resources available through employment agencies, businesses, employers, organisations and training bodies in the local community.

"Improving our social and emotional wellbeing is complicated and will take time. But every step, taken together with Aboriginal and Torres Strait Islander Queenslanders, towards addressing the social determinants of health and social and emotional wellbeing as well as removing barriers such as social exclusion is important."

Dr Mark Wenitong

Queensland Mental Health, Drug and Alcohol
Advisory Council

BUILDING LIFE SKILLS LEADS TO EMPOWERMENT

SEWB Counsellors have made a huge impact to the social and emotional wellbeing of local people by supporting and empowering them through education and job readiness skills. For one unemployed client this meant linking him in with a training provider to complete his forklift ticket training and linking him to funding support opportunities to pay for the training. For yet another client it meant providing her with direct strategies to build her skills, networks, confidence and relationships to the point where she felt empowered enough to enrol at university.



SEWB St George March 2018

KEY OUTCOMES AND COLLABORATIONS OF THE SEWB PROGRAM INCLUDE:

- Activity emphasis on holistic approach to SEWB, which encompasses physical, cultural and spiritual dynamics of an individual, family and community
- Membership of the Balonne Community Suicide Prevention Network
- Spiritual wellbeing including connecting to language and land as a collaboration with Link-Up Services
- Multiple preventative health activities (ie attending and contributing to monthly breakfast club) and behavioral management held at schools
- Regular engagement with Murri Court and working with clients regarding alcohol and other drugs, trauma, grief and loss, and domestic violence
- Working to support clients on probation and parole including skills in workforce development
- WQPHN funded mental health activities for St George with a clinical focus and using the stepped care approach
- DDWMPHN funded a Cultural Development Program (CDP) in Dalby and Oakey which was aimed at improving SEWB through the reintroduction of culture and tradition. Pre and post evaluations of participants highlighted major improvements in SEWB/MH outcomes. Refer to Our Programs section to read more about the CDP program

50 out of 54 (92%) participants reported they felt that the Cultural Development Program has improved their Social and Emotional Wellbeing



Smoking Ceremony at Maidenwell

OUR PROGRAMS

As part of the holistic care model, Goondir offer a wide range of programs to target the health and wellbeing of community members. Goondir have grown the number of programs in 2017-2018 including expansion of the Big Buddy program in St George and introduction of our Cultural Development Program in Dalby and Oakey. The programs cater across all age spectrums from zero to the elderly with a focus on personal empowerment and holistic health of Indigenous people.

BIG BUDDY PROGRAM DRIVING CHANGE TO ADVANCE INDIGENOUS YOUTH HEALTH AND WELLBEING

The Big Buddy Program expanded its operations with funding from the Department of The Prime Minister and Cabinet (DPMC) under the Indigenous Advancement Strategy (IAS) being extended through to December 2019. The Program supports empowerment of Indigenous youth through consistent mentorship, educational support, social interaction and improving life skills. With the support of funding from the Western Queensland Primary Health Network, Goondir expanded the Big Buddy Program into St George in 2018. The Big Buddy Program has been kicking goals with over 200 activities and opportunities for youth and young people across the Goondir footprint.

A wide variety of innovative activities were planned and implemented for Dalby, Oakey and St George youth through a Support Officer with assistance from Program trainees.

A major boost to the program included the expansion of activities to enable youth to acquire extra skills and certificates to better their employment opportunities and job readiness.

The ever-successful Big Buddy Beans coffee van was used as a vehicle to drive change for local youth through a variety of training and workshop opportunities. Attending over 20 events across the wider region, youth were given real world experience and put their training into practice to deliver top quality service and importantly good coffee! Big Buddy mentors also assisted members with cooking skills where meals including curries, casseroles, stews, rice and damper were served to the public.

BIG BUDDY BEANS VAN WORKSHOPS

Money management, time management, building self-esteem, making interpersonal relationships, hygiene awareness, and connecting with community

TRAINING

- Barrista and coffee making course
- Customer skills development
- Food service and safety



Big Buddy Participants working on the Coffee Van at the local Rugby League, 23 June 2018

Big Buddy Beans trained youth put all their skills into practice serving up coffee and meals to over 3000 people at Jimbour House “Day on the Plains”

Big Buddy Beans was also used at major education and health promotion events to raise awareness of major health issues and to promote self-determination and resilience in making healthy choices. Workshops were also held for over 50 youth in Dalby and Oakey to raise awareness on important topics including alcohol and drug use, suicide, depression and anxiety awareness.

Guest speakers from Lifeline, Best Employment, Maternal Health Worker, GP's, Aboriginal Health Practitioner/Workers, Administration Professionals and Police to name a few provided regular education sessions with the Big Buddy participants in areas such as social media use and alcohol awareness and road safety.

With the largest cohort of 14 ATSI youth in Dalby and six in Oakey to successfully graduate from year 12 at the end of 2017, the Big Buddy Program has gone from strength to strength and a true testament to the dedicated staff and mentors who provide the leadership.

- 20 year 12 graduates in the past 12 months
- Over 200 registered Big Buddy youth
- Over 70 registered Big Buddy mentors and volunteers
- Over 100 participants attended events and activities

The traditional craft of basket weaving was a crowd favourite among the Big Buddy youth who were taught by North Queensland Basket Masters Weavers and member of the Keeping Our Culture Alive (KOCA) Group.

“I loved being a part of the Big Buddy Beans team as it was so much fun and taught me the skills and experiences that will help me get a job in the future.”

Big Buddy Beans Youth

CHANGING MINDSET AND MENTALITY

The goal of our programs is to empower youth through positive experiences and opportunities. Part of this is to change the mindset and mentality of the younger generation in order to break the vicious cycle of disadvantage and bring about intergenerational change. At the Oakey Health Expo this year, we knew we had made an impact when a group of Big Buddy Beans barista's rallied together to create the best coffee in town. Using the skills they had learnt, the keen teenagers spotted their sports star Shane Webke and together created the best latte for him to enjoy. The sense of teamwork, the sense of pride and the sense of achievement was evident on each and every Big Buddy Participant face and is a great example that showcases the difference the program is making in creating positive change for the next generation.



Stuart Lloyd teaching the kids how to weave baskets with grass, 17 May 2018



Big Buddy participants at Emu Gully Adventure Park, 4 December 2017

A year of action continued for Big Buddies with an incredible number of unique opportunities and experiences with some highlights including:

- St George NAIDOC Ball where Big Buddy assisted with catering by waitressing and cleaning the tables during the event
- Big Buddy entered a team and individuals into the Annual Cherbourg reconciliation Fun Run with one of the youth being the overall winner for the 3km run, others gained placings in the top 10
- Youth engaged in traditional dance lessons throughout the year, eventually culminating in performing at CTG days and NAIDOC ceremonies
- A team of Big Buddy youth attended the South West Emu's Indigenous nine aside Rugby League Tournament with several games played in a spirit to be proud of. Once again Big Buddy Beans was asked to attend with one Big Buddy youth volunteering extra services in selling raffle tickets for the day to assist with the funds being raised to support Indigenous Rugby League
- Over 20 Big Buddy youth and five Big Buddies headed off to Emu Gully Adventure Park for the end of year camp
- St George Big Buddy had a visit from Joel Thompson (Current Manly NRL and Indigenous All Stars Player) who rolled out his "The Mindset Project" with our Big Buddy youth
- Ashley Gordon (former NRL player with Newcastle Knights) visited the St George community and spoke with the Big Buddy participants regarding the impact that gambling addiction has on a person as well as their family
- Dalby Junior Rugby League continue to request the attendance of Big Buddy Beans at their home games throughout the football season, with the van being extremely well supported by over 15 volunteers and up to 25 youth making and selling coffees, frappes and slushies
- St George High School cooking classes with the Goondir Big Buddy Coordinator and Healthy Lifestyle Worker

- Cultural painting sessions were presented by a well-known artist to over 30 youth who learned the art of painting, drawing and storytelling, whilst learning the stories of the area
- Several Big Buddy sporting teams were entered into indoor netball, indoor cricket, indoor volleyball and touch football with many successes
- Over 35 youth learned skills to prepare, cook and serve healthy foods with the support of the Tucka Time Program and trained facilitators
- Big Buddy youth volunteered to take the Big Buddy Beans to Lifelight events around the region
- Big Buddy kids joined a program to play basketball with Andre Moore (former US basketball player and also played with the Brisbane Bullets)
- Big Buddy Coordinator in St George providing after school homework help
- Senior Big Buddy youth spent a day at USQ Toowoomba to see the facilities, exposure to courses and find out about scholarship opportunities
- Visit by Cultural Educator Tom Barker from Lightning Ridge who conducted a cultural session about what tools Aboriginal people used for hunting, for fun and for battle

Several businesses have expressed interest in collaborating with Goondir into the future to allow our Big Buddy youth exposure to small business in cafes, hairdressers, builders and mechanics. We look forward to being able to update you on the success of this in next year's Annual Report.

Big Buddy participants and Big Buddy mentors travelled far and wide to celebrate NAIDOC Days throughout the Darling Downs and Western Downs region, whilst also providing youth empowerment and education to support the next generation of Indigenous people



Cherbourg Reconciliation Fun Run (3km) – Big Buddy Participants 12-17 yr division – female runner up and male first place

Painting pot plants for Mother's Day, 8 May 2018





SUGA SHAKERS ON TRACK TO GOOD HEALTH

Suga Shakers continues to grow and develop with activities ranging from Bush walking at the Bunya Mountains and talks with the Murri Rangers, playing croquet, exercise and Indigenous games, attending Tai Chi classes and as always gaining more knowledge about Diabetes and other chronic diseases. Suga Shakers has also built many partnerships this year and one of the strongest was that with the Dalby PCYC Indigenous Sport and Recreation officer who has introduced the group to age and condition appropriate exercises, Indigenous games and a whole new appreciation for the outdoors. Suga Shakers also travelled to Toowoomba to be fitted for new shoes by the team at Footlocker who looked after the group so well and explained the importance of wearing correctly fitted shoes.

GIRA GIRA WOMEN'S GROUP PROGRAM UNLOCKING POTENTIAL FOR SELF-RELIANCE AND EMPOWERMENT

During the year Gira Gira Women's (meaning to cheer up) group played an integral role in assisting in the NAIDOC celebrations, volunteering at various Big Buddy activities including flower making for the Toowoomba Carnival of Flowers Parade. The group also worked tirelessly to produce various items of sewing and craft to sell at their stall at the Tara Camel races in August 2017. The ladies enjoyed a wonderful day out where they experienced culture from all around the world and showed great pride in the work they had done which received positive responses from the crowd on the day.

Gira Gira demonstrates how group participation, promoted by a therapeutic approach can unlock the inherent potential for self-reliance and empowerment. The women now have ownership over the program and proudly manage decisions, resources and promotion of the program.

Gira Gira has offered the capacity for women to participate in, contribute to and benefit from a group process that values their contributions, respects their dignity and makes it possible for them to create their own group identity and ways for creating opportunities for their own self growth

HEALTHY LIFESTYLE PROGRAMS BUILDING STRONG CONNECTIONS

Goondir is continuing to improve the health and wellbeing of the St. George and Oakey communities through the Healthy Lifestyle Program. The program continues to build strong partnerships with key stakeholders such as the local schools, playgroups, Indigenous Sport and Recreation officer, Queensland Police, Allied Health Professionals and Mens, Womens and local Elders groups.

The healthy Lifestyle Program in St George has re-established the local Elders Group to assist them with activities such as participating in the 60+ games as well as planning day trips to cultural sites, providing ongoing health education and assisting with healthy lifestyle choices such as cooking and physical activity.

Other areas in the community where the Healthy Lifestyle Program is involved are:

- **Playgroup** – provides support for Indigenous parents, carers and families along with access to Allied Health providers who attend the playgroup with key information about early childhood development especially for 0 -5 year olds.
- **Community walking groups** – providing a safe environment for participants to participate in physical activity.
- **School holiday activities** – conducting cooking programs and physical activity through Traditional Games to educate as well as keep the kids active during the school holidays.
- **After school activities** – assisting with afterschool activities by conducting cooking programs and a variety of physical activities through a variety of different sports.





THE BENEFITS OF PLAY THROUGH THE WANDIR GUNDE PLAYGROUP

Wandir Gunde is a place for Indigenous families to come and share quality time in a safe, friendly and supportive environment. Children are able to explore and create meaning from the world around and have the opportunity to play, share, connect and grow.

Parents and carers also have the opportunity to interact and socialise where there is a strong sense of community that promotes feelings of belonging and connection. Program highlights include fun and engaging outdoor activities, arts and craft, walks along the creek, plays in the park and story-telling.

Wandir Gunde playgroup have also had a number of special experiences such as sessions at the local library, a trip to Brisbane to see their favourite show "The Wiggles," and a trip to the Toowoomba Circus where the children had lots of fun taking photos and talking to the Circus members.

On the last week of term 4 the playgroup children had a surprise visit from Santa and were spoilt with lots of presents and lots of goodies. The children opened all their presents and had photos with Santa and his helpers.



Wandir Gunde meaning 'Little Stars'

WANDIR GUNDE PLAYGROUP MAD FOR THE WIGGLES

When a group of children went on a special trip to Brisbane to see The Wiggles, they just couldn't get enough. Huge fans of the red, blue, yellow and purple Wiggles and the BIG red car, the whole Wandir Gunde playgroup booked tickets when they heard the show was coming to town in Dalby. Excited beyond belief the young playgroup members danced the day away.

HEALTHY FOOD CHOICES THE KEY TO GOOD TUCKA

Tucka-Time was a short program funded by CheckUP, incorporated within the Big Buddy activities, aimed at improving knowledge and skills around healthy eating, budgeting, shopping, cooking and physical wellbeing. During the 10 week program, youth participated in cooking classes, a dietitian visit, personal training sessions and a supermarket tour.

CULTURAL DEVELOPMENT PROGRAM A GREAT SUCCESS

The Cultural Development Program was funded by the Darling Downs West Moreton Primary Health Network, which ran over a 12 week period. The main focus was on improving the social emotional wellbeing of participants through reconnection to culture. An ATSI facilitator lead the participants through a range of cultural and traditional activities and exposures including boomerang and didgeridoo making, cultural dance, storytelling and visits to various significant cultural sites including The Ration Shed in Cherbourg, Bunya Mountains and Gummingurru near Gowrie Junction. An evaluation of the program revealed 92% of participants believed their social and emotional wellbeing had improved after participating in the cultural activities.

During June 2018, participants of the Cultural Development Program were involved in several art projects. These included, painting, didgeridoo making/painting and emu egg carving/painting.



Eidsvold cultural centre day trip was a highlight for everyone who attended. Traditional and contemporary bush ways are taught here, and it's a place where we could really soak up the local indigenous culture.



DAY OUT MAKES A DIFFERENCE!

The Cultural Development Program continues to have an impact and make a difference to everyday lives.

The trip to the Bunya Mountains is testament to this as one elder highlighted, "I just realised that I have not had a cigarette all day and I don't have a headache. When I left Dalby I was a little nervous about coming up to the Bunya Mountains as I never felt it was somewhere I could go, but now that I am here I am not worried anymore. Since I got here I haven't thought about all the stress in my life and feel calm and clear. I definitely will be bringing my daughter and granddaughter back up here every weekend because I feel at ease here. Thank you for asking me to come, I feel happy today."

Through reconnecting with culture and tradition it is evident that the trip to the mountains has not only provided a much-needed connection to country, but also created a ripple effect as she plans to take her family back to enjoy the peace and beauty of nature.



HEALTH PROMOTION AT A GLANCE

Goondir hosted over 30 health promotion events over the past 12 months

CELEBRATION DAYS A HUGE SUCCESS

Goondir hosted a number of events to celebrate the history, culture and achievements of Aboriginal and Torres Strait Islander (ATSI) people along with raising awareness of important health and wellbeing issues.

- 6 NAIDOC events (Dalby, Oakey, St George, Chinchilla, Miles and Tara)
- World Asthma Day
- Men's Health Week
- Reconciliation Week
- Fluvax day
- National Sorry Day
- National Close the Gap Day
- International Women's Day
- Harmony Day
- Big Buddy launch St George
- RU OK Day
- 8 Week Challenge
- National ATSI Children's Day



Flag Raising Ceremony at Reconciliation Week in Oakey.

2017 NAIDOC WEEK CELEBRATES "OUR LANGUAGES MATTER"

Goondir Dalby and Oakey, partnered with DDHHS to facilitate NAIDOC celebrations at Oakey, Dalby, Chinchilla, Miles and Tara during July 2017. Big Buddy participants were actively involved with the local community celebrations including playing a big part in helping planning and managing school NAIDOC events.

Goondir St George also partnered with local community groups to celebrate the importance of preserving traditional language.

Fun activities included traditional games and painting and were enjoyed by the entire school community, with several Big Buddy participants also involved in the official school ceremonies.



UNITED: NAIDOC Week was a big success in Dalby.

Goondir hails successful NAIDOC Week across Western Downs

GOONDIR Health Services and the Darling Downs Hospital and Health Service partnered for the third consecutive year to promote NAIDOC Week events at facilities in Oakey, Dalby, Tara, Chinchilla, Miles, Taroom, and Wandoan. Taroom and Wandoan were included for the first time this year in the DDHHS and Goondir NAIDOC Circuit.

The level of support shown towards the event from these small communities was surprising.

Goondir Health Services chairman Gary White said NAIDOC Week was crucial to building and maintaining relationships within the community.

"Our support of the Darling Downs Hospital and Health Service NAIDOC events not only ensure that we promote our culture to the wider community but also improve and build relationships between the Aboriginal and Torres Strait Islander population and the staff working at those facilities," Mr White said.

"This, in turn, will help to promote and encourage our people to access their services in their time of need."

Festivities were undertaken in the spirit of the theme, Because of Her We Can, with fine weather, delicious food and drinks, traditional dance and activities for all to enjoy.

Goondir acknowledges the support of the Dalby Police and PCYC which attended five of the seven events hosted by the DDHHS and supported by Goondir.



OAKEY LEGENDS OF LEAGUE BREAKS RECORDS

Legends of League was held in the Oakey Community in October 2017. It was brought to the community in an effort to improve morale after a year of issues surrounding water contamination, the potential threat of the New Hope Acland mine stage three not progressing and declining mental health within the community. Oakey community live and breathe Rugby League, so there was an immediate buzz around town. Many Goondir clients and staff were involved in the day, including Big Buddy participants bringing the coffee van to the event. Goondir and DDHHS Staff and clients formed a team called 'Goondir/DDHHS Saints' who played a friendly game against the Pacific Islander Community Darling Downs.

Troy Byers from Legends of League welcomed the crowd at kick off and thanked the community and sponsors. Never before had he experienced such a warm welcome and friendly hospitality.

"We can honestly say the community of Oakey really bought into this concept and that is a result of yourself whether it be through sponsorship, playing in the game or simply a long time Oakey Bear supporter. Wasn't it great to see and hear the Bears song bellowed out by the boys at the Dinner and again at the game. In our touring history - we have never seen that before, a testament to the strength of the Oakey community."

Troy Byers
Legends of League

GOONDIR CONTRIBUTE TO A SEA OF COLOUR AT THE TOOWOOMBA CARNIVAL OF FLOWERS

Toowoomba's Carnival of Flowers 2017 was themed around "Laugh, Play, Hooray". Several Goondir programs participated in the event including Big Buddy, Gira-Gira, Suga Shakers and Wandir Gunde playgroup. Together the program participants decorated the float which included handmade paper flowers, stars and hand prints. Many skills were utilised while decorating the float including sewing skills from the Gira Gira ladies and Indigenous painting skills taught by a local indigenous artist. It was a team effort and wonderful experience for all staff and volunteers to be a part of.

"Was really exciting to see the smiling faces on the children and adults as they smiled and waved like stars on the float, feeling proud of their Indigenous culture."

Playgroup Coordinator

COMMITMENT TO QUALITY

Goondir's goal is to provide holistic primary care services to create a smooth, safe, quality client centred health and wellbeing journey across our Communities of Interest.

SMART

Our Quality Objectives ensure that we set SMART goals (Specific, Measurable, Achievable, Realistic, Timely) supported by systems, policies, processes and procedures to reflect what we actually do to achieve Strategic directions, certified by ISO 9001:2015 Quality Management System Standard.

ACCREDITATION

All four clinics are accredited through AGPAL against the RACGP General Practice Standards. According to the AGPAL client experience surveys conducted, 96% of Dalby clients, 95% of St George clients and 96% of Oakey clients rated the service as good, very good or excellent.

DATA QUALITY ASSESSMENT

Data Quality Assessment was undertaken by KPMG in 2018 and identified that the organisation has a mature approach to data quality and in some areas demonstrates a very high degree of data maturity. Goondir also have established processes and procedures to support data and service quality, including induction training specific to various types of staff. LogiQC (Quality Management System) software is also used to assign and track tasks and accountabilities

aimed at service improvements. KPMG report also highlighted that the culture and practice of the Goondir service also supports a high level of ownership and commitment to the effective use of data across all staff groups. This is evident from the preparation and interrogation of the monthly dashboard, which includes service-specific targets for those indicators where performance is above the national trajectory.

ENTERPRISE AND OPERATIONAL RISKS

Enterprise and Operational Risks are recorded on the Risk Register. The Board provides oversight of the Enterprise Risks while the CEO provides oversight for both Enterprise Risks and Operational Risks including quarterly reviews of risk.

'Your service has a mature approach to data quality and in some areas demonstrates a very high degree of maturity. You have implemented robust processes to identify areas for improvement and, based on these results, you are actively prioritising these areas.'
(KPMG, 2018; 2)

KPMG 2018

Goondir Health Services
Data Quality Assessment Report

Goondir Health Service systems, processes and tools were used as a best practice case study by KPMG and presented to the Department of Health and tabled to parliament



PERFORMANCE DASHBOARD LEADING THE WAY IN DATA VISUALISATION

Every year the Dashboard continues to evolve making it an essential tool in the setting and monitoring of service targets. This year was no exception as many new ideas were put forward to improve efficiencies including tracking of Appointment Utilisation to analyse service access and uptake. Dashboard clinical indicators enables Clinical teams to monitor clinical outcomes over time providing an invaluable tool for targeting health needs and trends of our clients.

LOGIQC – Quality Management System
February 2013 – July 2018



IT INFRASTRUCTURE IMPROVES EFFICIENCY FOR GOONDIR WORKFORCE

This year we made the move to Office 365 which has been a big success, despite some glitches along the way. The addition of other applications like Skype have helped various staff by giving them another avenue of communication. Moving emails to a Microsoft maintained server has also decreased our server requirements and has dropped backup times by hours. During the switch, we also moved our setup from remote based, to local based. This means the applications are now running on local hardware rather than servers. It has decreased the dependence on a reliable internet connection for Oakey and St George, as well as massively decreasing our server requirements.

In the future, hardware costs will be significantly reduced due to these improvements.

WIRELESS EMERGENCY ROOM PC GIVES ACCESS TO HEALTH RECORDS FAST

After a review of communication procedures including access to online health records in emergency situations, an IT solution was setup to ensure staff have quick and easy access to a client's health record on communicate.

FACEBOOK POTENTIAL REACH AN AREA FOR FUTURE INVESTMENT

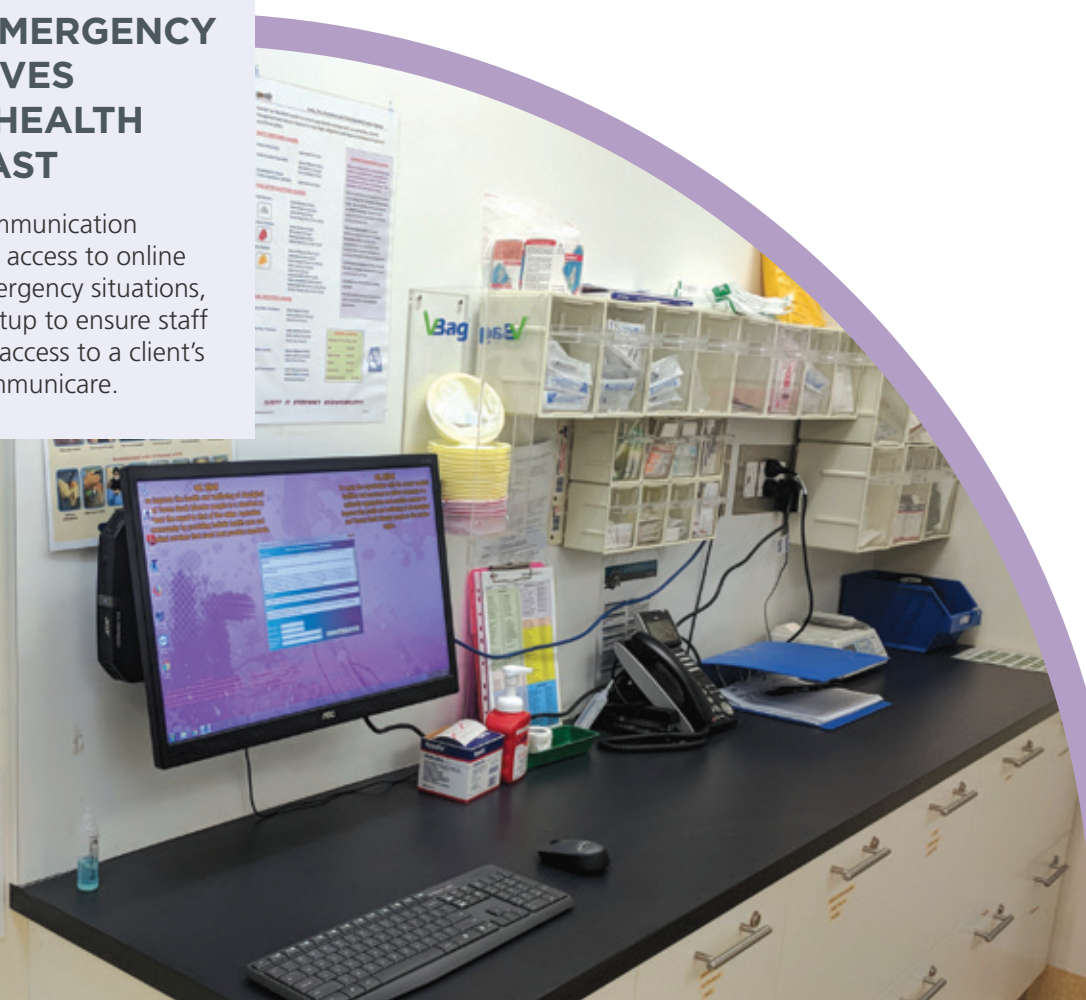
2017-18 started out well with some posts reaching as many people as we ever had. Even higher than the very popular April Fools Video.

TOP PERFORMING FACEBOOK POSTS

- Legends of League
- Highlights videos

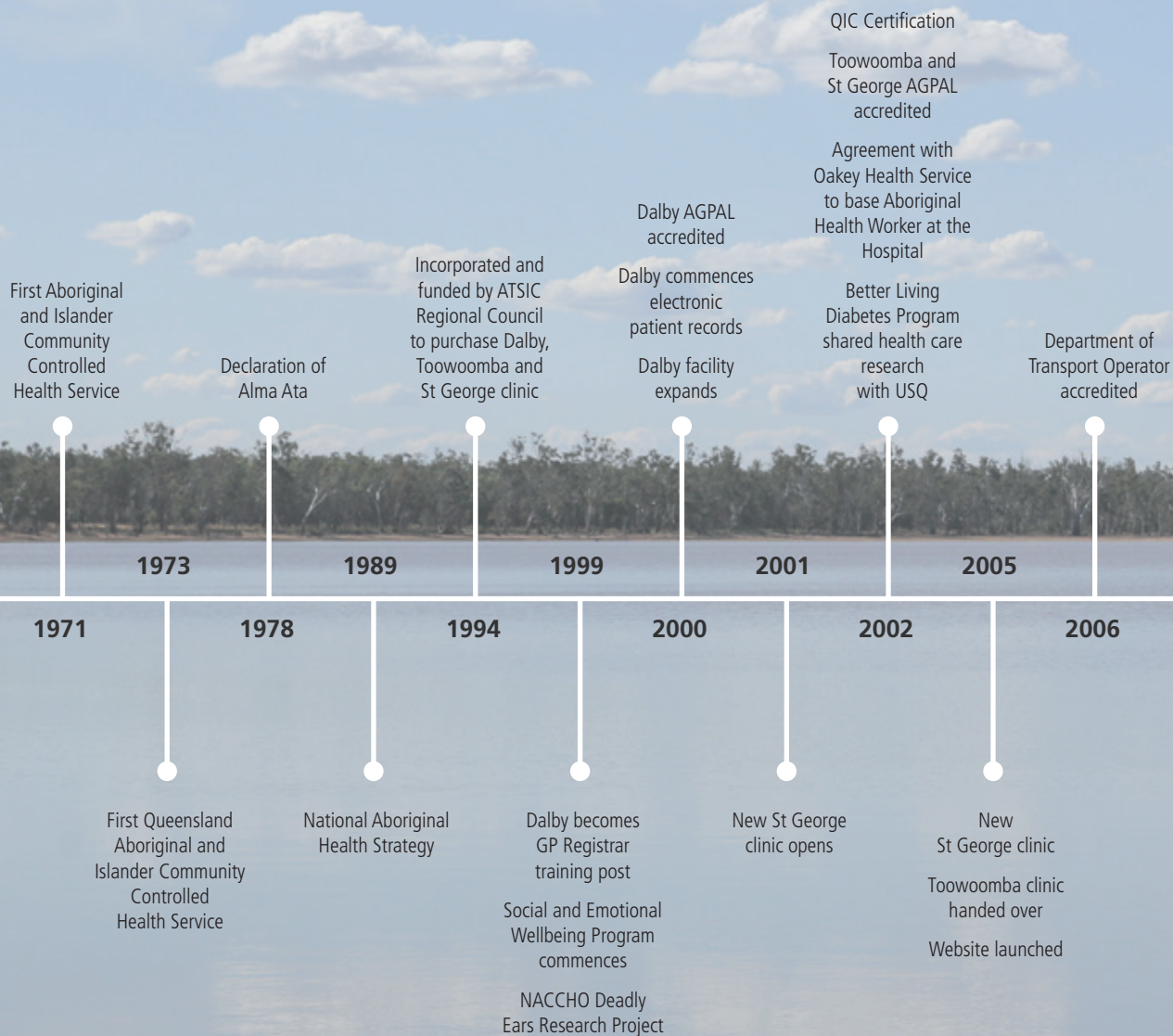
WEBSITE HITS DOWN

The website did not see much of an increase over last year as there was not enough content being updated regularly. Future improvements include having staff assigned to specific pages and setting a monthly task to refresh the information.





TIMELINE





	St George becomes GP registrar training post St George commences electronic patient records Asthma Research Project with USQ		New Dalby clinic opened New model of care Goondir Facebook page		Purchase of Campbell St Oakey clinic site and commencement of services Rental of Dalby programs building 20 years celebration with community and stakeholders Heart of Australia commenced mobile cardiology services IDEAS service commences for Dalby clinic Hosted UQ mental health SCID project Dashboard Report		IDEAS commenced free cataract surgery Goondir received AGPAL high commendation (runner's up) for Aboriginal Medical Service of the Year (Jan 2013-Jun 2015) NAIDOC activities in partnership with DDHHS Organisational Pledge signed by DDHHS Executive to Close the Gap		Big Buddy Program commenced in St George Cultural Development Program Dalby Dept of Health KPMG Data Quality Assessment and Report Selection in IPAC Project Business Excellence Award Purchase Big Buddy Bus for St George Oakey Building Reno Complete Solar Installed Dalby Clinic
2008		2009		2010		2011		2012	
	Stolen Generation Apology by Australian Government National COAG Partnership Agreement on Closing the Gap in Indigenous Health Outcomes signed Jimbour St Dalby land purchased by Indigenous Land Council Research Excellence in Aboriginal Community Control Health STI and BBV project with Kirby Institute		Mobile Medical Clinic funded by Queensland Government Gira Gira Sewing Group formed Reconciliation Choir formed QAIHC Sexual Health Award Agreement with West Moreton Health Service District and Office of Rural and Remote Health executed for One21 seventy Quality Improvement Services		10 year National Aboriginal and Torres Strait Islander Health Plan launched Achieved ISO 9001:2008 certification QAIHC Quality and Accreditation Award Master Builders Award for Dalby Clinic Dalby UQ Dental Clinic commenced Suga Shakers group formed Expansion of staff, partner- ships, allied health and visiting specialist services at all sites		June 2015 – Primary Health Networks commenced operations Commenced Big Buddy Project and Playgroup, funded by the Department of the Prime Minister and Cabinet Corporate Challenge IDEAS service launched in St George St Vincents Private Hospital Paediatric service in Oakey Clinic		Purchased building for Big Buddy project, Dalby UQ dental services commenced at St George clinic Nukal Murra Alliance Purchased bus for Big Buddy project Dalby

FUNDING

CURRENT DIRECT FUNDING FOR THE YEAR ENDED 30 JUNE 2018						
COMMONWEALTH GOVERNMENT						STATE GOVERNMENT
FUNDING BODY	Dept of Health (Core Funding)	Dept of Health	Dept of Prime Minister and Cabinet	Dept of Health	Dept of Social Services	Qld Department of Health
FUNDING PROGRAM	Indigenous Australians' Health Programme	Service Maintenance	Indigenous Advancement Strategy	Health Workforce Fund	Financial Wellbeing and Capability Programme	Making Tracks Investment Strategy 2015-2018
CONTRACT DETAIL	Indigenous Primary Health Care Services, Core Activity across Goondir region (Jul 2015-Jun 2018)	Solar power – Dalby Clinic (Jun 2017-Mar 2018)	Wandir Gunde Playgroup (pilot Dalby Jul 2015-Dec 2017 Extended to 31 Dec 2019) – Goondir and Dalby State School staff – Playgroup Qld involvement	Indigenous Remote Service Delivery Traineeship (Jul 2015-Jun 2018)	Emergency Relief, Darling Downs-Maranoa SLA (Jul 2016-Dec 2018) – Funds administration	Primary Health Clinic, Oakey (until Jun 2018) – Goondir staff
		Renovation to rear of Oakey Clinic (Jun 2017-Mar 2018)	Big Buddy Project (pilot Dalby and Oakey, Jul 2015-Dec 2017 Extended to 31 Dec 2019) – Goondir staff – MoU with Dalby and Oakey SHS – Mentors			Outreach screening services, Mobile Medical Clinic, South West and Darling Downs (until Jun 2018) – Goondir staff
			Social and Emotional Wellbeing program (Jul 2015 to Jun 2018) – Goondir Staff – Dalby and St George			
OUTPUT	Primary Health Care Services	Upgrade to Infrastructure/ Energy Efficiency	Mental Health, Child and Youth Services	Professional development	Financial Support	Chronic disease services

CURRENT DIRECT FUNDING FOR THE YEAR ENDED 30 JUNE 2018				POTENTIAL NEW FUNDING		
OTHER AGENCIES						
COMMONWEALTH FUNDING				GOVERNMENT FUNDING	OTHER	
Darling Downs West Moreton PHN	Darling Downs West Moreton PHN	The Pharmacy Guild of Australia	Western Qld PHN	Qld Health / Commonwealth	Dept of Health	Treasury Casino
Integrated Team Care	Mental Health	QUMAX Program – Quality Use of Medicines Maximised for ATSI Peoples	Numerous	To be identified	Capital Works	Gambling Community Benefit Fund
Integrated Team Care (chronic disease) until 30 Jun 2018 – Dalby & Oakey clinic – Care Coordination 1 FTE – Indigenous Outreach Worker 1 FTE – Supplementary Services – Dalby Community (Jul 2017-Jun 2018)	Cultural Development Program – 1 FTE Cultural Educator Mar 2018-Jun 2018	Webster Packaging & Drug administration aides, all regions (Jul 2017-Jun 2018) – funds administration	Integrated Team Care (chronic disease) – St George Clinic – Care Coordination and Supplementary Services Jul 2017-Jun 2018	Kingaroy and Goondiwindi Clinics – establish and core funding	Oakey Community Hub – Funds have been applied for purpose built clinic on 165 Bridge St	Funds have been applied for Kayaks and Trailers
Integrated Team Care (chronic disease) until 30 Jun 2018 – Dalby & Oakey clinic – Care Coordination 1 FTE – Indigenous Outreach Worker 1 FTE – Supplementary Services – Dalby Community (Jul 2017 to Jun 2018)			Mental health – St George clinic Jul 2017-Jun 2018	Alcohol and drug rehabilitation service, Toowoomba		
			Big Buddy – St George (Jan 2018-Dec 2018)	Student and allied health accommodation – St George		
				Health Farm		
Care coordination. Supplementary services – medical aides, allied health specialists where other funding has been exhausted	Reconnect with Culture and improved Mental health	Medicine Administration Aides	Chronic disease, mental health services, Youth Services	Primary Health Care Services, Drug, alcohol rehabilitation	Primary Health Care Services	Community Benefit



SUMMARY OF FINANCIALS

A STRONG FINANCIAL POSITION BRINGS STABILITY

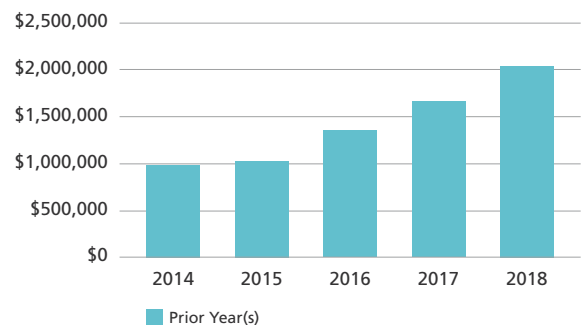
Goondir Health Services continued to perform well in the 2017-2018 Financial Year with all service arms contributing to a net surplus of \$638,978. With a continued focus on governance and stability, Goondir has closely managed the financial expenditure of all grant funding.

The growth in financial performance of Goondir has been assisted by improvements in Goondir's capacity to generate increased Medicare Revenue.

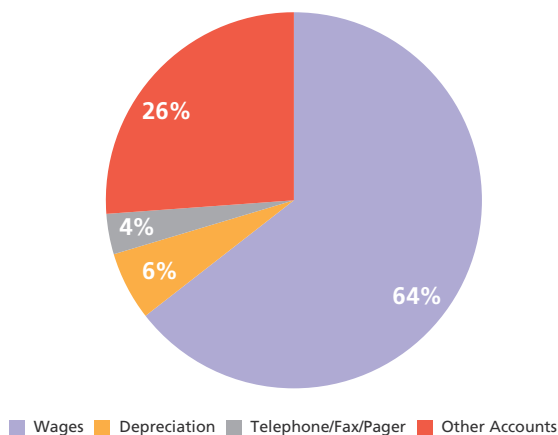
The following Summarised Financial Reports give a snapshot of Goondir's financial performance for the year ending 30 June 2018.

For a full copy of the financial statements, please visit www.orc.gov.au and search Goondir in the public register.

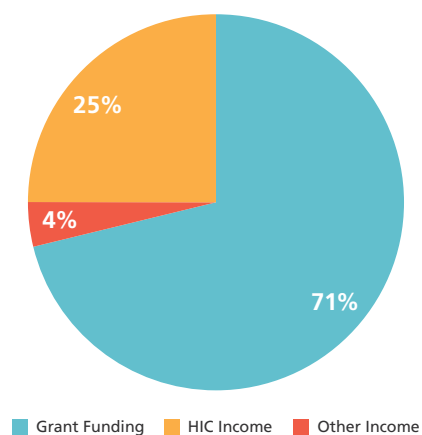
Medicare Income Comparison



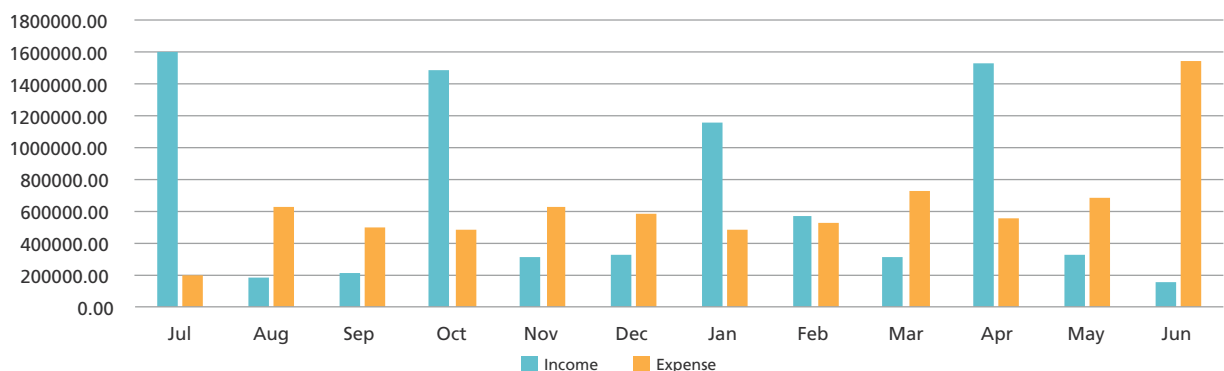
**Expense Breakdown – Total
\$7,536,173.36**



**Income Breakdown – Total
\$8,175,150.37**



Income and Expense Trend



STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME

FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
Revenue	2	8,136,554	6,976,302
Employee benefits and related expenses	4	(4,948,022)	(4,575,454)
Depreciation and amortisation expense		(444,580)	(410,199)
Allied health services		(53,840)	(75,886)
Emergency relief payments		(26,427)	(25,965)
General practitioner and health services		(39,762)	(180,492)
Supplementary services		(102,461)	-
Motor vehicle expenses		(159,486)	(127,648)
Medical equipment and supplies		(86,680)	(85,297)
Health promotion		(109,912)	(71,116)
Contract payments		(174,439)	(135,155)
Telephone		(262,226)	(200,794)
Travel		(161,008)	(147,506)
Electricity and gas		(89,314)	(91,394)
Secretarial fees		-	(53,122)
Repairs and maintenance		(53,961)	(38,716)
Consultancy and legal fees		(44,433)	(40,340)
Finance costs		(28,440)	(28,734)
Other expenses	3	(712,585)	(547,404)
Surplus for the year		638,978	141,080
Other comprehensive income, net of income tax			
Revaluation changes for property, plant and equipment		-	-
Total comprehensive income for the year		638,978	141,080

STATEMENT OF FINANCIAL POSITION

FOR THE YEAR ENDED 30 JUNE 2018

	Note	2018 \$	2017 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	2,536,742	1,878,947
Trade and other receivables	6	45,984	212,299
Inventories		30,013	32,062
Prepayments		109,178	96,027
TOTAL CURRENT ASSETS		2,721,917	2,219,335
NON CURRENT ASSETS			
Property, plant and equipment	7	10,345,745	10,257,115
Works of art		1,800	1,800
TOTAL NON CURRENT ASSETS		10,347,545	10,258,915
TOTAL ASSETS		13,069,462	12,478,250
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	9	590,375	543,255
Borrowings	10	197,785	193,859
Employee benefits	12	353,634	338,402
Deferred income	16	69,723	69,723
Unspent funds	11	121,763	239,777
TOTAL CURRENT LIABILITIES		1,333,280	1,385,016
NON CURRENT LIABILITIES			
Borrowings	10	334,231	306,526
Employee benefits	12	148,648	102,661
Deferred income	16	488,058	557,780
TOTAL NON CURRENT LIABILITIES		970,937	966,967
TOTAL LIABILITIES		2,304,217	2,351,983
NET ASSETS		10,765,245	10,126,267
EQUITY			
Reserves		581,695	581,695
Retained earnings		10,183,550	9,544,572
TOTAL EQUITY		10,765,245	10,126,267



Administration

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Dalby Clinic

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Ph: 07 4679 5900
Fax: 07 4669 6071

St George Clinic

127 Victoria Street
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St George QLD 4487

Ph: 07 4625 5040
Fax: 07 4625 5070

Oakey Clinic

110 Campbell Street
PO Box 517
Oakey QLD 4401

Ph: 07 4691 3372
Fax: 07 4691 3926

Mobile Medical Clinic

C/- 4 Jimbour Street
PO Box 559
Dalby QLD 4405

Ph: 07 4679 5900
Fax: 07 4669 6071

Goondir Programs

51 Mary Street
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Ph: 07 4662 0291

UQ Dental Clinics

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UQ Dental Clinic, St George:
Ph: 07 4625 5040

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