



kambu

Aboriginal and Torres Strait Islander
Corporation for Health

Annual Report
2014/2015

People | Health | Community



Kambu Clinic Locations



Ipswich Clinic

27 Roderick St
IPSWICH
QLD 4305

Ph: 07 3812 3843



Laidley Clinic

2/235 Patrick St
LAIDLEY
QLD 4341

Ph: 07 5465 3541



Goodna Clinic

13 Church St
GOODNA
QLD 4300

Ph: 07 3436 9600

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ABN: 83 155 632 836

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Message from the Chairperson

It gives me great honour to present this Chairperson's Report. I came into the role under very sad circumstances, with the passing of the previous Chair, Veronica Bond (Bonnie). Bonnie contributed greatly to the Board and the community, and she is sadly missed.

As the Chairperson of Kambu I am pleased to present our Annual Report for 2014/2015. This year has been a busy one, where we have seen the continued growth and development of our services to provide holistic care to our ever growing community, and significant planning has occurred to ensure Kambu Health remains on the forefront of health service delivery for our community into the future.

Kambu Health now has Clinics at Ipswich, Goodna and Laidley which continue to provide a comprehensive primary health care model that reflects the needs of our community. The Board Members, Chief Executive Officer and staff of Kambu Health have continued to demonstrate their commitment to making Ipswich and the West Moreton Region a healthier place to live, and I commend them on their commitment and achievements to date.

Despite the challenges faced in the current political environment, through the work of our Chief Executive Officer we have been able to secure significant funding. Working closely with our Partners such as the Institute for Urban Indigenous Health and

other Aboriginal Medical Service agencies, Kambu Health have been able to deliver excellent outcomes for Aboriginal and Torres Strait Islander people in South East Queensland.

Kambu Health continue to work towards creating a self-sufficient future by exploring other service delivery opportunities from which we can generate our own income. As a result Kambu Health will be able to invest back into the organisation and work towards becoming less dependent upon Federal and State funding.

While working to expand and enhance the delivery of comprehensive primary health care services, Kambu Health has also continued its efforts to empower our communities to make healthy lifestyle choices. A range of community events contributing to this have been coordinated by Kambu Health over the past year including ANZAC Day Celebrations, Baby Welcome to Country, the Grandparents Gardening Project, Good Quick Tucker and NAIDOC Week. These events have been a resounding success, and rewarding for all those who have participated.

Kambu Health could not achieve all that we have without the involvement and support of our local community. I would like to thank the community for their continuing loyalty to our organisation.

The Kambu Health Board has worked diligently this year in ensuring our

governance systems and practices are appropriate to best protect and serve the members of the organisation.

On behalf of the Board, I would like to thank Stella Taylor-Johnson our Chief Executive Officer and her staff, for continuously driving Kambu Health to reach its strategic goals. Stella has been committed to the Vision and goals of Kambu Health and has worked tirelessly to obtain appropriate accreditation for the organisation, secure vital funding and drive our new goals for expansion into the future.

In closing I would like to acknowledge and extend my personal thanks and appreciation to my colleagues on the Board and the Chief Executive Officer. Their support and guidance throughout the year have been essential for Kambu Health to achieve all that it has to date. The work and commitment of the Board and Chief Executive Officer will continue to ensure a solid foundation for the future development of Kambu Health in meeting the health needs of our community.

Lee-Ann Joseph
Chairperson



Kambu Health - Board of Directors

Chairperson - Veronica Bond (Bonnie)

Bonnie was the Chairperson until early 2015 at which time Lee-Ann became Chairperson.

Chairperson - Lee-Ann Joseph

Lee-Ann is an experienced Board and Management Committee member who also has extensive experience working within Indigenous organisations and the Health Services sector. Lee-Ann's experience to date has proven essential for her to take on the Chairperson role of the Board of Directors, providing leadership and insight. Lee-Ann has also held the Acting CEO role in Kambu Health for an interim period, and was previously the Vice-Chairperson, both of which have provided her with a greater insight into Kambu Health and its strategy and operational challenges.

Director - Allan Fisher

Allan has worked extensively in the Indigenous Primary Health Care and Health Services Sectors, having held CEO and senior management positions. Allan also brings significant Board and Management experience to his position as a Director on the Kambu Board of Directors and provides expertise in strategy and policy.

Director - Teddy Collins

Teddy has been a long standing member of the Kambu Board of Directors. Along with this significant experience and organisational knowledge, he has previously worked in Health Care and Aboriginal Community Controlled Health Services. Teddy has worked in the local community and indigenous organisations, bringing a strong sense of community through these local interactions.

Director - Jill Davidson

Jill has been on the Kambu Board of Directors for some time, contributing significantly to the organisation by sharing her understanding of Aboriginal Community Controlled Health Services through her Board and Management Committee experience as well as her experience working in the sector. Jill's experience in Health Care and Aboriginal Community Controlled Health Services sectors is invaluable.

Director - Ken Dalton

Ken has extensive experience as a member of different Board and Management Committees. In addition to his position as Director at Kambu, he currently holds the position of Director at the Sunshine Coast University. Ken's experience includes being a Government Advisor on Cultural matters, a CEO for medical and legal services, and a Tutor on Cultural Awareness Programs.

Director - Professor Robert Bush

In addition to his position as a Director on the Kambu Board of Directors, Robert is currently a Director of the Healthy Communities Research Centre at the University of Queensland (UQ) and brings extensive experience to the Kambu Board, having held senior positions within government, in health practice and research. He also sits on the UIH Board as an Expert Director in the area of community engagement.

Message from the Chief Executive Officer

I am honoured to present the Annual Report for the Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) in the Ipswich and West Moreton Regions for the 2014/2015 year.

This year it is with extreme sadness that we said farewell to a wonderful young lady who was very well respected and admired by all. It was such a shock to lose someone who was such an inspiration to everyone who knew and met her.

Veronica (Bonnie) Bond had the experience of working with Kambu Health as a family support worker and in the past two years the commitment to lead the development and implementation of Governance and Clinical Reform as the Chairperson of the organisation.

Kambu Health has been a very progressive organisation that has seen incredible growth over the past few years with the development of many new initiatives, importantly it has shown that it has the capacity to meet many challenges and ultimately provide the best possible services to the clients, families and community across the three health service sites of Ipswich, Goodna and Laidley.

Kambu Health delivers a vast range of Primary, Specialist and Allied Health Services and programs across three geographical sites where there are increasing populations with limited access to transport and services, in particular, Aboriginal and Torres Strait Islander Families are within this catchment area. On the 4th August 2014 the new Kambu Goodna Health Clinic

commenced operations and as predicted it is one of the busiest clinics in the community controlled health sector in the south east region, and data clearly suggests that the new Clinic is clearly meeting all health and clinical targets. The Clinic is well positioned in the growth corridor and provides a broad range of clinical care, family support, community liaison support, dental, specialist services and outreach child care programs. The Institute for Urban Indigenous Health and Kambu Health jointly manage operations and development of the Clinic.

Much work is currently being done to progress the purchase/build of the new Kambu Day Care Centre. The Day Care Centre will specifically focus on Long Day Care, Kindy and Toddlers Group. It is certainly a



well needed service with a recent study identifying that there are a lot of children who are not enrolled in any of the early year's programs.

Kambu Health also undertook a range of new initiatives in the past year:

- Ipswich Education and Youth Sports Program
- The Early Years Road Show
- Establishment of the New Dental Clinic in Roderick Street Ipswich
- Joint Management Agreement with IUIH
- Audits into the Early Years Programs for children in the Lockyer Valley
- Kambu Day Care Centre
- Review of the Maternal and Child Health Programs
- Launch of Numbulli Yalwa
- Partnership with West Moreton Health and Hospital Service

The Children and Family Centre continues to provide a wide range of educational and health programs including Specialists Services. Much support is provided to families to attend and participate in the delivery of the Deadly Mums and Dads, and much needed Outreach Services to communities and centres where families live particularly in the rural areas.

Kambu Health is committed toward the ongoing implementation of Continuous Quality Improvement. In September the organisation retained

its ISO accreditation and was commended on its quality systems that are in place, and more importantly that everyone involved with the service is aware and understands the relevance of this CQI. The Goodna and Laidley Clinics are also in line for AGPAL assessment with Ipswich clinic due in November.

Kambu Health and the Deadly Choices Teams are dedicated and committed to supporting communities in making healthy lifestyle choices. Key messages are vital in creating greater awareness, the messages our younger people will be hearing in this generation will be so different to the ones of previous generations. Community health days, Elders forums and sporting events where a range of services are delivered such as fluvax and immunisations, health checks, ears, eyes and dental health checks, designated tobacco clinics, and importantly health awareness.

It is important to note that Kambu Health clinic sites are smoke free spaces and we will continue to implement new initiatives as they apply to the ongoing tobacco awareness campaign. Kambu Health has been a smoke free site since July 2010.

Recognising our Elders is a key priority for Kambu Health with events scheduled on a regular basis and even more so now with the Children and Family Centre and the commencement of the Grandparents



Message from the Chief Executive Officer continued...

and Children's Vegetable Gardens, which has been a wonderful incentive to get children looking after the garden and growing their own vegetables. The excitement of finally picking the vegetables and taking them home for their families was a wonderful achievement for the children and grandparents.

I wish to take this opportunity to express our sincere thanks and appreciation to our Elders and to acknowledge the support and commitment that is provided to the service for the ongoing delivery of good health care and family support for our community.

I also wish to acknowledge the many schools that work very closely with Kambu Health with sporting, mentoring and health and nutrition programs. It is planned that we work toward expanding our programs with many more schools in the coming year.

We also acknowledge our funding bodies and partner Agencies:

- Department of Health (Commonwealth)
- Department of the Prime Minister and Cabinet
- Institute for Urban Indigenous Health
- ATSIHCS Brisbane
- Kalwun ATSIHCS Gold Coast
- Yulu-Burri-Ba Health Service Stradbroke Island
- Queensland Government Departments

- Queensland Aboriginal and Islander Health Council (QAIHC)
- Arthur Gorrie Corrections
- Office of Early Childhood Education
- Pharmacy Guild of Australia / NACCHO
- Primary Health Network
- Ipswich City Council

There were many achievements for Kambu Health in the last year, and this Report highlights some of the key initiatives and good work being undertaken by the service. As the CEO I am incredibly proud of the progress achieved over the past year but recognise that much more work remains to be done.

Clearly the current progress to date demonstrates the progressive leadership and direction coming from the health services sector within the South East Queensland region with the support and in partnership with the Institute for Urban Indigenous Health of which Kambu Health is a key stakeholder.

Community Controlled Health services are setting the direction in good governance practices, accountability and most importantly the delivery of quality health services and social health programs with frameworks developed that will allow for effective measures for health outcomes.

In conclusion I wish to thank all of the staff I have had the honour of working with this year. I thank you for your dedication, hard work and your commitment to your roles and community in what has been a challenging but also rewarding year.

I wish to acknowledge the Kambu Health Corporation's Board of Directors and to say thank you for the guidance, direction and for your support that you have given to me and the staff over the past year.

Through the strategic direction from our Board and ongoing commitment from the community and our partner agencies I am confident that Kambu Health will continue to grow and deliver across the region. The expansion of services, programs and in particular the proposed business opportunities for sustained services will no doubt be a priority and pave the way for an even stronger foundation for the future.

Stella Taylor Johnson
Chief Executive Officer



Partnerships and Working Agreements

Kambu Health has developed a number of working agreements and partnerships with many agencies in the community and Government sectors. This will ensure that Aboriginal and Torres Strait Islander Health becomes a major focus of all planning, development and delivery of health and social health programs to the community of the Ipswich and West Moreton Region.

Kambu Health is committed to providing and supporting comprehensive health care services across Primary, specialist and allied health and this is clearly identified in the services that are available in the Ipswich, Laidley and Goodna Clinics.

One of Kambu Health's Primary stakeholder support groups is the Institute for Urban Indigenous Health (IUIH) which was established in July 2009 as a strategic response to the significant growth and geographic dispersion of Aboriginal and Torres Strait Islander peoples within the South East Queensland Region.

The Institute (IUIH) provides support for Aboriginal and Torres Strait Islander health service development and coordination across South East Queensland. IUIH also support the effective implementation of the (COAG) 'Close the Gap' initiatives and other strategic developments such as the Tobacco initiative, Care Co-ordination and Supplementary Services, Mums and Bubs to name

a few and this is done through promoting partnerships and integration with key mainstream health services. To date there has been significant and ongoing investment in the development of tools, resources, policies and procedures to support the model's implementation. This investment will enhance the patient journey and identify clear pathways for access to the best possible health care.

Acknowledgement and Recognition of other Members of the Institute Partnership include:

- Aboriginal & Torres Strait Islander Community Health Services (ATSICHS)
- Yulu-Burri-Ba Aboriginal Corporation for Community Health
- Aboriginal and Torres Strait Islander Community Health Services (Moreton)
- Kalwun Development Corporation (Gold Coast)

Funding bodies and other partner agencies include:

- Department of Health Commonwealth
- Queensland Government Departments
- Institute for Urban Indigenous Health
- Office of Early Childhood Education
- Pharmacy Guild of Australia

- Primary Health Network
- Ipswich City Council
- Queensland Aboriginal and Islander Health Council (QAIHC)
- Mater Mercy Care Services
- Arthur Gorrie Correctional Facility
- Bremer TAFE



Ipswich Education, Youth and Sports Program (IEYSP)

The concept of the Ipswich Education, Youth and Sports Program (IEYSP) came about through Kambu Health's participation in the IYSP program that has been delivered in Brisbane for the past five (5) years. The IEYSP is designed as a week-long program to maximise the engagement of young Aboriginal and Torres Strait Islander students in education, culture, health and sporting activities within a university environment.

Kambu Health have committed to coordinate, develop and deliver a successful program in partnership with the University of Southern Queensland, the Institute for Urban Indigenous Health (IUIH), PCYC Ipswich, and Queensland Government agencies (Education, Health and Youth Justice). The inaugural event was held at the University of Southern Queensland, Ipswich Campus from Monday, 29th June to Friday, 3rd July 2015.

The week long program provided young people of the Aboriginal & Torres Strait Islander Ipswich community and surrounding areas with the opportunity to be involved in a number of activities in specific target areas which included culture and identity, educational pathways and options, health, fitness and sport

to develop an understanding of the benefits of active and healthy lifestyles and lifestyle choices. A criteria was set to assist schools in nominating their students to attend the program. The following criteria established by the IEYSP partnership was to maximise best possible opportunities for students:

- Aged between 10 and 17 years (or 18 yrs and still at school)
- Participant must have a school attendance of a minimum 85% rate
- Continuously follows school rules
- Show respect for self, other students and teachers
- Displays good and/or improved behaviour
- Demonstrates effort or ability and leadership
- Must complete a Child Health Check (participants' local GP or Kambu Health)

A total of eighty-seven (87) student registrations were received. Over the duration of the five day program, daily student count for the week attendance reached 352 students in total representing twenty-six (26) schools made up by both private and public, primary and secondary from across the Ipswich and surrounding area.

The collaboration and support from our session facilitators being 62 sessions in total from our mentors and partner agencies which included:

- Kambu Health Workers
- IUIH Traditional Games
- Oz Tag Ipswich
- AFL Qld
- Ipswich Jets Rugby League
- Repset – ZUU and Recreational Games – independently sponsored
- USQ Various faculties and
- Cultural facilitators, Uncle Milton Walit, Henry Thompson Jr and Deekay & Zenith.

Inspirational words of encouragement set the scene for each day and the students had opportunity to hear from such wonderful guest speakers of high calibre like Fred Leone, QPAC Guest Curator, Dr Derek Chong, IEYSP Ambassador and Psychiatrist, Professor Tracey Bunda, USQ, Commonwealth Sprinter Larissa Chambers, and Murray Saylor, MBA and Private Business Owner.

The IEYSP provided youth with an opportunity to be involved in a number of activities that empowered and will build the next generation of strong Aboriginal & Torres Strait Islander leaders in the community.

Kambu Health has committed to hosting the event every year and building on new partnerships and enhancing existing programs. It is vital that we continue the ongoing support to students who have completed the program.



Kambu Anzac Commemoration

This year we were very honoured to be able to recognise the 100th anniversary of the Anzacs. Many of our Aboriginal and Torres Strait Islander Diggers went to war in many parts of the world and stood proud alongside their fellow countrymen and women, they represented their country, family and community.

It was a time to celebrate and show our appreciation and respect for all the representations and commitment that our Aboriginal and Torres Strait men and women across all the armed forces made for us all.

Kambu Health staff were very committed in liaising with community members who had family that went to war and were very willing to share photos, and treasured items for display for the event held at the centre. I wish to acknowledge Vivian Bonner and Lyn Guidry who worked tirelessly in bringing everyone and everything together. It was really amazing to identify the numbers of people from the Ipswich and West Moreton Region.

It was a very special day, made even more so with our Elders who wore their loved ones' medals, speeches from our Elders, the federal member for Blair the Honourable Shayne Neumann and Mr Rick Cross from the Redbank RSL and Co-chair of the Aboriginal and Torres Strait Islander Memorial Committee. The gentleman from the

Salvation Army who performed a very moving Bugle call tribute of the Last Post and the Banjo Paterson poem "We're all Australians Now" delivered by Bill Lowah certainly gave us some time to reflect on what our diggers went through. I am sure that this is one event that will be recognised every year at Kambu Health.

We're All Australians Now

*Australia takes her pen in hand,
To write a line to you,
To let you fellows understand,
How proud we are of you.
From shearing shed and cattle run,
From Broome to Hobsons Bay,
Each native-born Australian son,
Stands straighter up today.*

*The man who used to "hump his drum",
On far-out Queensland runs,
Is fighting side by side with some
Tasmanian farmer's sons.
The fisher-boys dropped sail and oar
To grimly stand the test,
Along that storm-swept Turkish shore,
With miners from the west.*

*The old state jealousies of yore
Are dead as Pharaoh's sow,
We're not State children any more
We're all Australians now!*

*Our six-starred flag that used to fly,
Half-shyly to the breeze,
Unknown where older nations ply
Their trade on foreign seas,
Flies out to meet the morning blue
With Vict'ry at the prow,
For that's the flag the Sydney flew,
The wide seas know it now!*

*The mettle that a race can show
Is proved with shot and steel,
And now we know what nations know
And feel what nations feel.*

*The honoured graves beneath the crest
Of Gaba Tepe hill,
May hold our bravest and our best,
But we have brave men still.
With all our petty quarrels done,
Dissensions overthrown,
We have, through what you boys
have done
A history of our own.*

*Our old world differences are dead,
Like weeds beneath the plough,
For English, Scotch, and Irish-bred,
They're all Australians now!
So now we'll toast the Third Brigade,
That led Australia's van,
For never shall their glory fade
In minds Australian.*

*Fight on, fight on, unflinchingly,
Till right and justice reign.
Fight on, fight on, till Victory
Shall send you home again.
And with Australia's flag shall fly
A spray of wattle bough,
To symbolise our unity,
We're all Australians now.*

AB "Banjo" Paterson



The Kambu Choir

The Kambu Choir first began in 2008 as a collaborative initiative between Griffith University and a number of Community Controlled Health Services from across Queensland. The aim of the project is to improve the mental, physical and social wellbeing of Aboriginal and Torres Strait Islander people in the Ipswich and West Moreton region through regular participation in singing together as Choir.

As part of the initial project, multiple community choirs were and have been established by Aboriginal Health Services across the State. Membership of the choirs is open to people of diverse cultures, ages and musical abilities. The choirs give participants the opportunity to choose, learn, rehearse and publicly perform a variety of uplifting songs. Some of the choirs, including Kambu Health, have been supported by musical teachers and artists from all walks of life.

The project has been evaluated using depression, resilience, sense of connectedness, social support, and singing related quality of life measures. Results have indicated significant increases in resilience levels, quality of life, sense of connectedness, and social support among singers. A participatory community singing approach is linked to preventative health and is associated with improved health, resilience, sense of connectedness, social support, and mental health

status among Aboriginal and Torres Strait Islander adults. We are very fortunate to have such a committed group of community people who have been a huge part of the choir and also staff who have been there from the early stages of the choirs establishment, without this level of support it would be very difficult to maintain. The Kambu Choir come together every week for practice and are invited to perform at local nursing homes, community events and even in Brisbane with the other choir networks they performed in the Queen Street Mall.

The Choir are really excited to be going into the studio to put together a mix of Christmas Carols with the CD due to be out for distribution before Christmas.

Congratulations to the current and past choir members it is a wonderful achievement.



Numbulli Yalwa

Numbulli Yalwa means “All Together Talking” in the local Aboriginal Yuggera language.

The purpose of the NumbulliYalwa Program is to build and improve health outcomes for Aboriginal and Torres Strait Islander patients of West Moreton Hospital and Health Service (West Moreton) and Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health). West Moreton and Kambu Health are working in partnership to increase Aboriginal and Torres Strait Islander people’s access to better health care.

The Numbulli Yalwa Program aims to establish a strong partnership with West Moreton and Kambu Health to share medical information to assist in the treatment and management of patients, inform and improve planning and coordination of health services for the community and contribute to better long-term health for patients, and improve the co-ordination of patient care in order to keep patients well for longer. This is particularly important for the care of patients with a number of health conditions.

About the painting:

This painting (attached) is called Yuggi-linair Murra Murra meaning (Working Hand in Hand) and represents Aboriginal and Torres Strait Islanders on their journey with their own inner spirit giving them the strength to walk out into our communities and work with professionals in specific fields to give them a better outcome and to maintain a healthier and longer productive life.



Artist: Ms. Leanne Ruska

Kambu Good Quick Tukka Program

The Good Quick Tukka Program has been delivered with families and clients at the centre and also as a part of the outreach in other clinic sites as well. I am pleased that we have had the opportunity to firstly implement the training for our staff through the campaign with QAIHC some years ago, and in recent times with the staff of the Deadly Choices Program.

The aim of the program is to support people to make healthy choices when buying and cooking food. The concept also provides valuable support for people with Diabetes, Mums and Bubs, and people in general who want to maintain a healthy way of eating. I wish to take this opportunity to say a sincere thank you to Aunty Kay Mundraby who is one of the most highly regarded ladies in the Community Controlled Health Sector and we are certainly privileged to have her with us in Kambu once again.

Kambu Health has been delivering Good Quick Tukka Programs two mornings a week at the clinic where Aunty Kay prepares nutritional, tasty, and savoury food. Aunty Kay will always have beautiful fresh fruit salad available and it is always very much appreciated for the clients and community members that come to the clinic knowing that they can get good nutritional advice and sample some of the food on offer.

The advantages of Good Quick Tukka presentations are that people get to see the food being prepared, cooked and then are able to sample and take a recipe card home. We look forward to expanding this program and delivering its valuable messages to all Kambu sites in the coming new year.



Kambu Health Clinics Report

Over the last 12 months Kambu has seen tremendous change and growth in both our network of Clinics and in our Clinic practices including the development of the new Goodna Clinic, a refined model of patient care and the introduction of Key Performance indicators.

One of the major areas to undergo change has been with the flow of patients through the clinic and providing access to a greater range of allied health and visiting specialist services than previously thought possible. Every person who now comes to a Kambu Clinic sees a Nurse, General Practitioner (GP) and an Aboriginal Health Worker.

Appointments are also now coordinated so that patients are able to access multiple services at the same visit. This provides a holistic style of health care where Kambu are putting the patient at the centre of the process where they can access GP, dental, specialists, mums and bubs, family services, allied health, mental health, programs and visiting specialist services all available on-site at Kambu. This creates a more tailored approach to each individual person's health.

The Clinics have now adopted a regional approach across all three sites (Ipswich, Laidley and Goodna) where the Clinics are now viewed as a whole rather than as separate silos in relation to accessing mental health, dental, transport and

community liaison services. This means that we are better able to make full use of available resources across all of the sites to meet client needs as they arise and enables Kambu to provide a more holistic style of care across our regional footprint.

There has also been change in staff focus, roles and responsibilities. The Clinic this year has introduced Key Performance Indicators (KPI's) for the first time which has resulted in a significant improvement and increase in the following areas:

- number of new clients;
- development of general practice management plans;
- numbers of team care arrangements;
- numbers of management plan reviews;
- teleconference numbers;
- nurse follow up item numbers; and
- Aboriginal Health Worker numbers.

We have also seen a significant increase in the number of Aboriginal and Torres Strait Islander clients as part of our demographic due to a more coordinated community based approach as well as integrating program based activities in conjunction with clinical programs.

Staff satisfaction and productivity has noticeably increased due to a greater level of understanding of where each individual fits within the

Kambu system. This understanding has resulted in the ability of clinic employees to fine tune their expertise within their particular area of responsibility / scope. We have also seen a corresponding increase within patient satisfaction levels as staff satisfaction levels have increased.

The work the Kambu network of Clinics has put in over the past twelve months has positioned Kambu for an exciting period ahead. We are leading the way in patient outcomes, levels of combined services and a ground breaking holistic model of care that will contribute in a meaningful way towards Closing the Gap into the future.

Scott Hayden
Practice Manager
Kambu Health Service



Goodna Clinic

Since opening Kambu Goodna Clinic in August 2014 the service has continued to grow significantly. Currently the Goodna Clinic has 1299 registered Aboriginal and/or Torres Strait Islander clients and a total client population of 1412.

New signage was installed in August 2015 identifying the clinic as Kambu Goodna.

The current clinic team consists of:

- Practice Manager
- 2 full time GP's
- 2 part time GP's (evening clinic)
- 2 Practice Nurses
- 1 Aboriginal Health Worker
- 1 Social Worker
- 1 CCSS nurse
- 1 CLO plus a trainee CLO
- 1 Transport Officer
- 2 Receptionists
- 1 trainee receptionist

Kambu Goodna is also supported by an array of visiting allied health staff including:

- Podiatry
- Dietitian
- Diabetic Educator
- Physio
- Optometry
- Speech Therapist
- Occupational Therapist

In September 2015, the Work it Out Program commenced. The initial phase of the program consists of education with the physical aspect

commencing in the new year. A visiting Psychiatrist has also commenced in September 2015 through the MOICDP funding stream.

An evening clinic was introduced in February 2015 with a team consisting of GP's, nurse and receptionist providing services on a Thursday evening until 7.30 pm. This clinic has been very successful and enables families to bring their children in for health checks and other preventative health services.

The Aboriginal Health Worker is now trained in performing hearing assessments and has been assessing both children and adults.

Kambu also acquired the lease to the building next to the Goodna Clinic and once refurbished will accommodate 2 permanent dental chairs and 2 extra consult rooms. Currently clients are able to access dental services at Kambu Goodna with the IUH dental van being on site permanently since 20th July 2015.

The integration between all three Kambu Clinics has been enhanced by a whole of service approach to Clinical Governance. The Clinical Governance meeting occurs monthly and is attended by Practice Managers and senior clinicians from each service. The integration is further enhanced by holding the meetings alternately at each site.

For the coming 12 months, the Goodna clinic has plans to hold "Health" days to promote our services including the visiting allied health services. The first "Health" day is scheduled for October 2015 to promote the cycle of care of Diabetes. We are planning to hold an outdoor event with the Goodna staff and visiting allied health staff being on hand to present information sessions on the services available and to encourage clients to access these services.

Julie MacKenzie
Practice Manager
Kambu Goodna Clinic







Specialists and Allied Health

Kambu Health provides a range of specialists and allied health services which enables Kambu Health to deliver holistic care to our clients and community of Ipswich and West Moreton, including:

- Audiology
- Diabetes Education
- Dietetics
- Podiatry
- Physiotherapy
- Speech Therapy – Paediatrics
- Psychiatry
- Endocrinology
- Geriatrics
- Paediatrics
- Cardiology
- Dermatology



The Kambu Recognised Entity

This year a new Framework for Practice was introduced into the Child Protection system in Queensland. The Kambu Recognised Entity participated in this training with Child Safety Officers in Ipswich as did other Recognised Entities throughout the State, to learn the new framework.

We feel that the new framework is a better one when working with all families including Aboriginal and Torres Strait Islander families, as it allows Child Safety the ability to work with parents and families in a more collaborative way.

In 2013 the Queensland Commission of Inquiry headed by Tim Carmody QC, handed down its findings in the report – Taking Responsibility; A Roadmap for Queensland Child Protection. These findings are currently in the process of being implemented.

There have been and will be many changes coming up in the future in child protection in general, and also for the Recognised Entities as 11.6 of the Report, recommends that the Department of Communities, Child Safety and Disabilities develops and funds an integrated model of family services for Aboriginal and Torres Strait Islander communities across the State, incorporating Aboriginal and Torres Strait Islander Family Support, Family Intervention Services, Foster and

Kinship Care Services and the Recognised Entities under one hub. The Kambu Recognised Entity continues to work with Child Safety to ensure the safety of Aboriginal and Torres Strait Islander children who come to the attention of the child protection system in this region. Our main role is to provide consultation and advice to Child Safety regarding Aboriginal and Torres Strait Islander families.

Child Safety must consult with the Recognised Entity when an Aboriginal or Torres Strait Islander family comes to their attention. It is important that parents seek legal representation when they enter the child protection system as the Recognised Entity must represent the best interest of the children.

Not all reports of harm to children end up with children being removed. It is also part our role to try to divert children from the child protection system safely, where possible.

One of the most rewarding aspects of child protection is when children are returned home to their families, and we continue to be involved in those re-unifications each year. We also actively seek out family members to care for their extended family members until children are able to return home.

We look forward to the future and any new changes that will benefit Aboriginal and Torres Strait families.



The Kambu Children and Family Centre Report

The Children and Family Centre (CFC) has been operating at the Ipswich centre since October 2013. It is a beautiful site for our children and their families who we support for all educational and health needs. The centre also takes on the opportunity to provide programs and knowledge for parents and grandparents. The CFC works in partnership with a number of agencies locally and across the state to provide Aboriginal and Torres Strait Islander children with the best possible care through programs provided at the Centre at partner locations in the community, through outreach, mobile and home visiting.

At the CFC we are fortunate to have a strong interface with all clinical components and a firm commitment toward the Children's Health Checks, particularly Speech Pathology, Paediatrics, Occupational Therapy and Immunisations.

The Ipswich Children and Family Centres deliver a range of services for Aboriginal and Torres Strait Islander families with children up to eight years of age. CFC Centres are part of a joint Australian and Queensland Government commitment to improving outcomes for Aboriginal and Torres Strait Islander children in their early years under the "Closing the Gap" agenda.

The Centre offer programs and services, through "early childhood

education and care', which includes support to access kindergartens and day-care centres, education packs, library and information resources, playgroups, sing and grow, cultural programs and adjunct care while parents or carers are receiving support on site.

'Parenting and family support', which includes parenting workshops, circle of security, adult education and training programs, advice, counselling, linking with referral agencies and referrals to specialist services for family wellbeing, Deadly Mums, Deadly Dads, and Grandparents Garden.

Our 'child and maternal health' component includes ante and postnatal screening, drop in baby clinic, breastfeeding support, immunisations, referrals to specialist health and disability services, occupational therapist, speech therapy and health checks.

During this last year staff at the CFC have been busy organising and delivering events within the community focusing on Parenting and Family Support and Early Childhood Education and Care.

Early Years Road Show – The Ipswich Aboriginal & Torres Strait Islander Early Years Roadshow was developed to promote the importance of participating in Early Years Learning for children between 0-5 years to Aboriginal and Torres Strait

Islander parents and care givers in the Ipswich and surrounding areas.

This event was run over 2 weeks, at 6 different school locations. Participants and Stakeholder completed surveys after the event. This information will now be used for improvement of service delivery as well as developing new partnerships within the Early Years sector. Ipswich Education Youth and Sports Program – The Ipswich Education, Youth and Sports Program (IEYSP) provides youth with an opportunity to be involved in a number of activities that will empower and build the next generation of strong Aboriginal & Torres Strait Islander leaders in the community. This program was held over a week during the June/July holidays. 3 specific target areas were delivered Culture and Identity, Education, Health Fitness and Sport. Over the 5 days we had a total of 352 students attend, 26 schools involved, 108 families, 8 organisations, 48 staff.

Lillian Garrett
CFC Manager
Kambu Health Service





Business Support Unit Report

The 2014 / 2015 year was a busy one for the Business Support Unit of Kambu Health. We continue to provide quality management and administrative advice and strategy to the CEO, Board of Management and other senior managers across a range of complex issues. Finance has and always will be a focus for the Business Support Unit.

Highlights for 2014 / 2015

- Implemented a new biometric time management system that includes a finger print time clock. Kambu Health now has a powerful yet easy to use, reliable, online, software solution that has centralised employee information, has instant award rate application and is compatible with our current financial management information system. More importantly it is a powerful reporting tool. Business metric reporting means increased visibility and control. Managers have found the reporting tool particularly useful in staff performance reviews.
- Embracing the Quality Management System has resulted in improved financial reporting. The system allows us to schedule and manage compliance related items ensuring financial acquittal processes are maintained.
- Kambu Health achieved considerable savings in areas of Insurance, Information

Technology, Medical Supplies and Motor Vehicle Leasing by joining the Institute for Urban Indigenous Health and other Aboriginal Medical Services in a shared procurement deal. Increased buying power has resulted in increased savings allowing Kambu to re-direct these savings back into services.

Financial Results

- Total income for the 2014 / 2015 financial year was \$7.7m. This represents an increase of 13.28% compared to the previous period.

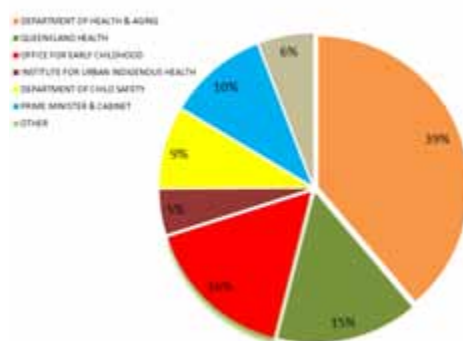
The most significant growth in income during this period was Medicare. In the 2014 / 2015 financial year Medicare income increased by 29.8%. Medicare income is 11% of total income, the same as the previous year.

- Total expenditure for the 2014 / 2015 financial year was \$7.4m. This represents an increase of 21.8% compared to the previous period.

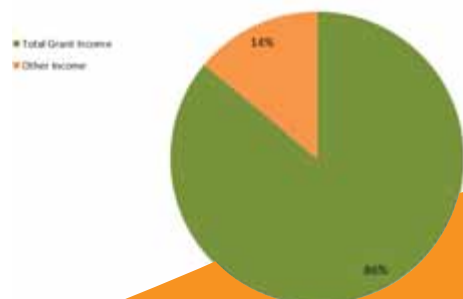
The most significant area in expenditure during this period was program and client related costs - a clear demonstration of Kambu Health's commitment to improving access to comprehensive primary and specialist health care services to the region.

- Total assets increased by 3%. In conclusion the 2015 Financial Reports have found that Kambu Health is operating within its capacity and its financial foundation is sound.

ACTUAL GRANT INCOME 2014-15 BY AGENCY



GRANT INCOME vs NON-GRANT INCOME



Julie Mayes
Business Support Manager



An Effective and Efficient Transport Service

Since the commencement of the Transport Co-ordinator on the 10 August 2015 we have seen a significant improvement in the overall management of our transport fleet, applying best practice standards to our fleet of vehicles i.e. first aid kits, bio hazard bags and fire extinguishers. All Kambu Health vehicles are 100% compliant.

Kambu Health is committed to providing a comprehensive transport service that is safe, reliable and meets the transport needs of clients who need this support across the three Health Centre sites of Ipswich, Laidley and Goodna.

We have introduced a new maintenance scheduling data spreadsheet, vehicle safety checklists and child seat safety checklists that are carried out weekly across our 3 medical centres. All our drivers are now in proper uniform making them look far more professional and, have and continue, to receive positive feedback from the community.

A new Transport brochure has been put together and is now being issued to our clients/patients which better sells the wonderful services Kambu Health provide the community.

The Kidsafe child seat fitting course conducted in September involved an intense 2 day training course facilitated by Kidsafe QLD – 17 staff participated and all 17 passed

– all are now Nationally Accredited Type-1 fitters. This training not only mitigates the risk to Kambu Health when transporting children, but more importantly it allows Kambu Health to introduce an additional but priceless service to the community by using the trained staff to check our clients baby seats in their vehicles, when they attend Kambu Health, ensuring they are 100% safe or provide remedial advice if required. Plans are well underway to investigate how and when this vital service will proceed.

The co-ordination of all vehicles has been centralised and streamlined to ensure all have access to resources when needed – a spreadsheet has been developed and has been in use since late August where staff can schedule 12 months in advance if needed but most importantly allows Kambu Health to capture valuable data on the use of the various vehicles we have which will allow us to better evaluate what we really need to meet the business needs moving forward.

The change management process in the transport department is progressing well.

Wayne Mackenzie
Transport Coordinator



Quality and Systems Report

Kambu Health considers Quality as an integral part of our core principles. Within the community controlled health sector, Kambu Health are leading the way in delivering programs and services that are safe, compliant against state and national standards and in line with community expectations. Our commitment to the community is to never compromise on the safety, compliance and quality of our programs and services.

The Quality Team have welcomed an additional resource to the team in the last 6 months, with the addition of the Indigenous Continuous Quality Improvement Project Officer position. In partnership with West Moreton Hospital and Health Service (West Moreton), the Project Officer's role is integral in ensuring doctors, specialists, allied health care providers and other health professionals from both West Moreton and Kambu Health are involved in patient care. With the consent of patients, sharing medical information will ensure complete patient care. With the recent launch of the Numbulli Yalwa Project, we have seen over 200 patients consent to participating in this initiative.

Kambu Health continue to capture formal feedback from members of the community, our partners, stakeholders, staff and clients. We have received 38 compliments, complaints and improvement

suggestions in the last 12 months, and we encourage more feedback so we can continue to improve on the delivery of our services and programs. We appreciate the feedback we have received from formal surveys as part of the Royal Australian College of General Practice (RACGP) standards. Based on the data from the 100 surveys, you have rated comfort in the waiting rooms, waiting times and the provision of information on staying healthy within the highest percentile of Practice Accreditation and Improvement survey (PAIS) scores across the country. There is always room for improvement and we will continue to monitor the feedback we receive.

Kambu Health became ISO 9001:2008 certified in 2013 and have maintained certification

with 2 surveillance audits carried out in the last 18 months. These surveillance audits are conducted by an external company and Kambu Health have chosen the Institute for Health Communities Australia Certification (IHCAC). Conforming to International Standards (ISO) helps reassure our clients, community and partners, that the programs and services we deliver are safe, reliable and good quality.

In the last 12 months, Goodna Clinic became accredited by the Australian General Practice Accreditation Limited (AGPAL) as meeting the RACGP standards. As with ISO standards, compliance to RACGP standards means Kambu Health are serious about providing high quality care to clients at a standard of excellence determined



by the general practice profession. Members of the Quality team have taken part in continuous professional development over the last 12 months. ISO standards have been revised and keeping up-to-date with the changes is ongoing. As Kambu Health continues to expand in the delivery of services and the number of staff and contractors employed, the organisation needs to maintain compliance with Work Health and Safety legislation including ongoing training for our Fire and Safety wardens and Health and Safety Representatives.

Kambu Health social media sites continue to gain momentum. With the addition of Instagram, our Twitter and Facebook pages continue to increase in the number of followers and fans. In the last 12 months, we have gone from 633 fans on our Facebook page to almost 1200 likes and 1300 friends. We have gone from 17 'followers' on Twitter to 70 followers and we have started an Instagram account. For those of us not so savvy on the social media sites, we continue to maintain Kambu Health's website and encourage the community to refer to this site for up to date information on the programs and services we deliver. Our Instagram handle is *kambu_health*, twitter is *@KambuHealth*, facebook is Kambu Health and website address is www.kambuhealth.com.au

The next 12 months will see the Quality team undertake ISO re-certification in 2016, more focus on induction for new contractors, implementing changes to ISO requirements, RACGP re-accreditation for Ipswich clinic, increase in patients consenting to sharing information as part of the Numbulli Yulwa project and ensuring compliance with relevant standards to support the services provided by the Recognised Entity and Children and Family Services teams.

The Quality and Systems Team
Belinda Brown – Quality and Systems Administration
Rebecca Smith – Community Data and Promotions Officer (Indigenous Continuous Quality Improvement Project)

Lindsay Johnson
Quality and Systems Manager





A photograph of traditional Aboriginal weapons, including two spears with white feathered headdresses and a boomerang, displayed on a wooden wall. A small yellow informational tag is visible at the bottom right.







Ipswich Clinic

27 Roderick St

IPSWICH

QLD 4305

Ph: 07 3812 3843



Laidley Clinic

2/235 Patrick St

LAIDLEY

QLD 4341

Ph: 07 5465 3541



Goodna Clinic

13 Church St

GOODNA

QLD 4300

Ph: 07 3436 9600



kambu

Aboriginal and Torres Strait Islander
Corporation for Health