

Who We are

Kambu Aboriginal and Torres Strait Islander Corporation for Health (Kambu Health) is a community controlled, not for profit charitable entity established to provide health and community services to the Aboriginal and Torres Strait Islander community in the Ipswich and West Moreton region, one of the fastest growing regions in Australia.

Kambu Health started from humble beginnings in 1973.

There was a need for health care for our local Aboriginal and Torres Strait Islander peoples. Ipswich residents Ken Dalton, Cecil Fisher, Roberta Graham, Faye Carr, Bill Robertson, and Doreen Thompson came together to address the call.

From a room in Doreen Thompson's house, our community received culturally appropriate health care by doctors, who travelled once a week from the Aboriginal and Torres Strait Islander Community Health Service in Brisbane.

Today, Kambu employs over 100 people and provides comprehensive health care including, allied, specialist, and social health services. Kambu Health also offers a range of early childhood, family and community care programs to the Ipswich and West Moreton region, with three clinics; in Ipswich, Booval, and Laidley. The Ipswich Amaroo Kindergarten and Long Day Care Centre are located at Silkstone.

OUR VISION

"To improve the Health and Wellbeing of Aboriginal and Torres Strait Islander peoples in the Ipswich and West Moreton region"

OUR MISSION

Provide access to Health and Community Services that recognise in equal measure the physical, emotional, social, and spiritual wellbeing of individuals, families, and the broader community, all delivered in a supportive, professional, respectful, and culturally appropriate environment.

ACKNOWLEDGEMENT OF COUNTRY

Kambu Health acknowledges the traditional owners of the land on which we provide our services the Jagera, Yuggera and Ugarapul peoples. We pay our respects to our Elders, past, present, and emerging.

The Elders hold our stories, our culture, our hopes, and aspirations, and seek for us to take control of our future

Our Values

COMMUNITY

- We understand that we can help improve the health, and wellbeing of our community through collaboration with members, clients, community, staff, government and non-government stakeholders, and the private sector.
- We work in partnership and actively consult in all aspects of our work, listening, considering, and acting on feedback.

RESPECT

- We recognise the cultural diversity that exists in the Kambu Health community and respect the rights, views, values and expectations of our Elders, patients, clients, consumers, the wider community, and each other.
- We will treat others with the highest degree of dignity, equality and trust and communicate openly and honestly.

QUALITY

- Delivery of quality services is our uncompromising aim, and we strive to always deliver excellence to our clients.
- We believe that there is always room for improvement and that we can do better. We are committed to continuous quality improvements and compliance with all relevant accreditation standards.

ACCOUNTABILITY

- We commit to the highest levels of professionalism and ethical conduct and will always act honestly, and transparently in all our dealings.
- We accept full responsibility for our actions.

CONFIDENTIALITY

- We respect our clients' rights to confidentiality.

Our Clients

At all times we strive to be a client-centric organisation.

Our primary clients are the Aboriginal and Torres Strait Islander community residing in the Ipswich and West Moreton region.

QUOTE

A client is the most important visitor on our premises.

*They are not dependent on us.
We are dependent on them.*

*They are not an interruption to our work.
They are the purpose of it.*

*They are not an outsider to our service.
They are part of it.*

We are not doing them a favour by serving them.

They are doing us a favour by giving us the opportunity to do it.

-Mahatma Gandhi-

Our People

Our people are our greatest asset they epitomise who we are, what we do, why we do it

OUR WORKFORCE

We will build and retain a competent and skilled workforce which exhibits a strong commitment to excellence in customer service and supported by high quality human resources and on-going professional development.

ABORIGINAL AND TORRES STRAIT ISLANDER STAFF

We strive to be an employer of choice for Aboriginal and Torres Strait Islander peoples, and we will continue to focus on growing our Aboriginal and Torres Strait Islander employee numbers at all levels and in all roles.

OUR WORKPLACE CULTURE

We seek to promote a thriving workplace culture that operates in a healthy, safe, rewarding, and respectful environment, encouraging innovation and the sharing of skills and experience.

STRATEGIC OBJECTIVES	Strengthening Governance	Building a capable workforce supported through investment in technologies, infrastructure, and training	Improving the lives of individuals and families through quality health service provision and other support services	Building and sustaining relationships with all stakeholders
STRATEGIES	<ol style="list-style-type: none"> 1.1 Maintain a strong, accountable, and transparent leadership and governance culture lead by a Board of Directors and Executive Leadership team that demonstrate diversity in skills and capabilities with a focus on long term strategy, a commitment to continuous quality improvement and enhanced oversight of risk. 1.2 Ensure plans (Strategic – Board level and Operational – Business unit level) are in place across the organisation to guide our direction, functions, and actions. 1.3 Maintain strong accountable management and governance processes across the organisation supported by the strengthening of operational policies and procedures; the provision of safe and appropriate infrastructure; and integrated information technology systems that supports service delivery. 1.4 Ensure financial sustainability by maintaining a robust financial management and reporting framework and effective budget management, including the on-going development of stable and diversified funding and other income streams. 1.5 Ensure that the compliance and reporting requirements of funding bodies, regulatory authorities and accreditation agencies are met. 	<ol style="list-style-type: none"> 2.1 Build and retain a competent and skilled workforce which exhibits a strong commitment to excellence in customer service. 2.2 Strive to be an employer of choice for Aboriginal and Torres Strait Islander people and we will continue to focus on growing our Aboriginal and Torres Strait Islander employee numbers at all levels and in all roles. 2.3 Promote a thriving workplace culture that operates in a healthy, safe, rewarding, and respectful work environment, and encourages innovation and sharing of skills and experience, builds staff capacity and supports ongoing skill development and is backed by high quality human resources systems, processes, and services. 	<ol style="list-style-type: none"> 3.1 Increase access to primary health care services and strengthen our regular client base through engagement of clients, staff, members, and the wider local community 3.2 Develop and extend strategies to integrate key social services into primary health care delivery within a framework of safe, spiritual, physical, mental health, and social wellbeing needs. 3.3 The care and support of our elders is important to us. In addition to services and programs already available to our Elders such as NDIS, we will work to establish Aged Care Services and programs inclusive of registration as an Aged Care Services Provider. 3.4 Ensure foundations are embedded for lifelong learning and wellbeing through quality parent and early childhood education programs that support positive education transition. 3.5 Deliver other quality and culturally appropriate community-based programs that enhance the social, emotional wellbeing of the Aboriginal and Torres Strait Islander peoples in the Ipswich and West Moreton area. 	<ol style="list-style-type: none"> 4.1 Explore and value the input of other organisations with similar values and key stakeholders from across the health, education, and social services sectors to influence and improve the health and wellbeing of the Aboriginal and Torres Strait Islander peoples, their families, individuals and the community we serve. 4.2 Actively promote the services, programs and achievements of Kambu Health through increased communication with our members, clients, the community, and other key stakeholders. 4.3 Value all feedback, ensuring opportunities to improve are considered and where applicable implemented. 4.4 Actively work to increase our membership to ensure the voice of the community is front and center.
HOW WE WILL MEASURE OUR SUCCESS	<ul style="list-style-type: none"> ✓ Quality and timeliness of Reporting to Board ✓ Strategic and Operational Plans in place, regularly reviewed and refreshed and performance criteria met or exceeded. ✓ Finance, Audit and Risk Management Committee (independently chaired), established, and meets regularly and reports to board. ✓ Financial Performance Actual – Budget and results from audits (internal and external), including issues raised are analysed and improvements made. ✓ Risks Identified and successfully mitigated ✓ All standards met and relevant accreditations maintained. 	<ul style="list-style-type: none"> ✓ Staff satisfaction (Bi-Annual Employee Satisfaction Survey) ✓ Reduction in staff turnover ✓ Increase in Aboriginal and Torres Strait Islander employee numbers ✓ All employees have current Performance and Learning Plans in place 	<ul style="list-style-type: none"> ✓ Increase our client numbers, clinic appointment availability, clinic appointment attendance. ✓ Improvements against the National KPIs established for the betterment of Aboriginal and Torres Strait Islander Health. ✓ Increased participation in chronic disease-based management with expansion of CCSS clients and number of case conferences. ✓ Increased referrals and enrollments in parent and early childhood education programs along with improved maternal and child health outcomes. ✓ Build and maintain enhanced service pathways that maximise client participation in all funded community-based programs. ✓ Client survey results. 	<ul style="list-style-type: none"> ✓ Number of activities and stakeholder meetings conducted and level of participation ✓ Regular meetings held with key stakeholders and funding bodies, including the socialisation of key strategies for feedback ✓ Increased awareness and support for Kambu Health ✓ Level of compliments/complaints received and responded to in a timely manner ✓ Membership growth