

# Gidgee Healing Annual Report 2015–16



## Community Focused Healing

Mount Isa Aboriginal  
Community Controlled  
Health Services Limited



Gidgee Healing extends its thanks to the staff, clients and community members who gave permission to use their photographs in this report.

## Contents

About Gidgee Healing	4
Our Goal, Vision and Values	4
Governance	6
Chairperson's Message	8
CEO's Report	10
The Organisation	10
Special Ministerial Visit	12
The Board	13
Primary Health Care	14
Services and Programs	14
Social and Preventative Health	20
<b>headspace</b>	<b>26</b>

## About Gidgee Healing

### Our Goal, Vision and Values

Gidgee Healing is an Aboriginal Community Controlled Health Service. We are based in Mount Isa and provide services in North-West Queensland and the lower Gulf of Carpentaria. We are dedicated to making a long-term positive impact on the health and wellbeing of Aboriginal and Torres Strait Islander people in our region.

#### Our Goal

To make a significant and growing contribution towards achieving equity in health outcomes for Aboriginal and Torres Strait Islander peoples of Mount Isa and the other communities in our geographic service area.

#### Our Vision

To provide high quality, sustainable and comprehensive primary healthcare services that are culturally safe, responsive to community needs and integrated with complementary service providers.

#### Our Values



## Our Role in the Community

**Gidgee Healing aims to look after the health and wellbeing of our people in our region. We aim to provide culturally safe and appropriate care at all times.**

We provide a range of comprehensive primary healthcare services include health checks, chronic disease management, maternal and child health, coordination of visiting specialist and allied health services, healthy lifestyle promotion and education, and day-to-day health services delivered by our on-site team.

We are also the lead agency for **headspace** Mount Isa, and the lead agency delivering the Normanton Recovery and Community Well Being Service, which is run in collaboration with The Salvation Army.

Our clients and their communities can also connect with other healthcare organisations through established referral pathways to access services in aged care, mental health, social and emotional and wellbeing, drug and alcohol misuse, and family support. With patients' consent, we aim to ensure that all other services are delivered in a holistic, integrated way so that each patient's health is as good as it can be.



**Supporting the community for a strong future**

## Governance

Gidgee Healing is the trading name of Mount Isa Aboriginal Community Controlled Health Services Limited. It is a public company limited by guarantee subject to the Corporations Act and a registered charity regulated by subject to the Australian Charities and Not-for-profits Commission Act.

These laws and the company constitution outline the duties, rights and responsibilities of the company, its directors, and its members. A copy of the company constitution is available on request. Gidgee Healing members have voting rights depending upon their membership class. Membership is open to individuals and organisations.

Gidgee Healing is Community Controlled, which means that eligible members of the community can have a say in how the organisation is governed. Members can participate in general meetings, nominate candidates for election to the Board, and participate in Board elections.

The general control and management of Gidgee Healing is the responsibility of the Board, which delegates management responsibilities to the Chief Executive Officer. The Board is made up of Elected Directors and Skills-Based Directors. All directors must meet the eligibility criteria outlined in the company constitution.

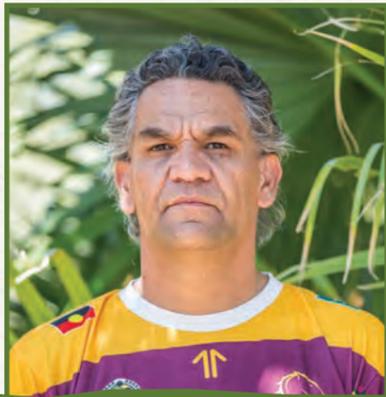
Elected Directors are nominated and elected by the members and serve two-year terms. The Skills-Based Directors are appointed by the Elected Directors to meet the specific needs of the company at the time they are appointed and serve a one-year term. All directors are eligible for re-election or re-appointment at the end of each term.

At the 2014 Annual General Meeting, members voted to amend the constitution to allow Gidgee Healing to pay directors for their service on the Board. Directors' fees were introduced on 1 January 2016. The fees paid are similar to those paid by other Aboriginal Medical Services, and significantly less than those paid by mainstream health organisations of comparable size and complexity. Directors' fees are reported to all members in the financial statements.



**Working  
together  
for positive  
outcomes in  
health**





## Chairperson's Message

I feel proud to be introducing Gidgee Healing's third annual report, marking yet another year of successful operation. The 2015-16 financial year has seen us consolidate previous achievements and continue to grow the depth and reach of our services to Aboriginal and Torres Strait Islander people in Mount Isa and across the Gulf region. Gidgee Healing's sound financial position and the changes made to the organisation structure this year position us well for continued success.



The achievements outlined in this report would not have been possible without the hard work of Chief Executive Officer, Dallas Leon and all of our staff, together with the community and our health care partners. I am sincerely grateful to all of those who have contributed to the accomplishments of Gidgee Healing. Your efforts are a testimony to the power of collaboration, and your commitment to the provision of high quality health care services for everyone.

### Achievements

Securing funding from the Queensland State Government to help us establish a second clinic in Pioneer has been a terrific achievement for Gidgee Healing and will prove to be a big win for the community in and around Mount Isa. We are looking forward to the clinic opening early in 2017.

It's pleasing to see **headspace** Mount Isa continue to go from strength to strength. Gidgee Healing is the lead agency for the delivery of **headspace** programs in the region, which continue to be widely utilised. Now well into its second year, **headspace** Mount Isa has become an integral part of the community and an important adjunct to our primary health care services.

Gidgee Healing's partnerships with Queensland Health and across the primary health care system are critical to our ability to provide ongoing high quality health care. The work done this year to maintain and deepen these relationships has been significant.

A priority this year has been the establishment of services in the Lower Gulf, while continuing to identify strategies to work with other communities in the North West. Establishment of the child and maternal health programs in Mount Isa, Doomadgee and Burketown has seen significant effort from staff, management, the Commonwealth Department of Health, and the Mount Isa and Lower Gulf communities. This work has set the scene for making significant impacts on the health and well-being of Aboriginal and Torres Strait Islander children in our North West and Lower Gulf communities.

### Partnerships

Throughout the 2015-16 financial year, Gidgee Healing has continued to strengthen its partnerships with key health care partners, community and other stakeholder groups. These partnerships play a significant role in delivering such a diverse range of services across a broad geographic area.

We have continued to strengthen our close working relationship with the Mount Isa Centre for Rural and Remote Health (MICRRH), which is part of a network of 11 University Departments of Rural Health around Australia. Established by James Cook University (JCU), and headed up by Professor Sabina Knight, MICRRH has worked collaboratively with Gidgee Healing throughout the year as we explore the potential for Gidgee healing to become a teaching practice for the provision of healthcare in rural and remote areas. The appointment of our

Senior Indigenous Health Practitioner was a joint initiative between MICRRH and Gidgee Healing and we have also hosted second year JCU nursing students for their Indigenous health subject. Additionally, Gidgee Healing has worked with MICRRH throughout the reporting period to provide Aboriginal Health Worker Updates and Certificate IV Indigenous Practitioner training.

Our Normanton Recovery and Community Wellbeing Service (NRCWS) is provided in partnership with The Salvation Army and our relationship with TSA continues to go from strength to strength. We are proud of the rehabilitation services that this collaboration enables us to offer to support the residents, and their families and communities across the Lower Gulf Region, including Normanton, Mornington Island, Doomadgee, Kowanyama and Burketown.

### Challenges

There are a number of challenges that Gidgee Healing continues to address on an ongoing basis.

Due to the unique lifestyle characteristics of our remote location, our ability to attract and retain staff on a long-term basis will always be problematic, particularly in relation to clinical staff and doctors.

Gidgee Healing continues to work with Aboriginal and Torres Strait Islander communities in the North West and Gulf regions to maintain and strengthen our levels of engagement.

As we grow and increase services and the staff to deliver them, the available space at the clinic continues to be impacted. We are constantly looking for opportunities to maximise the space available to ensure the ongoing delivery of quality health care services.

### Looking Forward

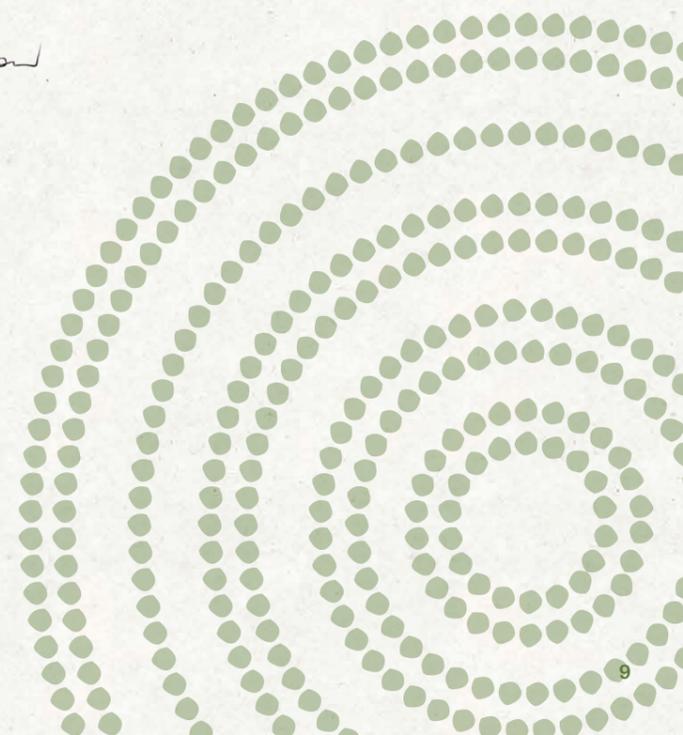
At the beginning of 2016, the Board and staff undertook a comprehensive strategic planning exercise to set our direction moving forward and establish a 1-5 year action plan. The key priorities for the coming year were identified as:

- Developing a strengthened workforce strategy, which includes a cultural safety program
- Developing a 12-month capital works program which includes physical and IT infrastructure to support our current expansion.

Shaun Solomon  
Chairperson



## Making significant impacts on health and well-being





## CEO's Report

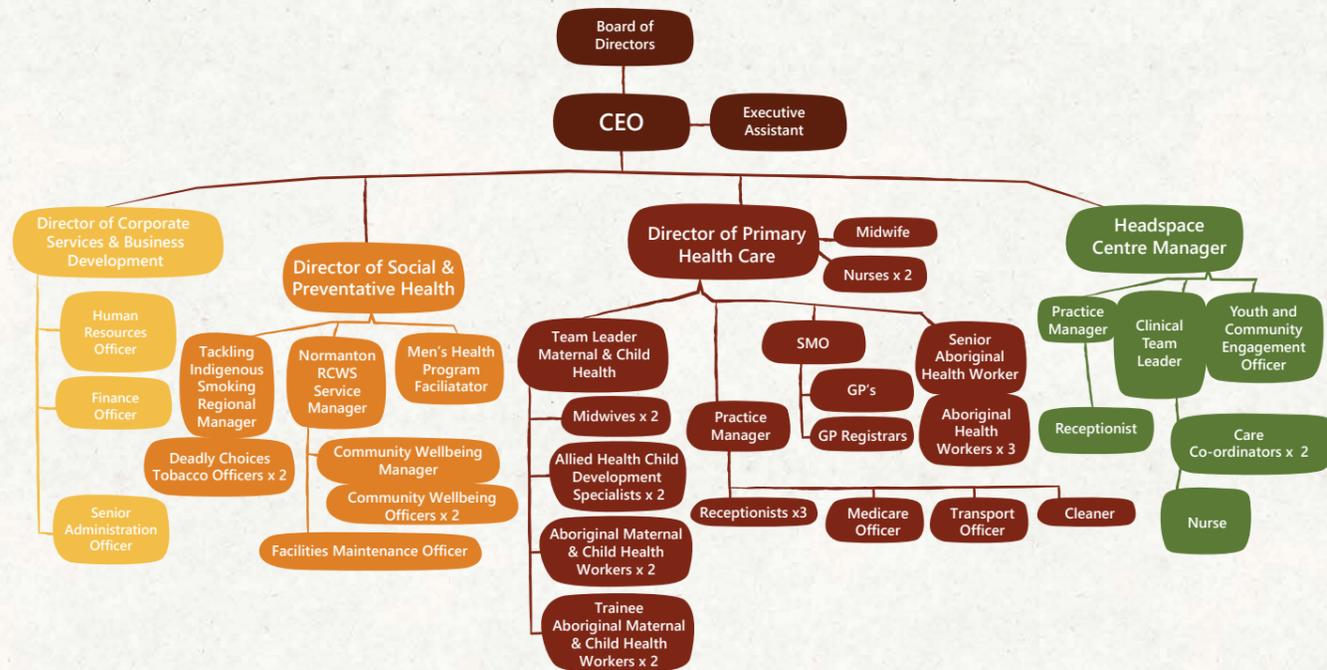
It's incredibly rewarding to be sharing the achievements of Gidgee Healing in this, our third annual report. During the 2015-16 financial year, we have focussed on consolidating the growth and success of the last two years. This year has seen Gidgee Healing increase its reach, services, and staff numbers to make primary health care more accessible to the people of our region than ever before.



## The Organisation

Gidgee Healing continues to mature as an organisation and we are very pleased to have achieved ISO 9001 accreditation during the 2015-16 financial year. ISO 9001 is a quality management standard that ensures a systematic approach to quality is applied across the healthcare sector. Together with our Australian General Practice Accreditation (AGPAL), Gidgee Healing has achieved dual accreditation for the first time, ensuring the provision of consistent, high quality health care to the community.

We have consolidated the organisational structure implemented early in 2014 and continued to build our staff numbers over the last 12 months. This growth is destined to continue with the approval for a second clinic to be established in Mount Isa over the coming year.



### What We've Done

Our new maternal and child health service, which commenced in April 2016 has significantly expanded the geographical reach of the support that we provide to mothers and children. It's very pleasing to now be delivering specialist maternal and child health services to the Lower Gulf communities of Mornington Island and Doomadgee as well as in Mount Isa.

I am thrilled that Gidgee Healing has been successful in securing funding from the State Government to establish a second primary health care clinic in Mount Isa. This is scheduled to be operational by January 2017 and the team is looking forward to providing even greater access to primary health care services for Aboriginal and Torres Strait Islander people.

Another milestone achieved over the 2015-16 year was the launch of the Gidgee Healing website. We believe it's important to have an online presence for people to access information about our services. Through the website and Facebook page, we are continuing to build our online community.

As we continue to grow and expand, the requirements to support service delivery are also increasing. Over the last financial year, we relocated our administrative function and established a new corporate services team to ensure that the growth of our service offering is adequately supported by people who are part of the organisation and the broader community. Most of these corporate service functions were previously outsourced, and we responded to feedback from the community to take

advantage of the opportunity to create jobs and establish a more consistent approach in the delivery of corporate services by bringing them in-house. The team provides HR, administrative and finance services to support the ongoing delivery of services across the region.

Men's health is an area that continues to attract increasing focus and we were pleased to add a dedicated men's program to our service offering during 2015-16. MomenTIM ((Movember, Men, Tomorrows Indigenous Men) is funded through the Movember Foundation and aims to enhance the mental health and social and wellbeing of young Indigenous men aged 12-25.

Funding and delivery of the Tackling Indigenous Smoking program has changed over the last year. Gidgee is pleased to be part of a state-wide consortium of Aboriginal Community Controlled Health Services to deliver the program with a consistent and integrated approach. The revised program now centres on tobacco control, with a particular focus on building awareness and providing support for smoking cessation.

### What has Challenged Us

As is often the case in remote and regional communities across Australia, attracting and retaining clinical staff continues to be an ongoing challenge. This year we have enjoyed an increased level of growth and stability within the Nursing team, however sustaining general practitioners on an ongoing basis remains a challenge.

The ongoing growth and development of Gidgee Healing will continue to put

pressure on the infrastructure available to provide services. The State Government funding we have secured to establish a second clinic early in 2017 will ease this somewhat, however, infrastructure across all remote and regional centres nationally continues to be one step behind that of our city cousins.

Gidgee Healing's Information and Communications Technology (ICT) systems were initially set up for an organisation much smaller than we are evolving to become. As we continue to mature and expand the services we offer, we are constantly considering how our systems can be developed to support our regional focus on health care services.

### What Lies Ahead

As we embed and consolidate the growth of the last 12 months, Gidgee Healing continues to explore opportunities to work with community to achieve real health care outcomes for our region. We are working hard to identify how to secure a broader reach and play a more prominent role in terms of the design and delivery of primary healthcare services.

We have successfully established, and continue to build, collaborative partnerships with a number of like-minded organisations and we are looking forward to nurturing these relationships to pave the way for further growth in the future.

Dallas Leon  
Chief Executive Officer



## The Board

During the year to 30 June 2016, the following directors served on the Gidgee Healing Board:

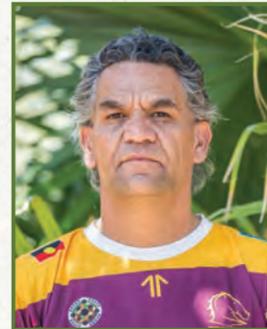


## Special Ministerial Visit

Gidgee Healing was honoured to host the Queensland Minister for Health, the Hon. Cameron Dick, MP, when he visited Mount Isa on August 23, 2016 to formally announce the Queensland Government's commitment of more than \$2.4M of funding towards the establishment of a second Gidgee Healing Primary Health Care Clinic in Mount Isa. We are thrilled that the Government has dedicated \$1,113,840 towards establishment of the centre, and \$1,319,360 for operational expenses until 30 June 2018.

Although the Minister's visit fell outside of this reporting period, the funding for the new clinic was approved and allocated during the 2015-16 financial year.

The location of the new clinic in the suburb of Pioneer was identified as an area with a high proportion of Aboriginal and Torres Strait Islander residents and the establishment of this facility closely aligns with other activity being undertaken by Gidgee Healing to support the local community. Gidgee Healing will continue to work with community throughout the process of the clinic's development, offering opportunities for consultation and site visits.



**Shaun Solomon,**  
Chairperson



**Mona Phillips,**  
Deputy Chairperson



**Leann Shaw,**  
Elected Director  
appointed to casual vacancy  
30 July 2015, re-elected at  
2015 AGM



**Darren Walden,**  
Elected Director  
appointed to casual vacancy  
30 July 2015, re-elected at  
2015 AGM



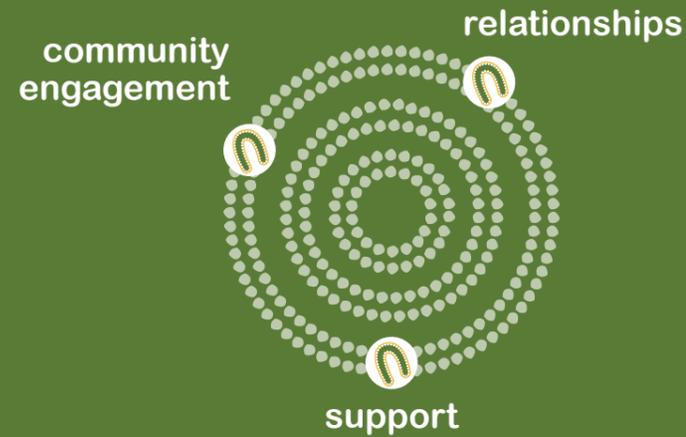
**Michael Martin OAM,**  
Skills-Based Director

*For information about directors' qualifications and experience, please refer to the financial report.*

## Services and Programs

### Primary Health Care

Gidgee Healing is committed to the provision of comprehensive primary health care that is based on community engagement, and service design that is led by local Aboriginal and Torres Strait Islander people. Our integrated care model is centred on relationships with other health services and also ensures a holistic family and community based approach to treatment. Aboriginal Health Workers play an important role in the service and are a crucial part of our delivery model.



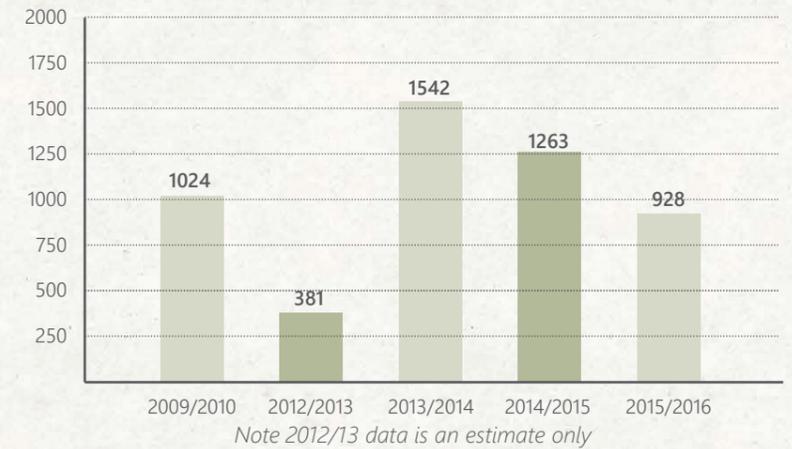
### Clinical Services

Despite the inherent challenges of attracting new patients in a remote location, Gidgee Healing continues to increase the number of patients seen and treatments provided. At the close of the reporting period, there were 6,869 patients on our database, 3,323 of whom were identified as regular patients. Of these, 2,892 (87%) identify as Aboriginal and Torres Strait Islander. In the last six months of the period, 118 patients re-activated their engagement with the clinic.

As a community-controlled health service, we continually seek feedback and input from community about ways in which we can optimise access to health care. One of the outcomes of this consultation has been the inclusion of walk-in clinics to address waiting times and to provide a more responsive approach to care. Balancing walk-in and fixed appointments will be an ongoing consideration. There are now also two after-hours clinic sessions available.

On average, the centre is visited by around 45-60 clients per day and over the full reporting period, 22,613 appointments have been attended, with 3,301 of these being walk-ins. We have also added 217 new clients to our database in the last six months of the period.

Health check numbers represented year-on-year



Primary Healthcare Services - Data for Gidgee Healing  
1 July 2015 – 30 June 2016

Total Presentations	22,613
Aboriginal and Torres Strait Islander Health Checks - 715	928
GP Management Plan - 721	385
Team Care Arrangement - 723	363
GP Mental Health Care Plan	77
Health Worker Home Visits/Follow ups	2300
Transport pick-ups and drop-offs	3928

Specialist Providers and Allied Health Professionals – Data for Gidgee Healing  
1 July 2015 – 30 June 2016

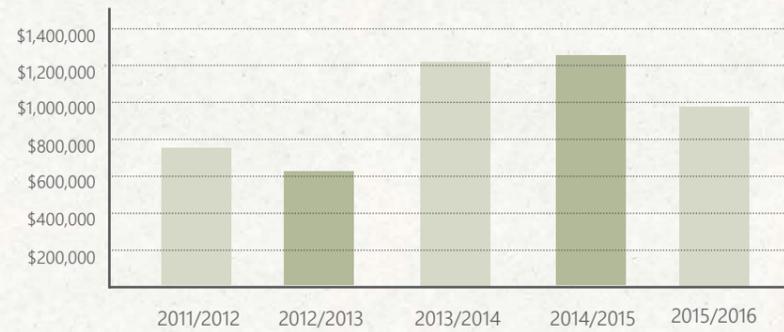
Service Provider	Occasions of Service
Endocrinologist	41
Dermatologist	48
Ear Nose and Throat	126
Indigenous Cardiac Outreach Program	120
Optometrist	133
Podiatrist	350
Diabetes Educator	155
Dietitian	230
Exercise Physiologist	190
Integrated & Care Co-ordination	4 per week

### Pharmacy Support

Gidgee Healing is fortunate to work in partnership with the local Amcal pharmacy as part of the Section 100 Pharmacy Support Program. The program is part of the National Health Act, allowing Remote Area Aboriginal Communities to have better access to Pharmaceutical Benefit Scheme (PBS) medicines. The pharmacy dispenses all medications for Gidgee Healing clients who access our primary health care services and also dispense Blister packs for our clients who present to their pharmacist. They support Gidgee Healing with a full-time position that is either a Pharmacy technician or a Pharmacist. During the 2015-16 financial year 23,204 scripts were issued to Gidgee Healing clients, including 9075 Webster Packs (approximate figure).

Workforce challenges over the year have impacted on Medicare income as a result of fluctuating clinical staff. This is reflected by the reduced number of health checks conducted during the 2015-16 financial year and subsequently reduced Medicare income for the period.

#### Medicare income represented year-on-year



### Community Initiatives

We were pleased to be a part of community initiatives to support the provision of primary health care services in locations such as: Injilinjji Aged Care, Yallambie, The Shed, and Ngukuthati Family Care Centre, as well as providing weekly home GP visits.

Gidgee Healing was also involved in the coordination of the following community events to raise awareness around preventative health care:

Community Events	
Yallambie Day	19th January 2016
Welcome Babies Day	25th February 2016
Close The Gap Day	17th March 2016
Fluvax Day	17th May 2016
Children Health Check Day	5th July 2016

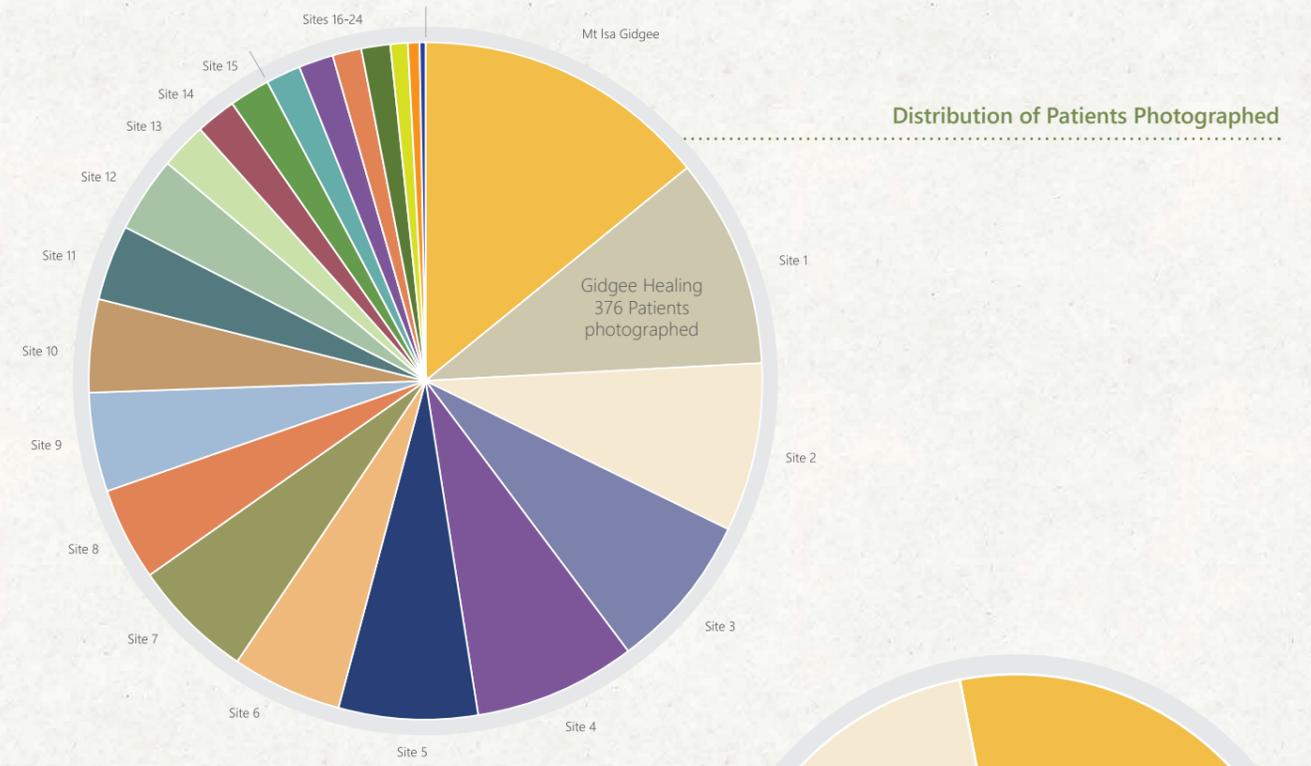
### IDEAS Van

Gidgee Healing is one of nine regional hubs for the Indigenous Diabetes Eyes and Screening (IDEAS) van. Funded by the Queen Elizabeth Diamond Jubilee Trust Australia, in partnership with the Queensland Aboriginal and Islander Health Council, the initiative is focussed on reducing blindness and visual impairment among Aboriginal and Torres Strait Islander people with diabetes in Queensland. The project provides education, equipment and specialist clinical support to rural and remote Aboriginal Medical Services in Queensland.

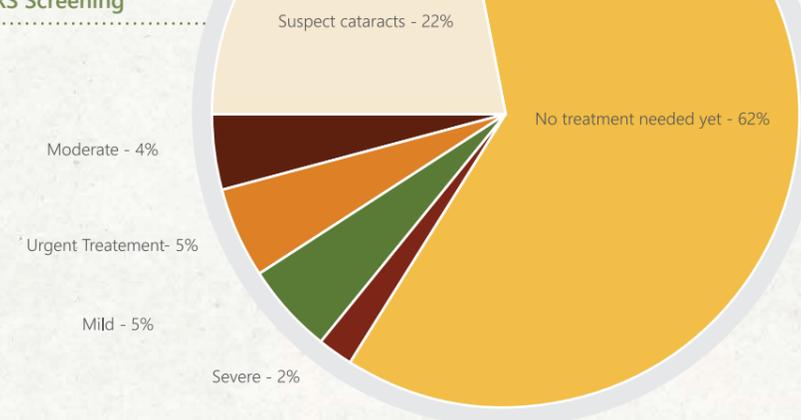
The state-of-the-art mobile screening centre incorporates three treatment rooms, each equipped with the latest diagnostic tools and technology, and is staffed by a team of volunteer ophthalmologists and optometrists plus an orthoptist/ophthalmic assistant.

The initiative commenced in February 2014 and since then, the IDEAS Van has travelled more than 160,000 km across rural and remote Queensland. Mt Isa is the most remote site visited by the van, which frequents our hub more often than other sites as it attended by patients from even more remote communities.

Since the commencement of the IDEAS mobile treatment centre, Gidgee Healing has referred 441 patients to an IDEAS Van clinic for treatment, and a total of around 376 patients have been screened at the Gidgee Healing site. There have been 33 Gidgee Healing patients referred for cataract surgery.



#### Gidgee Healing Pathology found through DRS Screening



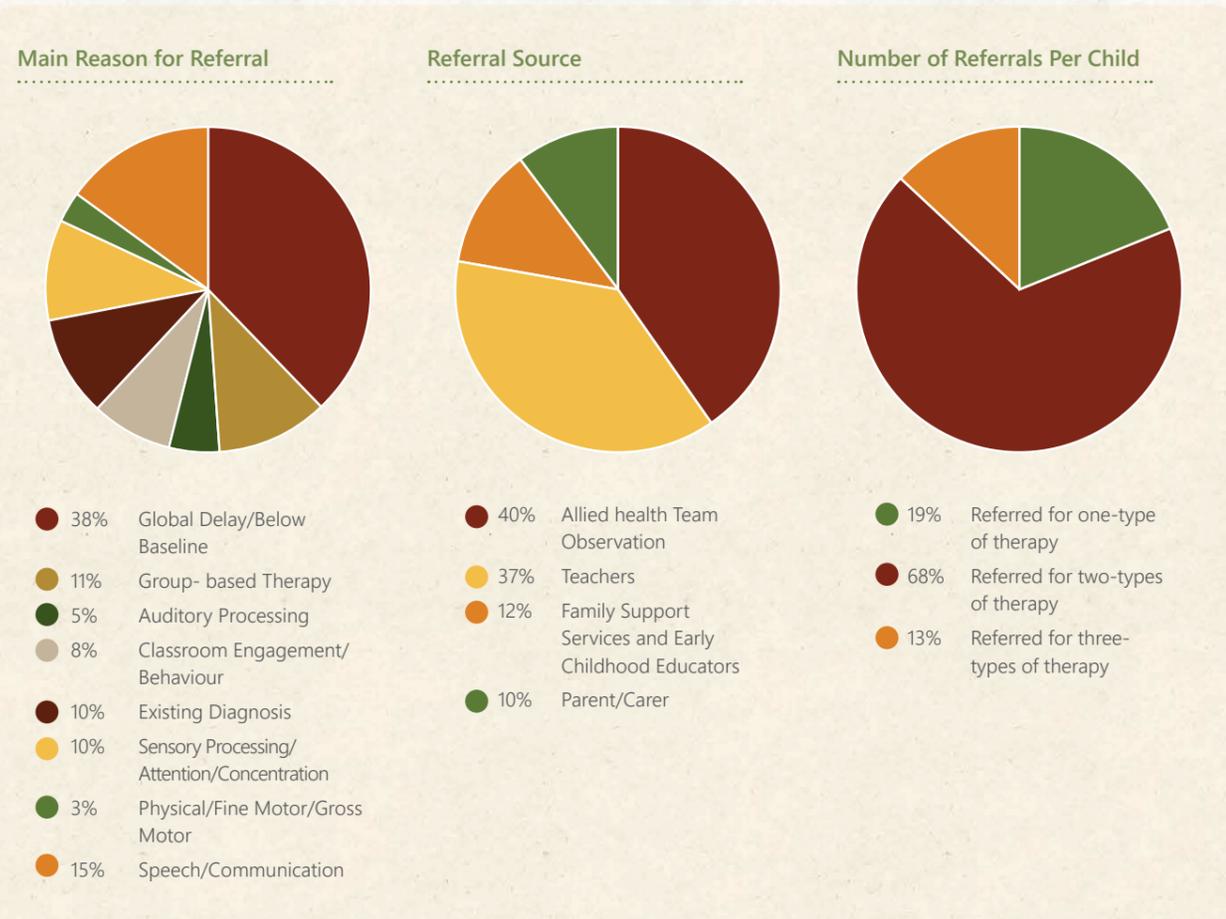
### Mobile Outreach Service

Gidgee Healing has continued to build its mobile outreach service, which was established in 2014 to expand access to culturally appropriate health services across some of the most locations in Australian. The mobile team is comprised of a doctor, health worker and registered nurse, and operates out of the mobile medical van based at our Normanton Recovery and Community Wellbeing Centre. Over the period, the service treated a total of 159 visits, incorporating 74 Aboriginal and Torres Strait Islander health checks; 16 GP management plans; 43 medication reviews, and 25 follow-up visits.

### Maternal and Child Health Services

#### Lower Gulf

During the 2015-16 financial year, Gidgee Healing has expanded its Maternal and Child Health services across the Lower Gulf region, to include the communities of Mornington Island and Doomadgee. Our Maternal and Child Health Services team remains focussed on ensuring that Aboriginal and Torres Strait Islander women and children in our region have access to the best possible care and support through a combination of clinic-based, community-based and outreach service models. The focus to date has been on the provision of Child Development services to support early learning and development in the home and school environments.



### Mount Isa

Over the last year, Gidgee Healing's Mount Isa based service has had a total of 186 contacts with clients, including 40 antenatal patients and 25 births. We are seeing a continued increase in uptake of our services, especially regular ante- and post-natal care.

In conjunction with the expansion of these services to regional areas, we were pleased to commission an artwork from local Indigenous artist, Kellie Milne, to visually share the story of maternal and child health. The team also held a local competition to rename the program, resulting in new Mount Isa based services now being known as Laa Pirlapirla, a Kalkadoon word meaning "well baby".



Artwork by Kellie Milne to represent Laa Pirlapirla

### Workforce

As is the case for most remote health care providers, we are constantly challenged to maintain our clinical workforce. Despite this, we have managed to demonstrate growth in this area with the appointment of new positions to support the ongoing delivery of comprehensive Primary Health Care services. As a community-controlled health service, we are committed to providing employment and development opportunities to our local workforce. This is a key strategy to provide services that meet the needs of our community.

### Training and Professional Development

Ongoing training and professional development is crucial to the continued provision of quality healthcare services. Gidgee Healing regularly invests in the development of our people, regularly taking opportunities for upskilling and cross skilling. During the 2015-16 financial year, the following training was provided:

#### Clinical

- CPR Training
- Wound Management
- Infection Control
- Chronic Disease Self-Management
- First Aide
- Immunisation Endorsement
- Certificate IV ATSI PHC

#### Systems

- Medicare
- AGPAL
- ISO 9001
- Logiqc

#### ICT

- Outlook Training

#### Professional

- Human Resource Management training for Managers



## Social and Preventative Health

As with all of our services, the area of Social and Preventative Health remains grounded in community engagement and service design by local Aboriginal and Torres Strait Islander people. These particular services were grouped under a new program title to reflect their focus and key activity areas. Our integrated care model is centred on relationships with other health services while also linking clinical treatment with community based activities.



### Tackling Indigenous Smoking

Originally known as the Tackling Indigenous Smoking and Healthy Lifestyles program, the new Tackling Indigenous Smoking initiative was implemented since January 2016 to provide a consistent, integrated approach to addressing smoking rates among Indigenous Australians. The Institute for Urban Indigenous Health (IUIH) has partnered with key Aboriginal Community Control Health Services (ACCHS) from across Queensland to form a consortium to develop and implement a state-wide approach to address Indigenous smoking.

The program now has a greater focus on:

- Tobacco consumption and cessation
- Clinical integration (tobacco medications and nicotine replacement therapies)
- Smoke free environments (workplaces and homes)
- Evaluation by an Independent National Best Practice Unit

The key objectives of the Tackling Indigenous Smoking (TIS) program are to:

- Increase awareness, health literacy, and knowledge of the risks of smoking, alcohol, poor nutrition and physical inactivity
- Provide practical knowledge and skills in health food preparation
- Increase links to primary health care centres to create opportunities for health checks and early intervention
- Provide opportunities to make healthier lifestyle choices
- Increase exposure to health role models

Throughout the year the TIS Team has continued to deliver health promotion activities to Aboriginal and Torres Strait Islander people in Mount Isa and increased our delivery into surrounding

communities such as Camooweal, Normanton, Dajarra and Doomadgee. We continue to collaborate with community stakeholders and integrate with all of Gidgee Healing's health care services.

#### Key Achievements this Year

The TIS team is proud of its achievements during 2015-16 financial year, which include:

- Delivering the eight-week **Deadly Choices** education and tobacco programs to 496 primary and secondary school students and two community groups across Mount Isa Region.
- Delivering 16 **Good Quick Tukka** sessions to over 300 children and community members through school and community based events.
- Participation in community and sporting events that **promote a smoke free lifestyle**, reaching a total of more than 1,000 attendees through seven events. Events included: Close the Gap, World NO Tobacco Day, Flu Vax Promotion Day, Youth Week opening Day, Deadly Choices Community Day, NAIDOC Child Health and Family Fun Day and the Doomadgee Rodeo.
- Conducting ongoing targeted social marketing campaigns incorporating regular posts to Gidgee Healing Facebook page which has a 4.9-star review rating with 1048 members and 28% response rate.
- Coordinating a range of public relations and media campaigns including bi-monthly interviews with **MOB FM**, installation of a roadside billboard, and **Deadly Choices** television commercial.
- Implementation of the '**Murri Places, Smoke Free Spaces**' program. Gidgee Healing now has a smoke free workplace policy

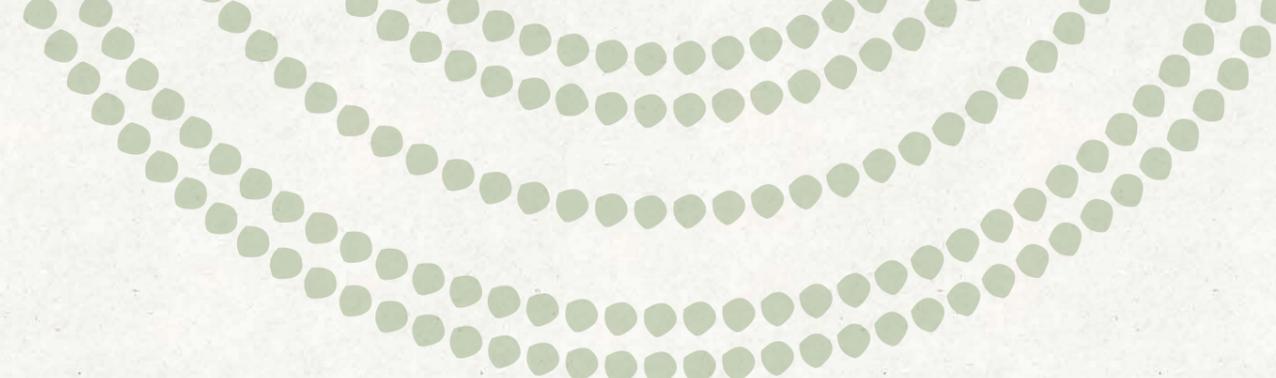
across the various Gidgee Healing sites, including the primary health care centre, **headspace**, Miles Street and NRCWS.

- Delivering cessation support across the region including: 26 Tobacco stalls, and a survey of 408 participants (30% males, 70% females 70%, with 57% non-smokers, 26% smokers, 17% ex-smokers.
- Working with Gidgee Healing's primary health care centre to support linkages to health checks and nicotine replacement therapy treatment to link 158 youth, aged 12-17, into health checks and primary health care.
- Successful presentation and profiling of the TIS team and Deadly Choices program at the 2016 '**Are you Remotely Interested?**' conference conducted by the Mount Isa Centre for Rural and Remote Health.

#### Looking Forward

Tobacco smoking is the most preventable cause of ill health and early death for Aboriginal and Torres Strait Islander people. The TIS program will continue its strong presence in the region to ensure this message continues to be delivered and embedded.

We are working to identify opportunities to implement the program within the more remote communities in our region and continue to build the momentum already created through community events and sporting activities. We believe there are some great opportunities to develop innovative approaches to support ongoing implementation across a range of communities and settings.



## Normanton Recovery and Community Wellbeing Service

Funded by the Department of Prime Minister and Cabinet, and working in partnership with The Salvation Army, the Normanton Recovery and Community Wellbeing Service (NRCWS) offers 20 residential places and a wrap-around community wellbeing program to support residents, their families and communities of the Lower Gulf Region, including Normanton, Mornington Island, Doomadgee, Kowanyama and Burketown. The service is directed towards those who might be experiencing challenges associated with harmful substance such as alcohol or drug use or misuse.

### Service Delivery:

The NRCWS focusses its activities through two integrated and complementary service delivery programs:

### Bridge Program:

An established, evidence-based, staged residential addiction recovery model that works with clients to identify and achieve individualised plans and therapeutic goals. The program is based on the AA 12 Step Program and facilitated daily by local Indigenous staff.

### Community Wellbeing Program:

All residential clients participate in this proven well-being model which includes:

- Life-skills training such as cooking, budgeting, numeracy and literacy
- Work readiness and employment skills development programs
- Health and wellbeing activities such as regular Gidgee Clinic outreach service visits, physical activity programs, music, drumming and arts and crafts
- Engagement with the Normanton community including involvement with the Close the Gap initiative; morning teas with Elders' and other community members; involvement in community sports; and NAIDOC Community Kup Murri
- Connecting to culture through back on country programs such as fishing, relationships programs; regular Men's and women's groups.

### Key Achievements this Year

The average occupancy rate for the 2015-16 financial year was 85%, which was significantly higher than the projected occupancy rate of 50%. NRCWS clients are promoting the service back to their original referrers and families, reporting positive experiences of the support and cultural activities at the facility, which has seen an increase in referrals.

Some clients have initially stayed at the facility briefly before returning on several occasions and staying longer each time. A small number of clients have stayed for up to 10 months. Increased length of stay turn contributes to actual time spent away from substance misuse is in itself considered a positive result.

During the reporting period, 81% of NRCWS staff were of Aboriginal and Torres Strait Islander descent and the majority were local to the Lower Gulf Region.

The average length of stay at NRCWS during 2015-16 was 79.47 days.

Capacity building remains a key focus of NRCWS for both staff and clients. All of our staff and residents have completed First Aid and/or CPR Competency training, while a quarter of the staff have attended Human Resources and Motivational interviewing training. All staff and residents have also completed a Certificate IV in Alcohol and Other Drugs.





## Men's Health - MomenTIM

MomenTIM (Movember, Men, Tomorrows Indigenous Men) is a whole of community approach to enhance the mental health and wellbeing of young Indigenous men. The program targets young Indigenous men aged 12-25, and supports and builds individual capacity in the areas of culture, leadership, role modelling, healthy relationships, health, and fitness to build resilience and capacity. Funded through the Movember Foundation, the program is delivered by a coalition of local community organisations that will provide a regionally consistent, best practice and culturally tailored approach for Aboriginal and Torres Strait Islander young men in the areas of health education, promotion and prevention. The lead agency for the MomenTIM initiative is the Institute of Urban Indigenous Health, which has partnered with Moreton Aboriginal and Islander Community Health Service, Wellington Aboriginal Corporation Health Service, and Gidgee Healing in Mount Isa to deliver the program.

*"Tomorrow's Indigenous Men are future ancestors. They are today's young men, they grow into Tomorrows Leaders with the support of the community and wisdom of their Elders."*

The program works to empower young men to engage more positively with their community; increase access to care; reduce the stigma associated with mental health – especially within the target group; and increase opportunities for training and employment.

### Delivery Streams

The program is comprised of three delivery streams which are outlined below.

- **Early Intervention**  
Early intervention strategies and support are delivered through an eight-week education program, incorporating a range of group activities. The program has a strong focus on social and cultural connectedness and provides opportunities to yarn, gain information and learn about staying healthy mentally and physically.
- **Health Outreach and Clinical support**  
All young men who access the program are directed to their local Aboriginal Health Service for a health check, with further assessment and development of a mental health plan if relevant.
- **Training and Education**  
MomenTIM facilitates training and education through a community coalition of local leaders and champions to provide opportunities for young Indigenous men to learn skills, seek employment, and make new connections.

### Engagement Strategies

Sitting across the delivery mechanisms, three broad-based engagement strategies are being utilised, with referral pathways for high risk Indigenous young men and boys embedded in each, as well as external sites.



### Social Marketing

A comprehensive MomenTIM awareness campaign will be executed utilising a multi-channel approach featuring program ambassadors, television commercials, Indigenous radio, targeted events, branded merchandise, billboard advertising, in and around Mount Isa, pull up banners, and online social media.

### Screening, referral and data collection

Medical practitioners will be specifically targeted and encouraged to incorporate mental health screening as part of health assessments for Aboriginal and Torres Strait Islander People, with a goal of increasing the number of mental health treatment plans for young Indigenous men. Practitioners will be provided additional support tools for undertaking these assessments and monitoring client outcomes, including patient information systems. On-site training in the use of these tools and systems will be provided, as well as support to adapt to local service settings.

The program is working with its research partner, University of Queensland, to evaluate the impact of intervention in terms of improved quality of care and increased screening for the social and emotional well-being of young Aboriginal and Torres Strait Islander men.

### Community Activities

Aimed at providing training, education and personal support for Indigenous young men and boys to help them reconnect with families and communities, the core elements of MomenTIM community activities include:

- Engagement in non-threatening practical activities, promoting positions aspects of culture, community and alternatives to high risk behaviour
- Access to further formal education and training
- Case management of life skills support to identify specific health and social issues
- Personal development and empowerment to build resilience and reliable social network

### Key Achievements this Year

Although still in its infancy, the MomenTIM program has accomplished some tremendous achievements over the 2015-16 financial year. These include:

- Delivering the eight-week education program to over 425 students and community groups such as Ngukuthati i Murri Men's Shed, Neighbourhood Centre and Mount Isa Recovery Service
- Coordinating the 2016 NAIDOC Men's Health Golf Day (with 74 participants compared to 34 in 2015)
- Coordinating the White Wreath March (144 participants)
- Facilitating the Grief and Loss Men's Group at Ngukuthati (participant numbers vary from 6-32), which provides attendees with skills and helps build confidence to initiative difficult discussions with family and friends.
- An increase in adult health checks for men since the implementation of the men's clinic times in June
- Establishing and maintaining relationships with key stakeholders such as Rainbow Gateway, Department of Communities,

Neighbourhood Centre, Department of National Parks, Sports and Racing, Queensland Department of Education and Training, **headspace** Mt Isa and Gidgee Healing's primary health care, Tackling Indigenous Smoking, and Normanton Recovery Community Wellbeing services.

- Successfully presenting and profiling the MomenTIM program at the 2016 'Are you Remotely Interested?' conference, conducted by the Mount Isa Centre for Rural and Remote Health.
- Engaging local Aboriginal and Torres Strait Islander male youth in the design and creation of local marketing collateral including a billboard, poster, and pull up banners.
- The erection of a large billboard, positioned prominently, promoting the MomenTIM program.

### Challenges

The MomenTIM target group is particularly challenging to engage, and build and maintain rapport with. However, the program has been designed with this in mind and is progressing well, considering program is still in infancy. The future aspirations of the program are to build on current successes and seek to incorporate additional cultural activities that support the community-based and clinical components such as cultural camps and a mentoring program (for example, a buddy system).



## headspace

headspace Mount Isa has now been in operation for 20 months and the service has become well regarded in the local community. Gidgee Healing is the lead agency for headspace Mount Isa, which has seen 261 young people access the service in the FY2015/16 with over 1,170 occasions of service provided.

Service delivery remains focused on the four core areas of:

- Physical health
- Mental health
- Alcohol and other drug services
- Vocational, educational and employment services

The staff at headspace Mount Isa are specifically trained to work with young people. The overarching aim is to work with the youth in our community in a collaborative way to help them achieve their goals. The team is comprised of people with a range of skills sets to support the provision of services across the four core areas. Staff includes:

Psychologists, Care Coordinators, a Registered Nurse and midwife, visiting GP, Community and Youth Engagement Officer, Partnership Broker, Practice Manager, awesome administration team, Family Therapist, Dietician, Visiting ATODS workers, visiting speech therapists, social workers, and psychology students.

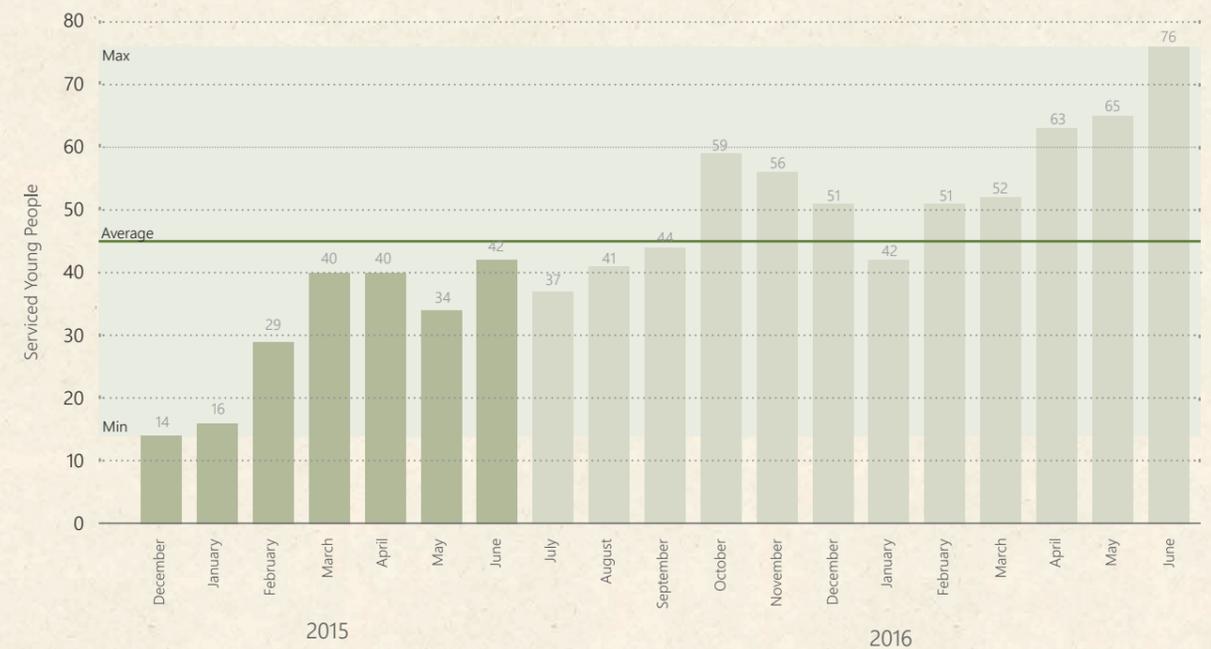
Total number of young people serviced by age - July 2015-2016



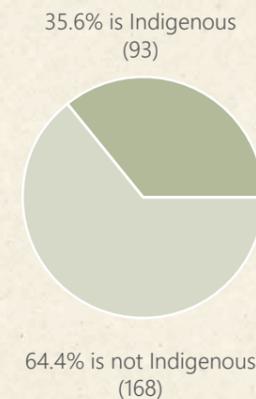
Mt Isa headspace service details

	Mount Isa	
	FY2015 (12 months)	FY2016 (12 months)
Occasions of Service	456	1170
Serviced Young People	102	261
New Young People	101	225
Returning Young People	2	25
Average visit frequency	4.5	4.5

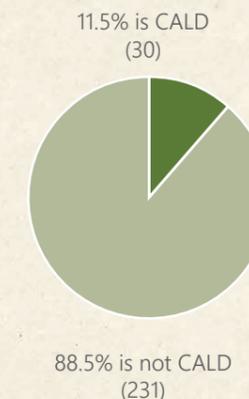
Number of Young People that received a service at headspace Mount Isa each month



Aboriginal and Torres Strait Islander



Culturally or Linguistically Diverse (CALD)



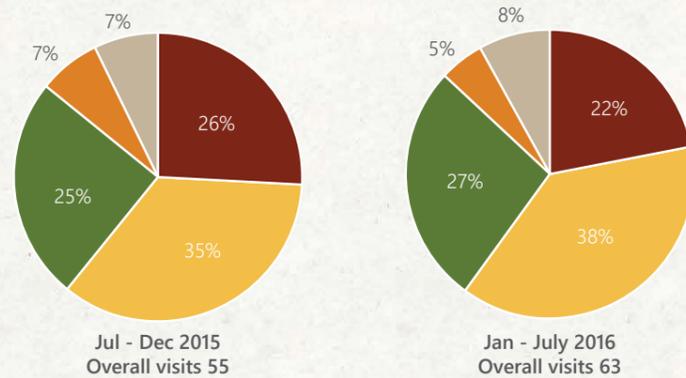
Lesbian, Gay, Bisexual, Trans, Intersex, Questioning (LGBTIQ)



### Schools Outreach

The **headspace** team has continued to nurture the collaborative relationships that have been nurtured with local schools, making regular contributions to newsletters and similar publications to help maintain awareness of the service and provide general information about maintaining a healthy **headspace**. There are strong linkages between **headspace** psychologists who work with school groups and guidance officers to run or co-facilitate a range of programs that address mental health issues such as stress management, friendships, and resilience.

### headspace Mount Isa School/Tafe/ University Activities



- Community Awareness & Health Promotion
- Group Work
- Reference Group/Planning Events
- Mental Health Literacy (incl training)
- Promotions and Marketing

### Events, Groups and Activities

During the 2015-16 financial year, the **headspace** team has been delighted to work young people and a range of local service providers to coordinate a series of events and activities throughout the year.

#### Youth Week Mega Concert

The fun, free Mega Concert event included performances from local talent, as well as special guest DJ's 'Bombs Away', together with the Indigenous Hip Hop Program which works with local Indigenous groups of young people, using the power of dance, music, art and media to engage young people and influence positive changes in their lives. The concert was a great success and well attended by young people and their families.

#### My Kitchen Rox

This was an immensely popular competition that engaged people from across the community in a cook-off challenge to support Mental Health Week. Small Teams of 4-6 people were formed in conjunction with a number of other local service providers. With the support of a mentor, each team developed menus, sourced ingredients and prepared meals in a professional kitchen provided by the Terrace Gardens Function Centre, under the guidance of a TAFE catering teacher. Meals were judged by Jaq and Shaz, who are local residents of Mount Isa and won the original television series of My Kitchen Rules.

#### RUOK Day

The **headspace** Mount Isa team took the opportunity to raise awareness about mental health issues around town with a comprehensive print campaign, prominently displaying posters asking, 'RUOK?' throughout Mount Isa. The campaign created significant interest about the day, what it meant to people, and who initiated the campaign.

#### Regular Meetups

Regular networking meetings are held every Friday morning at 'Coffee Corner'. This non-threatening space was specifically set up outside the **headspace** office and boasts a professional coffee machine, is run by volunteer baristas. The Coffee Corner café has been instrumental in engaging a number of young people to undertake a food handling course, and then go on to find jobs in local cafés. The networking morning is attended by a range of local service providers, including police, youth justice workers and hospital staff as well as people from the local Indigenous community. Coffee Corner is also open to the local homeless population to join us for free coffee and cake. The café has become something of a local hub for networking and information, and even the tourist bus stops to share what is happening.

The creative writing and drama group is well attended by Mount Isa's budding actors and writers; and our Anime group gets together once a week to watch and discuss their favourite characters.







Gidgee  
Healing