



Annual Report 2023

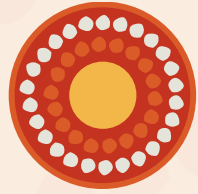


Gidgee
Healing

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Gidgee Healing acknowledges the traditional custodians of this land and throughout Australia, and their connections to land, sea, and community. We pay our respect to Elders past, present and emerging and acknowledge their spiritual connection to Country.



About us

Community focused healing

Gidgee Healing is the largest single Aboriginal Community Controlled Health Organisation provider by land area in Queensland.



Service areas

We provide six key services across four locations – Mount Isa, Doomadgee, Normanton and Mornington Island.

Primary health care

The Gidgee Healing primary health service provides a range of free medical and clinical services to Aboriginal and Torres Strait Islander people living in Mount Isa and the Lower Gulf.

Family wellbeing

The Family Wellbeing Service is a free service that works with Aboriginal and Torres Strait Islander families and communities to provide culturally responsive support to promote overall healthcare and improve social, emotional and spiritual wellbeing and build the capacity to safely care for and protect their children.

Recovery

The Normanton Recovery and Community Wellbeing Service (NRCWS) offers a range of treatment programs for people struggling with addiction, helping them live a sober, healthy and happy lifestyle. Our services are designed to align with Aboriginal and Torres Strait Islander concepts of social and emotional wellbeing and provide a holistic approach to individual's needs and priorities.

Mental health for young people – headspace

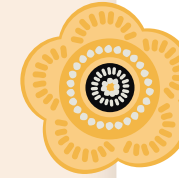
Our mental health service is provided by headspace, a free health service for young people aged 12-25. Services include mental, physical and sexual health, vocational support, drug and alcohol information and educational support.

Allied health

Gidgee Healing provides a range of services from Allied Health professionals who support the health and wellbeing of our clients and their families with a holistic approach. Our team consists of podiatrists, dietitians, exercise physiologists, occupational therapists and an optometry assistant.

Chronic disease care – Nukal Murra

Our Nukal Murra health support services and NDIS access assistance program aim to improve outcomes for Aboriginal and Torres Strait Islander people accessing culturally appropriate mainstream services and care for chronic diseases.



Goals, visions & values

Our goal

Our goal is to make a significant and growing contribution towards achieving equity in health outcomes for the Aboriginal and Torres Strait Islander peoples across our geographic service areas, including the Mount Isa, North West and Lower Gulf regions.

Our vision

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

Our values

Cultural respect – Gidgee Healing recognises the cultural diversity that exists amongst our clients and respects the rights, views, values and expectations of Aboriginal and Torres Strait Islander peoples in service delivery.

Health sector responsibility – Gidgee Healing recognises that, while responsibility for improvement of Aboriginal and Torres Strait Islander health rests with the health system as a whole, we can play a key role in ensuring responsiveness of the sector.

Holistic approach – Gidgee Healing has adopted the view of health that encompasses the wellbeing of an individual and their family and community. We recognise the broader social, cultural, spiritual and environmental influences on health.

Community control of primary healthcare – Gidgee Healing supports community control, participation and decision making as a fundamental component of the health system.

Building capacity – Gidgee Healing recognises the ongoing need to build capacity for improved health outcomes through both our own services and mainstream services, as well as through workforce, physical infrastructure and data management.

Working together – Gidgee Healing recognises the importance of working with a range of government, non-government and private providers to ensure coordination of efforts for maximum benefits to Aboriginal and Torres Strait Islander people.

Local decision making – Gidgee is committed to local level consultation and input to health service planning and delivery.

Accountability – Gidgee Healing is committed to improving the health of the Aboriginal and Torres Strait Islander communities of our geographic area – Mount Isa, the North West and Lower Gulf regions.

Promoting good health – Gidgee Healing recognises the importance of illness prevention as a fundamental component of our health service delivery.



Snapshot

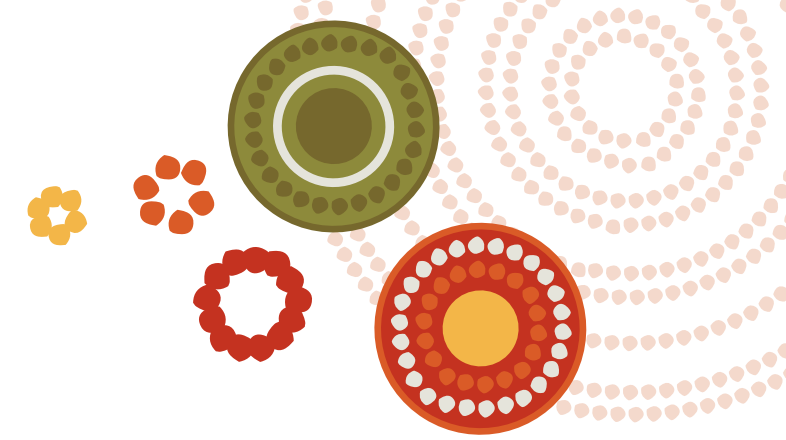
6 services

- Primary health care
- Family wellbeing
- Recovery
- Allied health
- Chronic disease care
- Mental health for young people

4 locations

- Mount Isa
- Normanton
- Doomadgee
- Mornington Island

Across all sites, Gidgee has increased the number of general practitioners (GPs), registered nurses and allied health providers.



More doctors

Increase in number of doctors at each clinic:



	Mount Isa	Doomadgee	Normanton	Mornington Island
now	4	2	2	2
GPs	(was two)	(was one)	(was one)	(was one)

Across all Gidgee sites, General Practitioner (GP) numbers were doubled over FY23. This has allowed Gidgee to reduce its reliance on locums and as a result, community access to primary care has been significantly enhanced.

More allied health professionals



6 allied health professionals (was two)

Mount Isa now has six (previously two) locally employed allied health service workers providing more consistent and stable care for the community.

Consistency of nursing care



2 permanent registered nurses

One permanent registered nurse at Mount Isa (transition from locum to full time employed)

One permanent registered nurse at Mornington Island.

Chairperson's Report

To our valued communities, partners, staff and stakeholders, I am deeply honoured to address you as the current Chairperson of Gidgee Healing, a role I have undertaken since June of this year. It has been a privilege to lead this remarkable organisation during a time of transformation and renewal. I wish to express my heartfelt gratitude for the trust the organisation and its people have placed in me.

I also want to extend our heartfelt thanks to our former Chairperson, Shaun Solomon, who has been a pillar of strength and leadership during his tenure of over ten years on the Board. Shaun played a significant role in shaping Gidgee Healing's path, and his contributions will always be valued and remembered. Thank you, Shaun, for your leadership and commitment to our cause.

As we reflect on the past year and set our sights on the future, it's clear that Gidgee Healing continues to evolve and adapt in response to the ever-changing landscape we operate in. Just as healing is a journey, so too is our organisation's growth – a journey that sometimes involves two steps forward and one step back.

Change remains the one constant in our lives, and the past financial year has been no exception. Our organisation has been evolving in response to the challenges we face. This year, I want to emphasise our commitment to transformation and renewal.

Transformation for better health outcomes

We recognise the challenges we've faced in the past, and Gidgee Healing continues to transform and work towards improving equity in health outcomes for Aboriginal and Torres Strait Islander peoples. Our journey of strategic renewal has begun, focusing on building capacity and capability to enhance health outcomes across Mount Isa, North West, and the Lower Gulf regions. We understand that our unique position as a Community Controlled Health Organisation allows us to positively influence service quality. This ongoing transformation is a path to achieving better health outcomes for our communities.

Our core mission revolves around service delivery, and this year is no different.

Community collaboration and partnerships

We acknowledge the importance of partnerships and collaboration with Aboriginal and Torres Strait Islander-led organisations in the North West region. Together, we champion collaborative efforts to advance self-determination, health equity, and culturally safe care for Aboriginal and Torres Strait Islander peoples. Integration, coordination of services, and greater leadership from Aboriginal and Torres Strait Islander organisations are crucial in providing accessible and affordable care. Our ongoing collaboration with our community and care partners is central to our mission.

Effective, transparent communication and engagement with our communities has always been paramount.

Gidgee Healing is focused on strategic renewal to transform our organisation and ensure we are best placed to improve the health outcomes for Aboriginal and Torres Strait Islander peoples. We have returned to the true model of an Aboriginal and Torres Strait Islander Community Controlled Health Organisation, emphasising comprehensive holistic primary health care.

Chairperson's Report (continued)

Improving health equity for Aboriginal and Torres Strait Islander Peoples in Queensland and Australia

We are taking important steps to improve health equity, with a particular focus on managing chronic disease, like Rheumatic Heart Disease (RHD), and navigating the challenges posed by ongoing issues, such as COVID-19.

We unreservedly acknowledge the findings of the recent Coronial Inquest into deaths in communities from RHD and are actively liaising with relevant stakeholders to implement applicable recommendations. Our aspiration is to eradicate RHD and work with our partners to reduce and eventually eliminate this preventable disease.

We also acknowledge the May 2023 report of the Office of the Health Ombudsman – *Systemic investigation into service provision at Gidgee Healing*. This report highlighted historic concerns around staffing levels, processes for prevention and treatment of chronic disease and compliance in relation to PPE and infection control. We have put in place measures to address these issues where they have not already been resolved and are working to ensure the highest quality of service and care that we all expect for our patients.

Despite the ongoing disruptions caused by COVID-19, our dedication to maintaining services remains. We express our heartfelt gratitude to our dedicated staff for their efforts and resilience in the face of adversity.

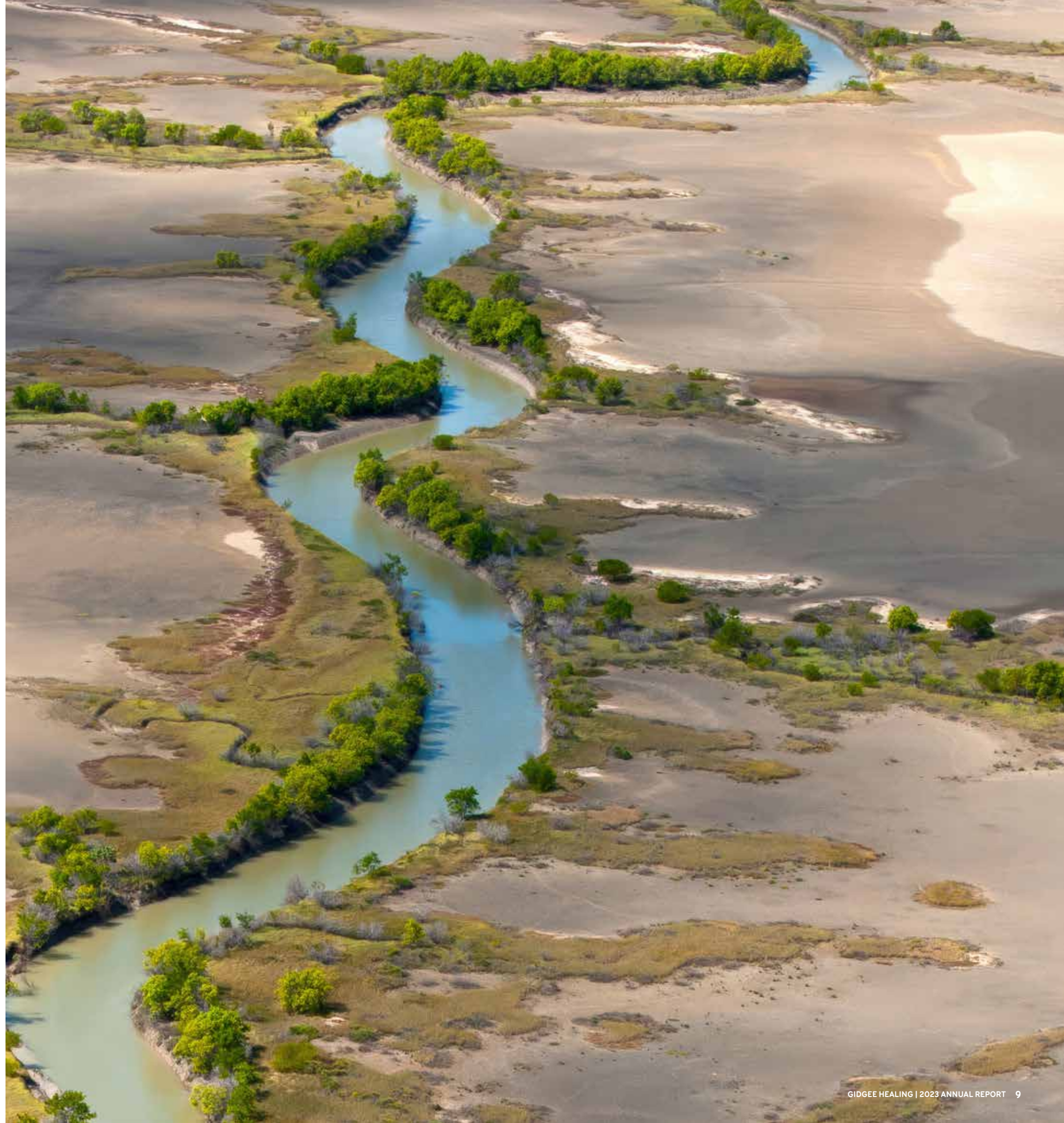
I look ahead with hope for the positive changes we can bring to our communities. With new board members and our CEO, Cherrie Glasson firmly established in her role, we have fresh eyes and new ideas to reinvigorate the organisation.

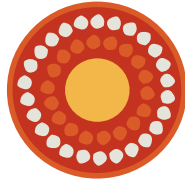
We remain committed to our mission of improving health equity for Aboriginal and Torres Strait Islander peoples. Together, we can overcome challenges, drive transformation, and build a brighter future for the communities we serve.

Thank you for your support.

Sincerely,

William Blackley
Chairperson, Gidgee Healing





CEO's Report

As we embark on a new financial year, I am filled with optimism and determination to address the challenges and seize the opportunities that lie ahead. The past year has been a testament to our resilience and commitment, and it has shown us that together, we can overcome even the most daunting obstacles.

I would like to acknowledge our current Chairperson, William Blackley, who has been at the helm of Gidgee Healing since 1 June 2023. In this relatively short time, Will has brought a fresh perspective and dedication to our mission. His leadership has been instrumental in guiding our organisation through a pivotal period of growth and transformation. We are grateful for his commitment and vision as we continue our journey toward better health outcomes for our communities.

I would also like to acknowledge the work of previous Board Chairperson, Shaun Solomon and extend my gratitude and appreciation to him for his time leading the Board. Shaun has given over ten years of dedicated service to our organisation. His long commitment contributed to Gidgee's mission of providing excellent healthcare services to our community.

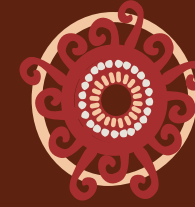
Our journey of transformation continues, guided by a renewed commitment to strategic renewal and organisational change. We recognise that in a constantly evolving healthcare landscape, we must adapt and innovate to better serve our communities. Our strategic planning process is well underway, and it is our chance to reshape our vision, strengthen our capacity, and enhance the quality of services we provide. Through this transformation, we aim to not only meet but exceed the expectations of our communities.

We understand that true progress comes from collaboration and partnerships. We know that we can achieve more when we work together. We are fortunate to have strong partnerships with a number of organisations including:

- Royal Flying Doctor Service
- Queensland Aboriginal and Islander Health Council
- North West Hospital and Health Service
- Australian Government Department of Health and Aged Care
- Western Queensland Primary Health Network
- CheckUP
- NACCHO

We value the vital support of these organisations. Only together can we create lasting change and advance self-determination for Aboriginal and Torres Strait Islander peoples.

One of our primary focuses in the coming year will be – as it always has been – to continue our efforts to improve health equity for Aboriginal and Torres Strait Islander peoples. This includes managing the real and ongoing impact of RHD – a fully preventable disease which has plagued Aboriginal and Torres Strait Islander peoples and navigating the ongoing challenges presented by COVID-19. We recognise the importance of addressing these critical health issues, and we are committed to providing accessible, affordable, and culturally safe care. We will work tirelessly to integrate and coordinate our services, engage with communities, and activate greater leadership from Aboriginal and Torres Strait Islander organisations.



Strategy

Our strategic pillars are built on our values and guiding principles.



CEO's Report (continued)

The upcoming year will also see us respond to recommendations arising from the important coronial inquest into RHD and the report of the Office of the Health Ombudsman. This process will guide us in enhancing our services and addressing the needs of our communities more effectively.

I want to express my deepest gratitude to the incredible Gidgee Healing team. Your dedication, passion, and hard work are the driving force behind our organisation's success. I am inspired by your enthusiasm and the warm welcome I have received since joining this remarkable team.

As we move forward into the next year, let us continue to manage the disruptions caused by COVID-19 with resilience and adaptability. Together, we will work towards a better future for our organisation and, most importantly, for the health and well-being of the communities we serve.

Thank you for your continued support, and I look forward to working together to achieve our shared goals.

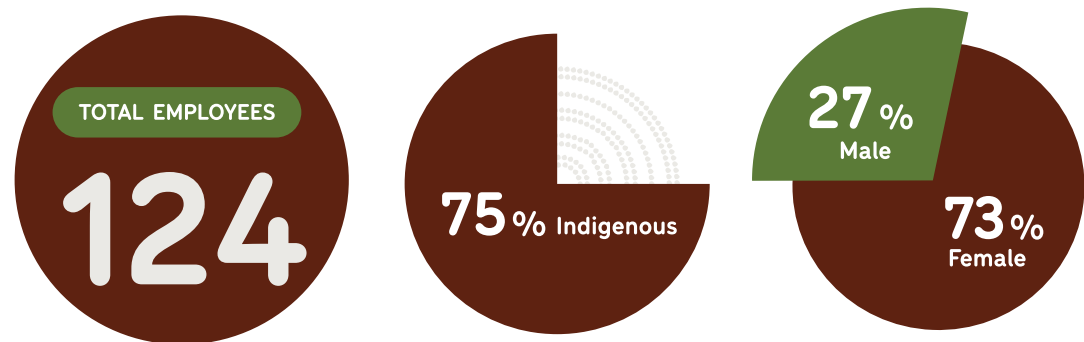
Sincerely,

Cherrie Glasson
Chief Executive Officer, Gidgee Healing





People



We continue to evolve our Human Resources team which was formed four years ago. In a period of constant change, there is always new knowledge and skills to be gained. We remain committed to our goal of becoming an Aboriginal Employer of Choice and having 75% Aboriginal and Torres Strait Islander representation in our workforce. Our Human Resources team also meets this target.

Systems and support

Having the right systems, processes, and procedures in place to support our people to be the best they can be in their role remains a priority. We want our people to have the tools to do their job effectively, safely, and consistently.

Employee self-service system

During the 2022-23 period, we started using Employment Hero, a top cloud-based end-to-end payroll platform and transitioning away from the previous system, Enable HR. Employment Hero has advantages over other systems in that it is tailored to our needs, is a user-friendly system and provides cost benefits.

Employee Assistance Program (EAP)

In response to continued positive feedback, we have continued with Assure Programs as Gidgee's EAP provider. Our people report that the program provides responsive in-person support, even in our remote communities, which is of great benefit. The program has psychologists and counsellors based in Mount Isa and offers face-to-face consultations across the entire Gidgee footprint, as well as telephone, video and text-based services. They also provide specialist support for Aboriginal and Torres Strait Islander people.

Training and professional development

Supporting our people to learn and develop their professional skills and knowledge has always been a priority for Gidgee. A key driver of our goal to become an Aboriginal employer of choice is to offer career paths to Aboriginal and Torres Strait Islander peoples, supported by grass roots training and education. Encouraging and nurturing our people to grow in their roles is integral to our training model as we continue to mature our mentoring program and work on building cultural competence.



Governance

External Structures

Gidgee Healing is a public company limited by guarantee under the Corporations Act. Our company operations are regulated by the Australian Securities and Investments Corporation (ASIC). We are also a registered charity, regulated by the Australian Charities and Not-for-profits Commission (ACNC).

Importantly we are community controlled. This means that the community can have a say in how the organisation is governed. Eligible members can participate in general meetings, nominate as candidates for the Board, and serve as Directors.

We maintain financial accounts in accordance with Australian Accounting Standards and undertake an external audit each year in accordance with Australian Auditing Standards.

Board

The overall control and oversight of Gidgee Healing is the responsibility of the Board, which sets the strategic direction and performance targets, and monitors progress towards achieving those targets. Operational responsibility for performance is delegated to management, under the leadership of the Chief Executive Officer.

The Board is comprised of up to seven elected directors chosen by the members, and up to two skills-based Directors appointed by the elected Directors. Each Director brings specific skills and expertise that support the organisation's strategic directions and goals. The Board is well placed to provide the leadership and governance oversight needed by the organisation.

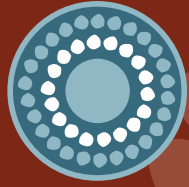
During the year to 30 June 2023, a new Director, Leeona West, and new Chair, William Blackley, joined the board.

Shaun Solomon stepped down as Board Chair but remained a Director. We farewellled Director, Alan Nyhuis who resigned after three years. We thank Alan for his dedicated service.

Accreditation, Certification and Quality Management Systems

Gidgee Healing is committed to quality and continuous improvement. As such, it holds, or is in the process of seeking, accreditation against:

- ISO 9001
- RACGP General Practice Standards
- Health Services Quality Framework
- headspace Mogel Integrity Framework



Our Board



William Blackley

Board Chair

William Blackley is originally from Palm Island, North Queensland, William has lived and worked in Mount Isa for the past 21 years.

Over his career William has held a number of positions in the mining industry, including working as Indigenous Employment Coordinator for Glencore Queensland Metals.

William's work in Indigenous employment with Glencore resulted in the company receiving the Queensland Resource Council's award for the Best Indigenous Training Program 2016 and an individual award for William as joint recipient of the Indigenous Advocacy Award in 2017.

Since 2022 William has worked for North West Queensland Indigenous Catholic Social Services where he is responsible for cultural compliance and community engagement. He also holds the position of Arthur Petersen Diversionary Centre Manager.

William has strong cultural and community connections to the Mount Isa region and is actively involved with reconnecting the Aboriginal community to their cultural identity.



Valerie Craigie

Board Deputy Chair

Valerie is actively involved in the community. Valerie's work experience includes four years with Yapatjarra Aboriginal & Torres Strait Islander Corporation for Health Services and with Injilnji Aboriginal and Torres Strait Islander Corporation for Children and Youth Services (Yapatjarra's sponsoring body), in the capacities of CEO, Office Manager and Finance Manager. She has also held positions with ATSIC as an Aboriginal Women's Officer, Department of Families as a Childcare Officer, Mount Isa College of TAFE and Tjilpatha Aboriginal Corporation. Valerie is the current Chairperson of the National Indigenous Radio Service (NIRS) and is still active on a number boards and committees for several Aboriginal and Torres Strait Islander organisations. She was also part of the Aboriginal and Torres Strait Islander Women's Task Force on Violence from 1998 to 2000.



James Cripps

Chair, Finance Audit and Risk Management Committee

James relocated to Mount Isa in 2012 and is currently employed with Converge International as the Principal Consultant. James works across various environments including remote, rural, and metropolitan Aboriginal and Torres Strait Islander communities. He currently represents the North West Queensland region as a Director of Queensland Aboriginal Islander Health Council. With over 20 years' experience in the health sector, James is dedicated to helping the social and emotional wellbeing of Aboriginal and Torres Strait Islander people.



Pattie Lees AM

Director

Pattie Lees AM is CEO and long-term Board member of Injilnji Aboriginal and Torres Strait Islander Corporation for Children and Youth Services which provides after school care, youth support, and aged care support. Pattie was previously the CEO of West Queensland ATSI Legal Services for 20 years. A resident of Mount Isa since 1976, married for 54 years, mother of four children, grandmother to fourteen and great-grandmother to four, Pattie is deeply embedded in the local community. She has vast experience in advocating for, and on behalf of, Aboriginal and Torres Strait Islander peoples at local, state, national and international levels, including as a delegate at several United Nations development forums.



Mona Phillips

Director

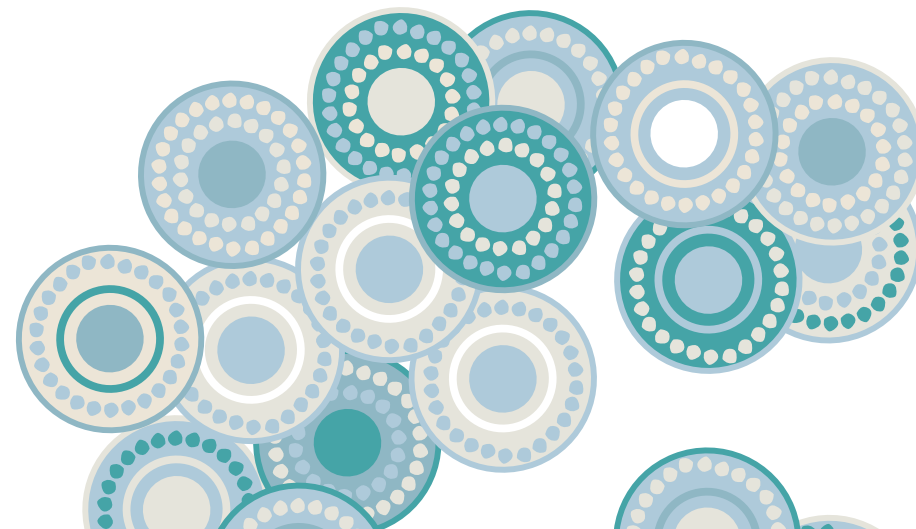
Mona has an extensive history of working in and around the Gulf and North Western Queensland as well as the Northern Territory. Mona's work experience covered a wide range in social health, including health promotion, alcohol and drug addictions, and domestic and family violence. At the age of 50, Mona gained a Social Science Degree in Aboriginal Community Management & Development. Mona was a founding member and has been on the Gidgee Healing board since 2014. Now retired, Mona is a passionate champion for Aboriginal affairs.



Patricia Richards

Director

Patricia is deeply involved with the local Mount Isa community and works within the Department of Aboriginal and Torres Strait Islander Partnership. Patricia's community involvement is one of her greatest assets. She volunteers with various sporting organisations, working across remote communities within the North West region to build strong relationships and partnerships with government, non-government and private sectors within these communities. Patricia was appointed to the Board in 2019 to fill a casual vacancy.



Our Board (continued)



Prof Gracelyn Smallwood AM

Director

Professor Gracelyn Smallwood AM grew up in Townsville whose passion for health rights for Aboriginal and Torres Strait peoples has led to numerous awards and honours throughout her life. These include, the Deadly Award for Outstanding Lifetime Achievement in Indigenous Health (2007), the United Nations Association of Australia Queensland Community Award – in recognition of service to public health (2013) and in 2014, the NAIDOC Person of the Year.

After becoming the first Indigenous Australian to be awarded both a Master of Science in public health (1993) and a PhD in Medicine, Health, and Molecular sciences (2011), she has continued her great work pushing for health representation for Aboriginal and Torres Strait Islander peoples. Her previous role as Special Advisor on Indigenous Matters at James Cook University, consultation to the World Health Organisation and previous board membership at Townsville Hospital and Health Board have given Dr Smallwood a wealth of knowledge and experience that she brings to the Gidgee Healing Board.



Shaun Solomon

Director

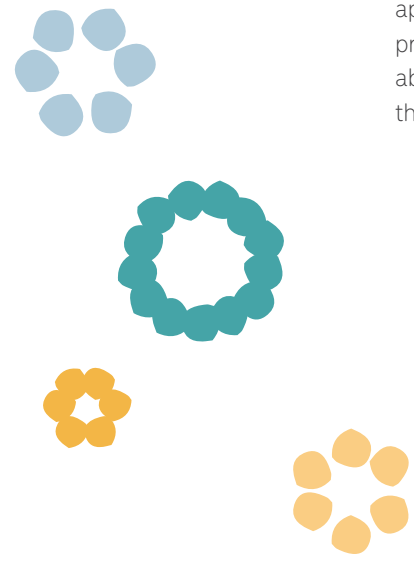
Shaun has lived in the North West for most his life and has been working in Mount Isa for the past 15 years. Indigenous health and higher education has been the focus of Shaun's career, which has enabled him to work closely with the Aboriginal and Torres Strait Islander peoples of North West Queensland. Shaun also sits as a member of the North Queensland Training Network.



Leeona West

Director

Throughout her career, Leeona has worked in rural and remote hospitals, aged care facilities and Aboriginal Community Controlled Health Organisations. In 2001, she graduated with a Bachelor of Nursing from a Mount Isa community-based nursing program supported by both Injilinj and Deakin University. Leeona has worked across Cape York and the North West Queensland including the Gulf of Carpentaria where she was the Director of Nursing of Gununa Hospital (Mornington Island). Leeona is currently working with the Aboriginal and Torres Strait Islander Nursing and Midwifery Consultancy (FNNMC). Balancing her cultural responsibilities with her clinical skills, systems approach, and effective governance practices, Leeona has proven her ability as a community leader in the health system.





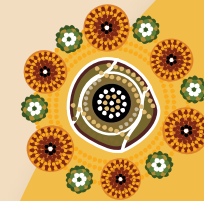
Our conversations

Our conversations – with our community, staff, government, funders and partners – are essential for leading and effecting change in Aboriginal and Torres Strait Islander health. We have worked to expand internal communications and engagement with our staff. Tools such as our weekly ‘Message Stick’, internal newsletters and regular email letters from our leaders have helped keep our people informed.

Gidgee is firmly committed to listening and engaging with community.

Spotlight on our activities for 2022–23:

Promoted National Diabetes Week	headspace and PCYC hosted Chillin’ in the Park, a free event in celebration of National Aboriginal and Torres Strait Islander children.	Celebrated NAIDOC Week
Women’s health event in honour of Women’s Health Week in Normanton, with guest speaker Dr Chrystelle Anthony.	Supported a community event in Mount Isa to draw attention to child protection during Child Protection Week	Breakfast in Mount Isa to talk about suicide prevention, hosted by headspace, Gidgee Healing and the Emotional Wellbeing Team
Deadly Choices Launch in Normanton at the local touch football final, with a BBQ feed and mini health check. Deadly Choices Ambassadors, Willie Tonga, Tyrone Roberts and Petero Civoniceva came along to meet the crowd.	Celebrated headspace day in Mount Isa – a national day of support for the mental health and wellbeing of all young Australians.	Joined with local community businesses at an Explore your Future Expo in Doomadgee to talk about educational opportunities with young people and their families.
Celebrated World Mental Health Day with an event at headspace in Mount Isa and enjoyed a BBQ, stress ball activity and games.	Hosted ‘Yarn Ups’ in Mount Isa, Lower Gulf and Doomadgee for the community to tell us how we are going.	Ran an exercise and healthy eating program for Aboriginal and Torres Strait Islander men at Mount Isa.



Partners/Funders

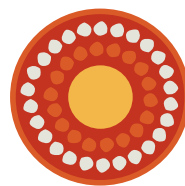
Funders

- NACCHO
- Commonwealth Department of Health and Aged Care
- Western Queensland Primary Health Network
- National Indigenous Australians Agency
- Queensland Department of Health
- Queensland Department of Youth Justice and Multicultural Affairs
- CheckUP
- Commonwealth Department of Social Services
- National Disability Insurance Scheme
- Health Workforce Queensland

Partners

- Royal Flying Doctor Service
- Queensland Aboriginal and Islander Health Council
- North West Hospital and Health Service
- Queensland Aboriginal and Islander Health Council
- Goonawoona Jungai
- Mornington Island Health Council
- Yellagundgimarra Aboriginal Health Council





Chief Medical Officer's Report

It is my privilege to present the Chief Medical Officer's report for Gidgee Healing's 2022-2023 financial year.

Initially joining Gidgee as a Clinical Governance Advisor in early 2023, when I was invited to help enhance our organisation's clinical outputs and impacts; I became the Acting Chief Medical Officer upon the resignation of the incumbent.

Upon becoming the Acting Chief Medical Officer, the Gidgee Healing team and I embarked on a thorough root-to-branch review of our clinical operations, with a view to setting priorities, improving community access to care, and maximising the impacts of our efforts.

The first steps were to ensure a stabilisation of the medical workforce and a streamlining of locum procurement processes, resulting in significant efficiencies both in terms of direct costs and associated travel and accommodation costs, but importantly, also in improved service continuity for the communities we serve.

Community feedback played a pivotal role in shaping our decisions in the 22/23 financial year, as it always will. We engaged in extensive consultations across Gidgee Healing's geographical footprint throughout the year, including visits from our Board Chair and Senior Leadership Team to each Gidgee community.

In response to honest and constructive feedback from our communities and other stakeholders, we made significant changes and improvements in FY22/23. These focused on increasing the availability of our services, including Aboriginal Health Workers and Practitioners, Registered Nurses, Allied Health Practitioners and General Practitioners across all clinics. Mt Isa clinic now boasts four GPs, Doomadgee Clinic and Normanton each have two, as does the Mornington Island clinic; each day that we are open. We have ensured that all Gidgee Healing Clinic are now managed by Aboriginal Managers, and we are actively recruiting for more Aboriginal Health Workers and Practitioners.

Recognizing the importance of quality in all that we do, we have taken significant steps towards the accreditation of our Doomadgee Clinic and Mornington Island clinics against the Royal Australian College of General Practitioners' Standards.

Our commitment to quality improvement extends to the recruitment of permanent RNs and GPs, and the continuous oversight and assessment of our locum clinical staff. We are revamping our Clinical Governance Framework, and constantly monitoring our performance metrics. Our efforts in the medical workforce space also included planning to enable the appropriate environment, structures, and accreditations for GP registrar training.

True to the ACCHO Model of Care, pioneered by Redfern Aboriginal Medical Service in the early days, we place Aboriginal Health Workers and Aboriginal Health Practitioners at the forefront of patient care. They are the first point of contact, working in tandem with our GPs and RNs to ensure the highest standards of care are provided.

In addition to expanding services, we redesigned our approach to addressing Rheumatic Heart Disease (RHD), a highly prevalent disease amongst our Aboriginal and Torres Strait Islander communities. We have improved our capacity to identify and manage patients with this condition, including the development of an internal digital Gidgee Healing RHD Care Tracker, and are working to align this with Queensland Health's statewide RHD tracker and RHD Register.

Collaboration with Northwest Hospital and Health Service (NWHHS) and all our strategic partners remains a priority in addressing the demands posed by over 500 patients suffering from RHD. The first step in any health initiative is to ensure that we have accounted for all patients in the cohort, and to this aim we have undertaken a major data cleanse of our Patient Information Software,

In contrast to other RHD stakeholders, our efforts in this battle are holistic and focus upon whole-of-person care, such that we are truly committed

to working towards achieving the Aboriginal definition of health, as stated in the NACCHO Constitution, (amended March 9th, 2006):

"Aboriginal health" means not just the physical well-being of an individual but refers to the social, emotional, and cultural well-being of the whole Community in which each individual is able to achieve their full potential as a human being thereby bringing about the total well-being of their Community. It is a whole of life view and includes the cyclical concept of life-death-life."

Recognising the need for clear service level agreements, we are actively engaging with all service providers to formalise our collaborations and optimise the efficient utilisation of scarce resources. We continue to engage in the important review of allied health and visiting specialist services to ensure alignment with the Gidgee Model of Care.

Recognising that RHD is a disease of poverty that has been virtually eliminated from the non-Indigenous population, Gidgee Healing remains a strong advocate for our communities. We are actively working towards establishing mechanisms for empowered community consultation and to formalise relationships with stakeholders, strengthening our ties with the communities we serve.

Chief Medical Officer's Report (continued)

In addition to these efforts, we are constantly broadcasting the message that communities should have greater say over how healthcare is designed and delivered. Gidgee Healing tirelessly promotes the message that the wider determinants of health such as limited and overcrowded housing, sub-optimal infrastructure, high food prices and limited availability of fresh and healthy food options, limited affordable transportation, scarce local educational and career opportunities must be addressed if RHD is to be eliminated in our region. Healthy communities enable healthy individuals, so addressing the wider determinants of health is mission critical in the battle against RHD, and many other diseases.

RHD though itself devastating, is not the main health issues in our region, as non-RHD cardiac disease, respiratory disease (all forms), renal disease, cancer (all forms) and multiple mental health conditions continue to rob our patients of the desired quality of life and precious years of life itself.

Gidgee Healing is working to broaden the focus of governments at state and national levels upon the full disease burden of our patient population, so that the current political and funding focus upon RHD expands to become a true commitment to the holistic improvement of Aboriginal and Torres Strait Islander health outcomes in all dimensions, for all our patients across the Gidgee Healing service footprint.

Throughout the 22/23 operating year, Gidgee Healing has maintained an ongoing dialogue with key stakeholders regarding the Coronial Inquest findings and the Office of the Health Ombudsman report. In partnership with the NWHHS we are taking a lead role in implementing strategies to

address the applicable recommendations, and to provide updates on our progress.

To maximise our impacts, and minimise the risk of missing information, we have undertaken a strategic review of patient data management systems and are in the advanced stages of planning for superior system upgrades. Gidgee Healing now boasts state of the art clinical dashboards to improve identification and monitoring of patients, especially vulnerable patients. To manage the complexity of multiple funding sources, Gidgee Healing has achieved a technological harmonisation of nKPI framework across the Commonwealth IAHP and Queensland Health "Making Tracks" programs.

Gidgee Healing believes that the residents of our region are entitled to the same modernity, privacy, and confidentiality of health communications, as are enjoyed by populations in Brisbane. As such, Gidgee Healing is leading the regional efforts to bring clinical communications, data and information sharing into the modern era. We continue to build the capacity to improve the sharing of clinical information across providers, including a major increase in uptake of smart referrals with hospital networks, working collaboratively with the NWHHS and other strategic partners.

Looking ahead, we are dedicated to continuing to streamline and expand our healthcare delivery, improving our performance against National Key Performance Indicators, further harnessing the benefits and potential of technology, and significantly developing our workforce to provide efficient healthcare delivery now, and sustainably into the future. Of particular importance is our determination to ensure Burke Street Clinic re-opens in 2024.

Most importantly, we thank our patients, for trusting us with their healthcare. In return we promise to continue to listen, such that we may improve our offerings to best meet patient needs.

Our thanks also go out to NACCHO, QAIHC, Commonwealth Department of Health, Queensland Health, and all our valued stakeholders, for their ongoing support and partnership in this journey.

The final note of thanks must go to the staff of Gidgee Healing, who despite all the challenges and all the changes, have continued to work diligently, with passion and commitment, to deliver the health outcomes of which we are so rightly proud. Having worked alongside you all, I am humbled, privileged, and grateful to have been appointed as the Chief Medical Officer on 1st July 2023.

In summary, the 22/23 year has been both challenging and fruitful. We look forward to the coming year with optimism, as we continue to strive for excellence in healthcare delivery, and the achievement of improved impacts such that we may experience a true decrease in the burden of disease, and an enhancement of the health and well-being of each individual patient within the Gidgee Healing service footprint

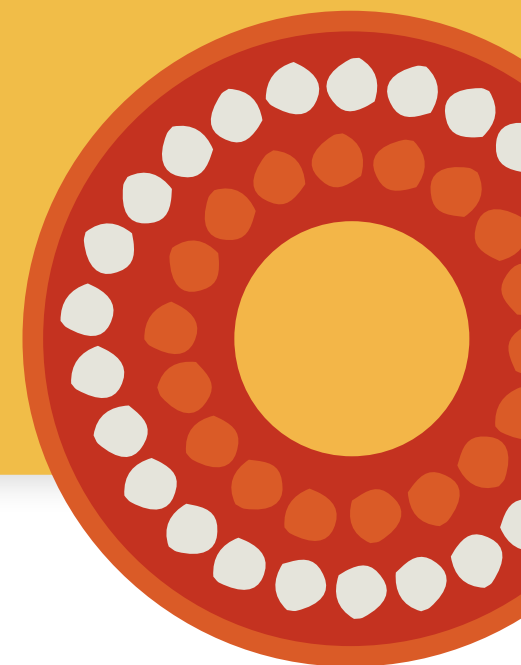
Dr Vladislav Matic
MBBS (Syd) M. Bus (Mgmt.) FACRRM FRACGP FAICD
AMA(M)

Chief Medical Officer
Gidgee Healing

"Aboriginal health"

means not just the physical well-being of an individual but refers to the social, emotional, and cultural well-being of the whole Community in which each individual is able to achieve their full potential as a human being thereby bringing about the total well-being of their Community. It is a whole of life view and includes the cyclical concept of life-death-life.

NACCHO CONSTITUTION



Management plans and health assessments

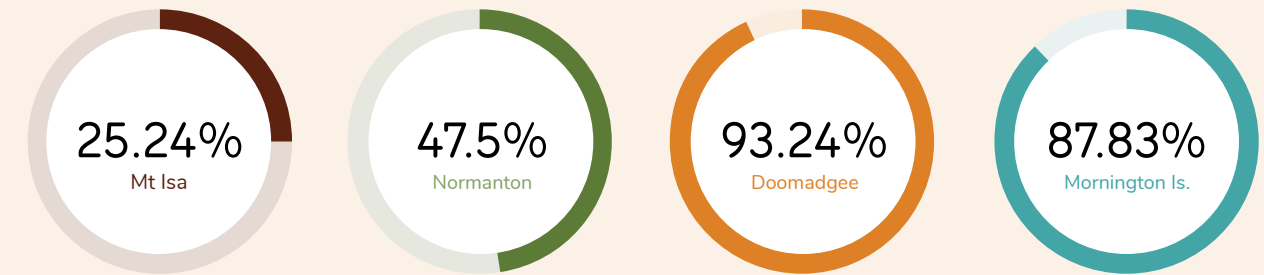
Measure	2022-2023
Patients with a 721	760
Patients with a 715	1,645

721 = GP Management Plan
715 = Health Assessment

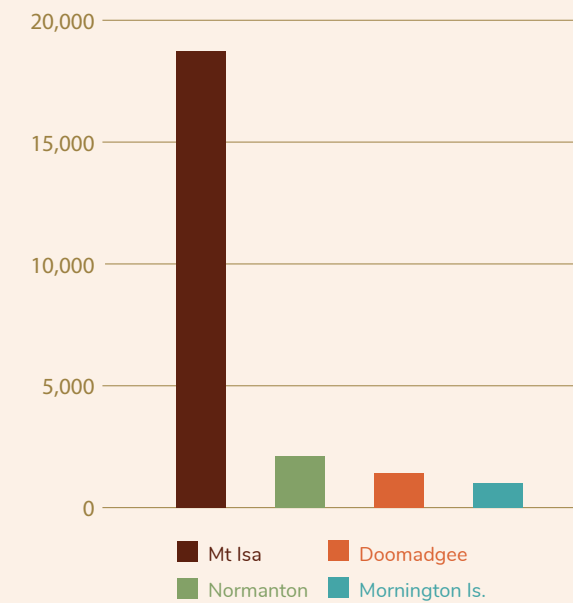
	Doomadgee	Mornington Island	Normanton	Mt Isa	Outside service areas
Contacts with clinic	8,389	9,258	14,406	42,703	
Active patients	1,615	1,016	1,843	6,263	1,150

	Doomadgee	Mornington Island	Normanton	Mt Isa
Immunisations given	658	610	615	1,373
Children immunisations	608	500	478	1,027

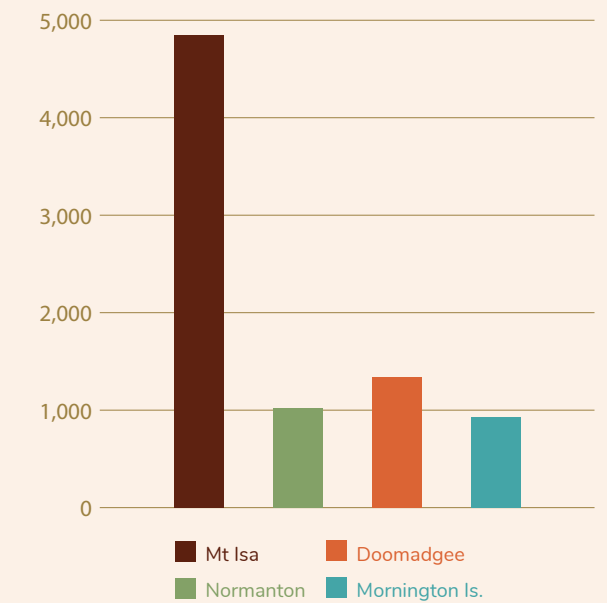
2023 Aboriginal and Torres Strait Islander Population



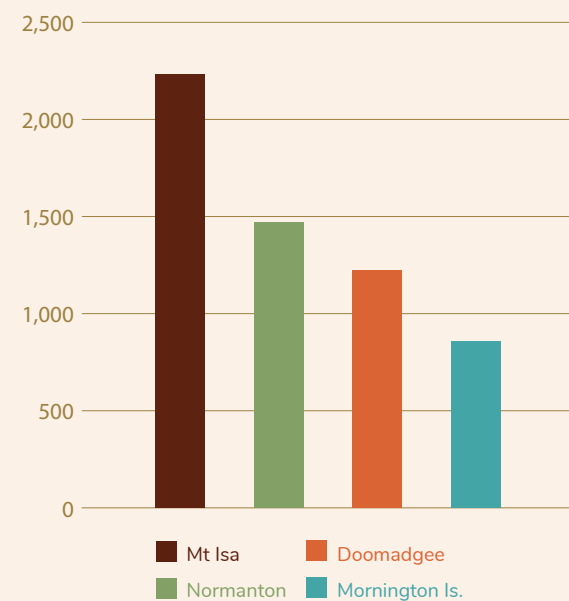
Total Population for Gidgee service areas



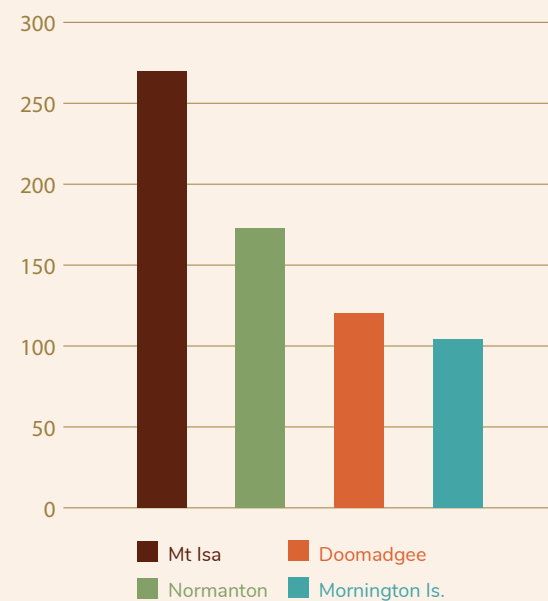
Aboriginal and Torres Strait Islander Population for Gidgee service areas (2023 updated Census estimate)



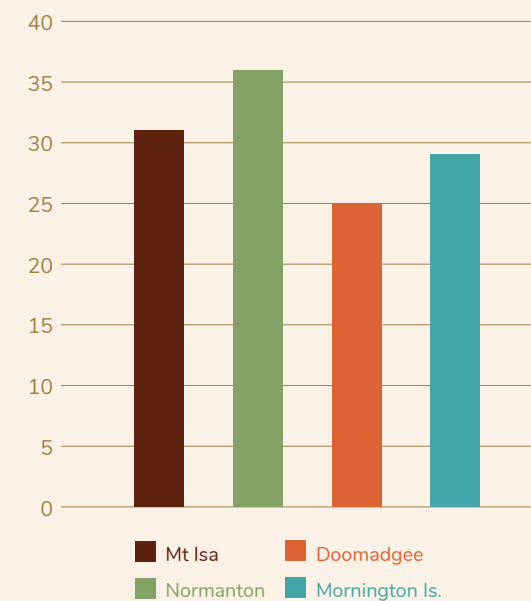
Weekly median household income (\$)



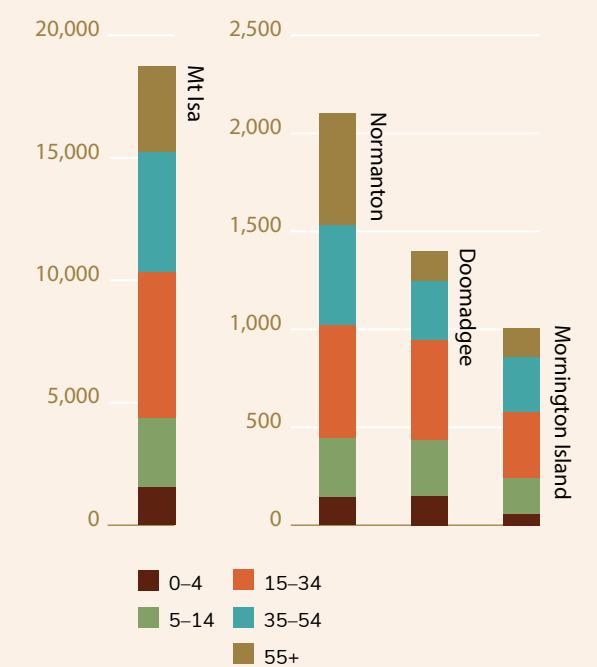
Weekly median rent (\$)



Median age - Aboriginal and Torres Strait Islander Population in Gidgee service areas



Population by age of Aboriginal and Torres Strait Islander people in Gidgee service area



Programs and services



Primary health care clinics

The priority for all our clinics continues to be strengthening primary health care services that are clinically and culturally safe, and that will last into the future. We remain true to our vision of providing holistic integrated care and are working hard to embed a care model that values social and emotional wellbeing equally with physical health.

Rheumatic Heart Disease

In May 2022, the Queensland Coroner announced an Inquest into the passing of three Doomadgee community members as a result of Rheumatic Heart Disease (RHD). We are deeply saddened by the loss of any community members, and we acknowledge the trauma experienced by the Doomadgee community over the loss of their daughters, mothers, sisters, and aunts.

RHD is a preventable disease and is not new in our communities, tragically the only people who die from the disease in Australia are Aboriginal and Torres Strait Islander peoples. RHD deserves the public spotlight as its management is complex and health impacts wide-reaching. Effective management and prevention go far beyond what our primary health care clinics are resourced to provide.

Gidgee Healing participated in the Inquest, which released its findings on 30 June 2023. We unreservedly accept the findings in the report and are actively implementing its recommendations. Our aspiration is to eradicate RHD and work with our partners to reduce and eventually eliminate this preventable disease.

System changes for better healthcare

Gidgee Healing has shifted from desktop computers, to laptops and docks to enable a mobile workforce, and reduce assets left in the clinic.

A merging of the clinical databases has been approved and is currently in the works. This will reduce clinical risk as mobile patients will be treated to the best care as their information will be available to all health providers.

The availability of dashboard reports that pull data directly from the medical database, has enabled the creation of care trackers, locum performance reports, and clinical performance reports. This has increased the efficiency of patient recalling, allowed Human Resources to determine if a locum performed adequately, and reduce Medicare losses.





Mount Isa

Mt Isa town is located on the traditional lands of the Kalkadoon people. Located on the banks of the Leichhardt River, Mount Isa is the major service centre for the area.

Services

Gidgee Mount Isa provides the following services:

- Primary health care
- Allied Health
- Nukal Murra
- Family Wellbeing
- headspace

Mount Isa

Contacts with clinic	42,703
Active patients	6,263
Immunisations given	1,373
Children's immunisations given	1,027

Location	Total Population Count	2023 Updated Census Estimate of Aboriginal and Torres Strait Islander population	2023 Aboriginal and Torres Strait Island population (% of total)	Weekly median household income	Weekly median rent	Median age
Mt Isa	18,728	4,850	25.24%	\$2,231	\$270	31

Highlights

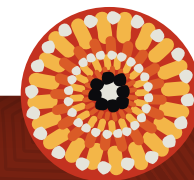
- Better frontline medical care:** A doubling of General Practitioners capacity enabled the Mount Isa practice to offer more appointments and better serve the community.
- Permanent staff:** The securing of permanent allied health staff ensures consistency of care and allows better impact for clients. This supports more timely access to care and permits a greater range of preventative health interventions.
- Local employment:** Mount Isa practice reception and administration staff are almost 95% Aboriginal and Torres Strait Islander. Greater participation by Aboriginal and Torres Strait Islander people in all aspects of health care delivery has positive impacts for the entire community and underpins Gidgee's mission to provide culturally appropriate care.



Looking ahead

Moving forward, Mount Isa is committed to addressing challenges and advancing healthcare services:

- Mount Isa is looking forward to securing the reopening of the Burke St clinic. This clinic holds a special place within community and will be widely welcomed.
- The implementation of cultural advisory groups will allow each region greater feedback on co-designing service delivery. It will allow for increased community participation through local engagement groups.





Doomadgee

Doomadgee is located on the traditional homelands of the Gangalidda, Waanyi, Garrawa and Yunjulla people.

In FY23 the Doomadgee practice encountered several challenges. Amongst these were barriers to specialist medical care as a result of the costly and time consuming distance patients must travel for appointments. This challenge affects both patients and our health care service, demanding innovative solutions.

Enhancing health literacy and community engagement remains a critical focus area. Gidgee recognise the importance of, and are fiercely committed to, educating

the community about their health and the factors that influence it.

The absence of an onsite pharmacy raises concerns about medication supply and the potential for changes to medications, especially for patients receiving specialist care.

Doomadgee also had a number of highlights as outlined below.

Services

Gidgee Doomadgee provides the following services:

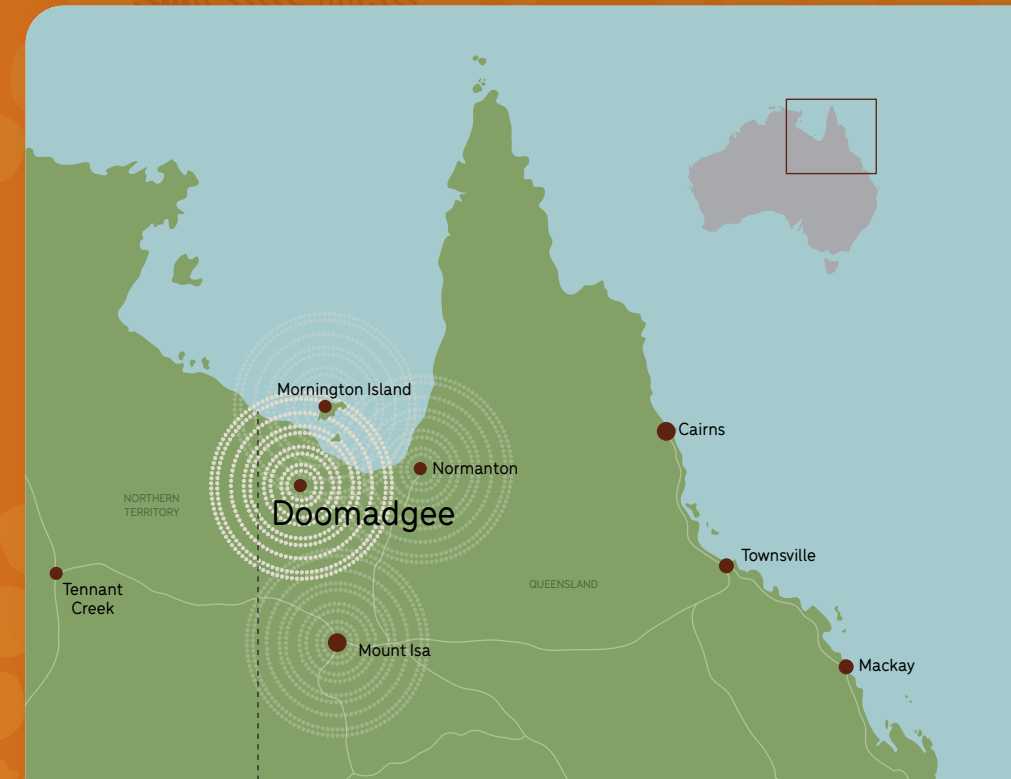
- Primary health care**
- Family Wellbeing**
- Allied Health**

Doomadgee	
Contacts with clinic	8,389
Active patients	1,615
Immunisations given	658
Children's immunisations given	608

Location	Total Population Count	2023 Updated Census Estimate of Aboriginal and Torres Strait Islander population	2023 Aboriginal and Torres Strait Island population (% of total)	Weekly median household income	Weekly median rent	Median age
Doomadgee	1,399	1,337	93.24%	\$1,223	\$120	25

Highlights

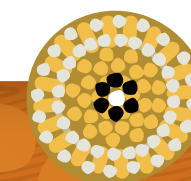
- Expansion of clinic facilities:** One of the standout accomplishments was the extension of the clinic premises, which now boasts eight additional consultation rooms. This expansion enhances Gidgee's capacity to provide health care services and cater to the growing needs of our community.
- Refurbishment of the old clinic:** The renovation and refurbishment of the old clinic facility, including the creation of a dedicated treatment room, represents an important step in improving the overall infrastructure and efficiency of Gidgee's health care services.
- Telehealth advancements:** Recognising the importance of access to healthcare services, Gidgee increased the utilisation of telehealth consultations. This initiative not only minimises the time patients spend away from Country, but also enhances the efficiency of healthcare delivery.



Looking ahead

Moving forward, Doomadgee is committed to addressing challenges and advancing healthcare services:

- Childhood immunisations:** Gidgee is dedicated to ensuring that children receive timely and complete vaccinations, safeguarding their health and well-being and, by extension, that of their families and loved ones.
- Aboriginal Health Workers and Practitioners:** Gidgee will continue to harness the expertise of Aboriginal Health Workers and Practitioners, facilitating more 715 health checks and effective management of chronic diseases.
- Strengthening partnerships:** Building stronger relationships with existing and visiting healthcare services is a priority. This collaboration will ensure the community benefits from a holistic range of expertise and specialised care offered by these partners.





Normanton

The Aboriginal and Torres Strait Islander population in Normanton includes members of the Kukatj, Gkuthaarn and Kurtijar peoples.

Services

Gidgee Normanton provides the following services:

- Primary health care
- Recovery
- Allied Health
- Family Wellbeing

Normanton	
Contacts with clinic	14,406
Active patients	1,843
Immunisations given	615
Children's immunisations given	478

Location	Total Population Count	2023 Updated Census Estimate of Aboriginal and Torres Strait Islander population	2023 Aboriginal and Torres Strait Island population (% of total)	Weekly median household income	Weekly median rent	Median age
Normanton	2,105	1,025	47.5%	\$1,469	\$173	36

Highlights

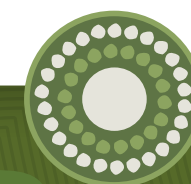
- Inaugural men's Camping on Country program:** One of Gidgee Normanton's standout achievements was the successful launch of the first primary health clinic men's camping program. This initiative represents a vital step in fostering community engagement and promoting cultural connections.
- Stable locum staff and General Practitioners (GPs):** The clinic achieved stability in its workforce, ensuring consistent availability of GPs and locum staff, which is essential for providing continuous healthcare services.
- School health checks:** Normanton completed comprehensive health checks in two local schools, emphasising Gidgee's commitment to the health of the younger generation.
- Reintroduction of Allied Health services:** After a prolonged hiatus, the clinic resumed providing vital Allied Health services, offering a more holistic approach to healthcare for our community.
- Full employment of local staff:** The clinic successfully employed all local staff positions, apart from GPs and registered nurses (RNs), contributing to the empowerment and sustainability of the local workforce.
- Optometrist visit:** An optometrist came to Normanton on the 12-15th of July to conduct free eye checks for the community.

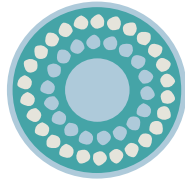


Looking ahead

Normanton Primary Health Clinic is committed to continuous improvement and future-focused strategies:

- Community programs:** The clinic plans to expand its program offerings within the community and in schools, focusing on preventive healthcare initiatives.
- New clinical space:** Upcoming building works will address spatial constraints, allowing for more efficient provision of Allied Health and visiting services.
- Prevention programs:** A heightened emphasis on prevention programs will be a priority, aiming to promote healthier lifestyles and reduce the burden of chronic diseases.
- Stable GP workforce:** Ensuring the stability and recurrence of GPs in the clinic is essential for consistent healthcare delivery.
- Increased 715 health checks:** Gidgee Normanton aims to increase the number of 715 health checks, enhancing the early detection and management of chronic diseases.
- Collaboration with Normanton Recovery Centre:** Strengthening ties with the Normanton Recovery Centre will facilitate a comprehensive approach to health and recovery within the community.





Mornington Island

Mornington Island and surrounding seas are the traditional lands and waters of the Lardil, Yangkaal, Kaiadilt and Gangalidda peoples. The island is the largest of the North Wellesley Islands located in the Gulf of Carpentaria.

The Mornington Island Gidgee services faced some challenges in FY23, including insufficient staff accommodation, difficulties ensuring employee attendance and inappropriate behaviour from clients.

Amongst the clinic's highlights were the increase in permanent staffing which will lead to a more consistent standard of care for the community.

Services

Gidgee Mornington Island provides the following services:

- Primary health care
- Social Wellbeing
- Allied Health
- Family Wellbeing

Mornington Island

Contacts with clinic	9,258
Active patients	1,016
Immunisations given	610
Children's immunisations given	500

Location	Total Population Count	2023 Updated Census Estimate of Aboriginal and Torres Strait Islander population	2023 Aboriginal and Torres Strait Island population (% of total)	Weekly median household income	Weekly median rent	Median age
Mornington Island	1,009	931	87.83%	\$855	\$104	29

Highlights

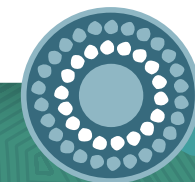
- **Stable General Practitioner staff:** Since May 2023 the Mornington Island clinic has had two doctors on staff.
- **Stable registered nurses:** Since May 2023, the clinic has had two registered nurses.
- **Staffing consistency:** The clinic has one trainee health worker.
- **Administration support:** The clinic has one administration officer.

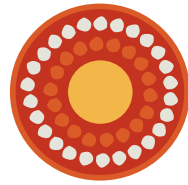


Looking ahead

Moving forward, Gidgee Mornington Island is committed to addressing these challenges and advancing healthcare services:

- **Stable GP workforce:** Ensuring the stability and recurrence of GPs in the clinic is essential for consistent healthcare delivery. The Mornington Island clinic will be looking to engage locums on a rotational basis.
- **Enlarged workforce:** The clinic will continue to work on filling vacant positions in order to ensure effective provision of services.





Allied Health

Gidgee Healing provides a range of services from Allied Health professionals who support the health and wellbeing of our clients and their families with a holistic approach. The Allied Health team consists of podiatrists, dietitians, exercise physiologists, occupational therapists and an optometry assistant.

Comprehensive care from the Allied Health team is offered free of charge once a referral is made via a general practitioner.

Allied Health services faced some challenges in FY23, predominantly around the recruitment and retention of staff and inconsistent referrals from locum GPs for clients in need of Allied Services. Highlights included those following.

Highlights

- After initially struggling to recruit full-time staff in critical roles such as speech pathologists and physiotherapists, the first half of FY23 saw the successful engagement of locum podiatrists and occupational therapists, expanding the scope and availability of Allied Health services.
- A pivotal contract between Gidgee Healing and North and West Remote Health was established for the provision of Allied Health services in Lower Gulf communities, including Normanton, Karumba, Mornington Island, Doomadgee, and Burketown, furthering the reach of essential healthcare.
- After a prolonged vacancy, the Allied Health program successfully recruited a senior Allied Health clinician in September 2022, strengthening the program's clinical leadership.
- The collaborative "Gather & Grow Project," jointly run by two dietitians, commenced in Lower Gulf communities. This initiative aims to promote community health and nutrition.

- A new position, the Allied Health Coordinator, was established and filled between December 2022 and June 2023. This role significantly improved the Allied Health referral process and streamlined non-clinical tasks, enhancing efficiency.



Looking ahead

The Allied Health program is committed to addressing challenges and advancing healthcare services:

Ongoing contracts: The program will maintain its contract with Check-Up, ensuring continued funding for Allied Health service provision in Lower Gulf communities.

New recruits: The successful recruitment of one full-time exercise physiologist and one full-time podiatrist at the beginning of the current fiscal year will strengthen Allied Health services in Mount Isa and the Lower Gulf Communities.

Recruitment efforts: Ongoing recruitment efforts will focus on securing permanent Allied Health staff, including speech pathologists, occupational therapists, physiotherapists, and podiatrists.

Referral management: Efforts will continue to manage Medicare physiotherapy referrals for Mount Isa clients and referrals for Gidgee Healing clients efficiently.

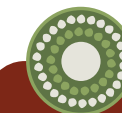


headspace

headspace Mount Isa is a free health service for young people ages 12–25. headspace services includes mental, physical and sexual health, vocational support, drug and alcohol information and educational support. headspace Mount Isa is fully wheelchair accessible.

Highlights

- Accreditation – fidelity review: The Model Integrity Framework is the accreditation standards headspace adheres to. The review was conducted on the 26-27th of October 2022. headspace had a previous score rating of 92 (fair) but after the submission of more evidence and review, the score rating was moved from a 'fair' to a 'good' fidelity rating.
- Enhanced careers program (headspace National Students Program): Attracting and retaining staff is a common problem across regional areas and a particular challenge for the healthcare sector. The headspace National Students Program was established to alleviate this. The return of two previous students coming back to work in full time roles is a huge success for Gidgee and headspace and represents the success of the program.
- Programs and events: headspace ran a range of programs and events over FY23, including the following:
 - Chillin' in the Park: a free community BBQ in conjunction with PCYC
 - Celebration of National Aboriginal and Torres Strait Islander Children's Day with games, art, crafts and food
 - Celebration of headspace Day – a national day of support for the mental health and wellbeing of all young Australians
 - Acknowledged World Mental Health Day and enjoyed a BBQ, stress ball activity and games
 - Held a breakfast to talk about suicide prevention. Hosted by headspace, Gidgee Healing and the Emotional Wellbeing Team.



Looking ahead

- **Increased service provision:** headspace is looking forward to increasing their workforce and subsequent capacity to provide outreach services to more young people in need.
- **Accreditation:** headspace Model Integrity Framework will be completed.
- **Improved youth engagement:** The team will continue to improve their engagement with Aboriginal and Torres Strait Islander young people through a dynamic program of events and initiatives including headspace day and youth week (held in April).





Nukal Murra

Nukal Murra is a Western Queensland Primary Health Network funded program that aims to improve the way chronic diseases are managed for Aboriginal and Torres Strait Islander people in the Western Queensland Region.

In FY23 the Gidgee Healing Nukal Murra team worked hard to educate the community around better managing their chronic conditions and reiterating the importance of getting regular health checks. With the support of Carelink coordinators, Nukal Murra continued to provide one-on-one assistance to Aboriginal and Torres Strait Islander people who live with complex chronic diseases and are unable to effectively manage their conditions.

The Nukal Murra program is delivered in multiple locations within Western Queensland.

Services outside of Gidgee Healing can refer patients to Nukal Murra to access support. The program is delivered in Mount Isa, Burketown, Cloncurry, Dajarra, Julia Creek and Camooweal, providing the following support and service to clients:

- Care coordination
- Supplementary services
- Clinical services access
- Allied health and specialist services.

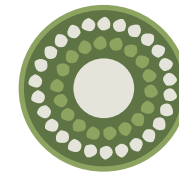
Highlights

- Nukal Murra supported the clinic with screening of health checks and GP managements plans on a regular basis.
- Established better pathways for clients receiving medical treatment away from home.
- Created access to our services through relationships with medical professionals and indigenous liaison officers.
- Nukal Murra Alliance won the Partnership Excellence Award category at the 2022 QAIHC Awards for excellence in December.



Looking ahead

Nukal Murra is looking to ensure that patients are getting regular health checks and GP management plans. This will ensure Nukal Murra's service continues to contribute to improving health outcomes for Aboriginal and Torres Strait Islander people who are living with chronic health conditions. Nukal Murra are working to provide health service in a regionally focused, culturally appropriate manner through access to care coordination, multidisciplinary care, and supported self-management.



Family Wellbeing Service

The Family Wellbeing Service was created to better assist Aboriginal and Torres Strait Islander People to access the right support before they are in a crisis. This service focuses on keeping social and emotional wellbeing strong in the community.

The Family Wellbeing Service was created to support the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples in our community.

Family Wellbeing Service (FSW) saw an increase in referrals for Mount Isa, inland and Lower Gulf Communities. Challenges included recruitment of new staff and floods in January/ February 2023 that delayed outreach travel.

Outreach occurred regularly during the year and FWS staff provided face-to-face case management support to the Lower Gulf and inland communities of Boulia, Burketown, Cloncurry, Dajarra, Doomadgee, Gregory, Julia Creek, Normanton, Richmond, and Urandangi.

Highlights

- Overcoming challenges with staffing levels. FWS staff achieved 8,833 hours of case management and coordination contact hours in spite of low staffing levels and the added complication of outreach travel and support.
- Re-focusing and planning for regular outreach support to Boulia, inland and Lower Gulf Communities.
- Gidgee Healing FWS *Men's Health and Wellbeing Program*, held in partnership with Gidgee Healing PHC and James Cook University's Student Placement Program, and attended by program and support staff from local services.

- Promoted completion of Practice Incentives Program forms and attendance for health checks at Gidgee Healing's Mount Isa clinic.
- FWS facilitated two *Men's Health and Wellbeing* camps during the year:
 - Delta Downs Station, Normanton (hosted by Normanton Recovery Centre and Gidgee Healing Primary Health Care, Normanton)
 - Burketown (hosted by Carpentaria Land Council).



Looking ahead

Over the coming year, FWS will:

- complete recruitment to vacant positions
- prioritise waitlists and coordination of supports and service delivery
- strengthen all aspects of program delivery and internal and external referral pathways
- upskill and provide further education and training for staff.



Normanton Recovery

The Normanton Recovery and Community Wellbeing Service (NRCWS) offers a range of treatment programs for people struggling with addiction, helping them live a sober, healthy and happy lifestyle. Services are designed to align with Aboriginal and Torres Strait Islander concepts of social and emotional wellbeing and provide a holistic approach to individual’s needs and priorities.

Highlights

During this reporting period the staff and residents have been very active and engaged in the following activities:

- Men’s camps on country to recapture and retain cultural Identity. 30 men from Mount Isa, Burketown and Normanton men’s groups stayed in Burketown for four nights. Over that time, they took part in a Welcome to Country by Murandoo Yanner, local cultural activities and shared local knowledge with rangers.
- Women’s group weekly activities included: basket weaving, jewellery making, painting pampa days and storytelling.
- Staff and residents participated in a Mental Health First Aid course facilitated by RFDS.

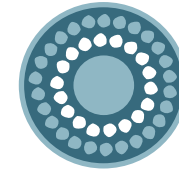
In spite of floods that limited access to Doomadgee and Mornington Island earlier in the year, NRCWS were able to facilitate a stakeholders and community meeting and discussed issues around current program delivery, the referral and intake process, transitional housing to accommodate residents to settle back into community and vision for the centre.



Looking ahead

NRCWS is looking ahead to the following:

- Establishing men’s and women’s camps to be held in safe places and focussed on various topics
- Remodelling the 12-week NRCWS program
- Provision of a counsellor to be onsite and supervise wellbeing and exit plans, case notes, risk assessments and upskilling of staff
- Renaming of NRCWS in 2023/24.



Aged care

As 30 June 2023, Gidgee Healing had aged care services in: Mornington Island at Kuba Natha Hostel for 12 clients; Normanton at Kukatja Place for 10 clients, and Doomadgee at Ngooderi House for six clients.

Gidgee Healing transitioned out of Aged Care throughout the course of 2022 and 2023, a process that was made possible through the work of Gidgee’s Aged Care Transition Working Group, the broader Gidgee staff team and the community. When the Aged Care contract came to an end, the decision to novate and enter into a new contract for another two months demonstrated Gidgee’s commitment to a thorough and accountable approach to the transition. This approach successfully secured relationships and confidence.



Contact details

**Mount Isa Primary
Health Care Centre**

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Mount Isa QLD 4825

**Normanton Primary
Health Care Centre**

32 Brown Street
Normanton QLD 4890

**Doomadgee Primary
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**Mornington Island Primary
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Mornington Island QLD 4871

gidgeehealing.com

**1800 GIDGEE
(1800 443 433)**



