better health, better living, longer life

goondir health services

ANNUAL REPORT

2020 - 2021

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Dalby
QLD 4405

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www.goondir.org.au
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Annual Report for Goondir Aboriginal and Torres Strait Islanders Corporation for Health Services trading as Goondir Health Services for the year ending 30 June 2021.

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QUALITY ACCREDITATION CERTIFICATION

Institute for Healthy Communities (IHCA), Certificate # QMS 0137 (AS/NZS ISO 9001:2015)
AGPAL Accredited General Practice, Dalby Practice Id # 3516
AGPAL Accredited General Practice, St George Practice Id # 6830
AGPAL Accredited General Practice, Oakey Practice Id # 9968
Qld Dept of Transport and Main Roads, Transport Operator Accreditation Certificate # 900379673
Quality Assurance for Aboriginal & Torres Strait Islander Medical Services (QAAMS)

REGISTERED TRAINING PRACTICES

Generalist Medical Training (GMT)
Generalist Practice Training Queensland (GPTQ)
Remote Vocational Training Scheme (RVTS)

FINANCIAL INSTITUTION

Heritage Bank

LEGAL FIRMS

Australian Business Lawyers and Advisors
Clifford Gouldson Lawyers
Rees Lawyers

AUDITOR

Audit Solutions Queensland, a division of McConachie & Stedman

ACKNOWLEDGEMENTS

Goondir Health Services gratefully acknowledges the financial support from:
AUSTRALIAN GOVERNMENT DEPARTMENT OF AGRICULTURE, WATER AND ENVIRONMENT
AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH
AUSTRALIAN GOVERNMENT DEPARTMENT OF SOCIAL SERVICES
AUSTRALIAN GOVERNMENT DEPARTMENT OF THE PRIME MINISTER AND CABINET
CHECKUP
DARLING DOWNS AND WEST MORETON PRIMARY HEALTH NETWORK
DEPARTMENT OF ABORIGINAL TORRES STRAIT ISLANDER PARTNERSHIPS
HEALTH WORKFORCE QUEENSLAND
NATIONAL ABORIGINAL COMMUNITY CONTROLLED HEALTH ORGANISATION (NACCHO)
QUEENSLAND ABORIGINAL & ISLANDER HEALTH COUNCIL (QAIHC)
QUEENSLAND GOVERNMENT DEPARTMENT OF HEALTH
THE PHARMACY GUILD
WESTERN QUEENSLAND PRIMARY HEALTH NETWORK

Goondir would also like to acknowledge the contribution of our small grant donors and partners that are too many to name.

Our Mission

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

Our Vision

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

Our Values

Cooperation
Respect
Quality
Learning
Diversity
Innovation

Table of Contents

Board of Directors	1
A message from our Board Chair	2
About Us	3
Governance	7
Achievements Through Effective Corporate Governance	10
Achievements Through Effective Clinical Governance	21
Achievements Through Effective Resource Governance	33
Achievements Through Effective Financial Governance	39
Clinic Highlights	45
Our Program Services	54

Board of Directors

Gary White
Chairperson

Don Gorman
Director

John Walker
Director

Mabrey Fogarty
Director

Peter White
Director

Robin Derksen
Director

To enable the Board to effectively manage organisational governance, five sub-committees have been formed. Each sub-committee also includes relevant staff to ensure effective management within Goondir's four pillars of governance - corporate, clinical, resources and financial. The sub-committees are

- Clinical Governance Committee
- Finance Committee
- Human Resources Management Committee
- Safety and Environment Committee
- Management Review Committee

A message from our Board Chair

Gary White

Chairperson

It's been another good year for Goondir. But in saying this, we know that living on our laurels alone won't allow us to continue growing and thriving. We know that it will take a good Strategic Plan that is equally matched by a good Operational Plan. At Goondir this happens, and every year we have managed to fine tune so that both arms of the organisation are rowing even stronger in the same direction.

I would like to thank our Board Directors who are a wonderful group of people who work tirelessly to help build a strong foundation from which to grow. I would also like to thank the Company CEO and all his staff who have done a wonderful job working toward achieving many of our set Strategic Goals and Objectives. Together, our Strategic and Operating arms make a formidable team.

I also wish to acknowledge and thank our Members and our Clients. Because of your continued interest in our journey and services respectively, you make our jobs that much easier and enjoyable.

My final acknowledgement and thanks go out to the combined group known to us as our Funders and Partners. Goondir has become the organisation it is today because of your financial support and collaborative efforts respectively. Without you both, we would be non-existent or providing sub-standard services. You are too many to mention, but you know who you are!

About Us

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

- Goondir Health Services was established in 1994 after a historic signing between our current Board Chair and the Commonwealth Government of Australia
- We provide culturally appropriate holistic health care services to Darling Downs and Southern Downs communities in Western Queensland.
- Operate health care clinics located in Dalby, St George, Oakey, and a mobile medical clinic to service smaller townships in the region.
- Goondir has partnered with The University of Queensland School of Dentistry to provide a 5-chair dental training clinic in Dalby and 4-chair training clinic in St George with in-house digital x-ray equipment that provides much needed services for the Western Downs and South West regions
- Goondir have 50 FTE staff.
- 59 % of our staff identify as Aboriginal and/or Torres Strait Islander (ATSI)
- From 1 July 2020 to 30 June 2021, Goondir serviced 3983 clients, of which 79.98 % identify as ATSI.
- Goondir was awarded a Business Excellence Award from the Dalby Chamber of Commerce.
- Goondir has embedded a Quality Culture within the organisation and is reflected in our successful selection of the Integrating Pharmacists within Aboriginal Community Controlled Health Services to Improve Chronic Disease Management (IPAC) project.
- Goondir in local Aboriginal language translates to Medicine Man
- Goondir Performance Dashboard is used as a best practice case study for visualisation of clinical and organisational performance.

Our Service Region

Goondir is an Aboriginal and Torres Strait Islander Community Controlled Health Service (ATSICCHS) delivering primary health care and related health services to the local Aboriginal and Torres Strait Islander communities from Oakey in Southwest Queensland, to St George in far South-West Queensland, an area of approximately 72,000km2. This area covers 3 Regional Council areas that include Toowoomba Regional Council, Western Downs Regional Council and Balonne Regional Council, 2 Hospital & Health Services in Darling Downs Health Service and South West Queensland Hospital & Health Service, 2 Primary Health Networks in Darling Downs West Moreton Primary Health Network and Western Queensland Primary Health Network and 3 GP Training Bodies in James Cook University, General Practice Training Queensland and Remote Vocational Training Scheme.

Holistic Health care is provided from our 4 clinics - Oakey, Dalby, St George, and a Mobile Medical Clinic. Other communities of interest include Jandowae, Dirranbandi, Thallon, Chinchilla, Miles, Tara, and their surrounding areas.

Goondir's Health Clinics

Dalby

Oakey

Our Vision

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

Our Mission

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

ST George

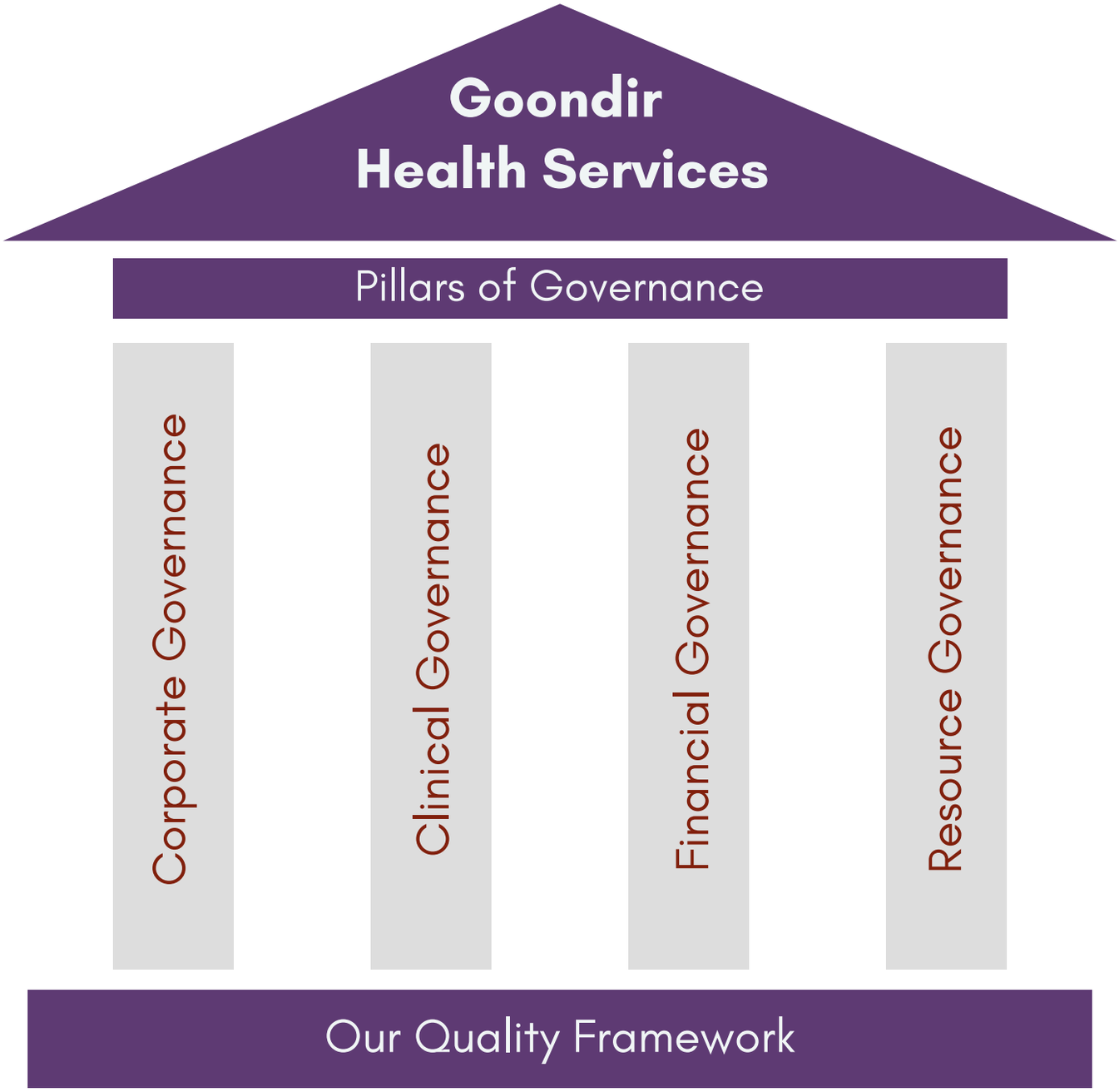
MOBILE MEDICAL CLINIC

Our Values

Goondir Staff and Board members take pride in their commitment to organisational values which guide our services, projects, partnerships and future ventures.

Governance

Our Vision and Mission is achieved by 4 main pillars of governance



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Strategic Plan 2016-2021

Our Vision

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Our Vision and Mission will be achieved through the following Strategic Objectives

1. Apply Effective Corporate Governance

1.1 Effectively plan, implement and review services to respond to current and emerging health needs and trends.

1.2 Implement community and consumer engagement processes.

1.3 Engage and collaborate with all levels of government, non-government, and private sector to efficiently deliver services.

1.4 Adhere to robust and effective corporate governance systems, processes and regulatory frameworks.

1.5 Ensure the organisation has the flexibility and capacity to respond to opportunities.

2. Apply Effective Clinical Governance

2.1 Deliver holistic primary health care services that are client-centered.

2.2 Provide culturally appropriate, safe and sensitive services.

2.3 Remove service access barriers.

2.4 Implement services according to best practice frameworks.

2.5 Deliver services and support initiatives and providers that contribute to closing the health gap.

3. Apply Effective Financial Resources Governance

3.1 Maintain transparent systems and processes.

3.2 Plan, monitor and review current services and capitalise on opportunities that value-add to services.

3.3 Pursue funding opportunities that enhance or expand operations.

3.4 Comply with funding and other agreements.

3.5 Maximise Medicare income.

4. Apply Effective Resource Governance

4.1 Provide training in cultural capability practices that ensure internal and external service providers practice culturally appropriate, safe and sensitive services.

4.2 Effectively plan, manage, maintain and review facilities, vehicle and equipment to ensure their appropriateness to the organisation's needs.

4.3 Implement workforce planning system to effectively recruit and retain skilled personnel.

4.4 Implement workforce plan that ensures the level and experience of staff meets the service requirements.

4.5 Implement annual staff appraisal and development system to monitor the performance, effectiveness and upskilling of staff.

Goondir in local Aboriginal language translates to Medicine Man

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Strategic Plan 2021 -2026

"A Goal Without A Plan Is Just A Wish"

Goondir is an Aboriginal Community Controlled Health Service delivering primary health care and related health services to the local Aboriginal and Torres Strait Islander communities in Oakey near South West Queensland, to St George in far South West Queensland, an area of approximately 71,000km2.This area covers the Toowoomba Regional Council, Western Downs Regional Council and Balonne Regional Council. Health care is provided from our 4 clinics - Oakey, Dalby, St George and a mobile service. Other communities of interest include Jandowae, Dirranbandi, Thallon, Chinchilla, Miles, Tara and their surrounding areas.

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Our Vision and Mission will be achieved through the following Strategic Objectives

1. Apply Effective Corporate Governance

1.1 Monitor, Review, Evaluate and decide that the responding services address current and emerging health needs and trends based on the Organisation's capacity and ability.

1.2 Implement community and consumer Engagement processes.

1.3 Engage and collaborate with all levels of government, non-government, and privates sector bodies that support the efficiency and effectiveness of services and the Organisation's growth and development.

1.4 Adhere to robust and effective corporate governance systems, processesand regulatory frameworks.

1.5 Ensure the Organisation has the flexibility and capacity to respond to opportunities.

1.6 Ensure Goondir's Corporate arm provide effective and efficient support to the whole of Goondir services and operations.

2. Apply Effective Clinical Governance

2.1 Deliver holistic primary health care services that are client - centered.

2.2 Provide Culturally Appropriate, safe and sensitive services.

2.3 Remove service access barriers.

3. Apply Effective Financial Governance

3.1 Maintain transparent systems and processes.

3.2 Plan, monitor and review current services and capitalise on opportunities that value-add to services.

4. Apply Effective Resource Governance

4.1 Effectively plan, manage, maintain and review human resource, infrastructure resources, vehicle and equipment resource needs to ensure their appropriateness to the organisation's needs.

4.2 Implement workforce planning system to effectively recruit and retain skilled personnel.

4.3 Provide training in Cultural Capability practices that ensure internal and external service providers practice Culturally appropriate, safe and sensitive services.

4.4 Undertake Staff Annual Performance Appraisal and Development (APAD) system to monitor staff performance and further education and training

Goondir in local Aboriginal language translates to Medicine Man

Achievements and Partnerships through effective Corporate Governance

To engage and collaborate with all levels of government, non-government, and private sector to efficiently deliver services, Goondir has proactively identified and developed partnerships with a growing list of key stakeholder organisations.

Goondir is involved in a number of valuable partnerships with like-minded service providers that share agreed common goals and objectives. We recognise the importance of collaborating with our partners to deliver holistic comprehensive and culturally responsive healthcare to provide better outcomes for our clients. To achieve this, Goondir has established partnerships with all levels of government, non-government, and private sector to efficiently and effectively support the delivery of services throughout the region. These partnerships ensure the enhancement of service capacity to effectively meet identified service gaps and ultimately improve the quality of health care services provided to our clients. In 2020-2021, Goondir identified over 15 key organisations who we work closely with to deliver the shared vision of improving the health and wellbeing of Aboriginal and Torres Strait Islander (ATSI) people.

CheckUP : Under Outreach Funding program this partnership ensures Goondir's clients get access to allied health services and specialist consultations at Goondir's primary care clinics.

The Darling Downs Hospital and Health Service (DDHHS): Service level agreements are in place for projects:

- Maternal Services Integration Project (MSIP) to provide client base transition between HHS and Goondir's Primary Health Care Services.
- In-Reach Project (IRP) which aims to improve and create a seamless transition of all services between Goondir and the DDHHS for our shared client base that involves the improvement in communication methods, quicker discharge summaries, inter staff placements, shared training etc. The project also involves Goondir's Virtual Health Services (VHS).
- In-reach Kids Project – Involves 0-15 year cohort and based on the First 5000 Days of Life – similar to IRP above – focuses on streamlining services which has been identified as a service gap in Goondir and DDHHS data. Proposed Evaluation/Research attached to the project similar to the IRP.
- Goondir and the DDHHS ATSI Health Team are planning to co-design a project to establish how the DDHHS Allied Health Team can support Goondir's Food Distribution Program (FDP) through Goondir's Big Buddy and Suga Shakers programs etc. The DDHHS will soon join Fare Share, SecondBite, Food Bank, DDWMPHN, WQPHN and a soon to be accepted research partner.

South-west Hospital and Health Service: MoU agreement is signed for the After-Hours services, Hearing services, provision of a Chronic Disease Nurse for prevention of chronic diseases at St George clinic until 30/06/2022.

Education Queensland: MoUs and Service Level Agreements (SLAs) are signed for child and youth services in various state schools in the region including Big Buddy program and Mobile Medical Clinic (MMC).

Tertiary Education Universities

- Goondir has been selected for Health-e-region program to provide Telehealth services by University of Queensland (UQ), Centre for Online Health students to deliver allied health services to local schools in our communities.. The arrangement also includes providing Health and Rehab teaching clinics.
- University of Southern Queensland (USQ) students of Nursing, Midwifery, and Post Grad RN to undertake their placements at Goondir's clinics.
- Griffith University to place 3rd and 4th year medical students at Goondir for their vocational placement.
- Queensland University of Technology (QUT) has agreed to delegate students from the various disciplines to write (new/amend) service documents E.g., PD's, Procedures, Service Plans, funding applications etc. Students undertaking IT courses assist with improving our web site and Facebook page, and with health promotion at days of significance.
- TIME has agreed to provide first year medical student for observation placements.

Brisbane Diamantina Health Partners: 3-way collaboration between Goondir, UQ and Health and Wellbeing Qld. Goondir's Big Buddy participants at St George to participate in a research project – "Empowering Childhood Healthy Weight Management Program for Rural Aboriginal and Torres Strait Islander Adolescents".

Australian Hearing: Has partnered with Goondir and provides 6 visits for hearing services in a year.
St. Vincent Hospital Toowoomba: Paediatrician monthly visits at Oakey clinic.

True Relationships and Reproductive Health: Provides free access to clinical online courses and some part-paid scholarship qualifications for staff professional development.

Food Distribution Partners – SecondBite and FareShare: Provide free food collected from Coles and other places to Goondir and dispense as food parcels/hampers to the disadvantaged individuals/couples/families within our communities of Interest (CoI).

Brien Holden Foundation: Provision and co-ordination of slit lamp microscopes for eye examination and training to the staff.

Indigenous Respiratory Outreach Care (IROC): Provides paediatric respiratory services 3 times per year at Dalby clinic.

Rural and Remote Mental Health: Weekly co location of mental healthcare coordinator.

Western Queensland Primary Health Network (WQPHN): WQPHN has funded the purchase of the freezer van for Goondir's FDP and joined the growing list of partners.

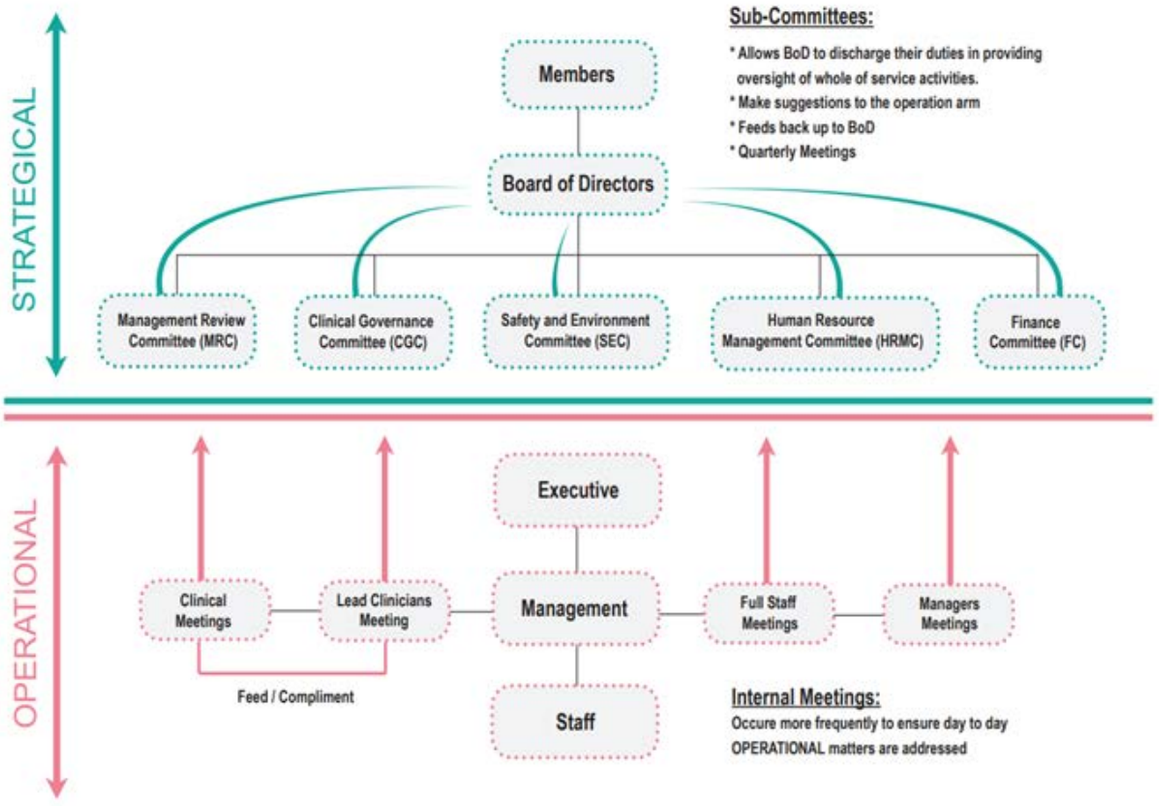
Health and Wellbeing Queensland: Provides advice/guidance towards planned program activities held within Wellbeing Centres and also undertakes evaluation/research and fund activities/infrastructure upgrades.

Walkabout Barber: Provides periodic SEWB/Counselling services either in our future barbershops (StG/Dalby CWBC's) or via his Mobile Barber Shops. Formalised MOU/SLA is being finalised.

Toowoomba Regional Council: Provides food preparation space for our Jamie Oliver Ministry of Food cooking program with our Oakey Big Buddy Program participants.

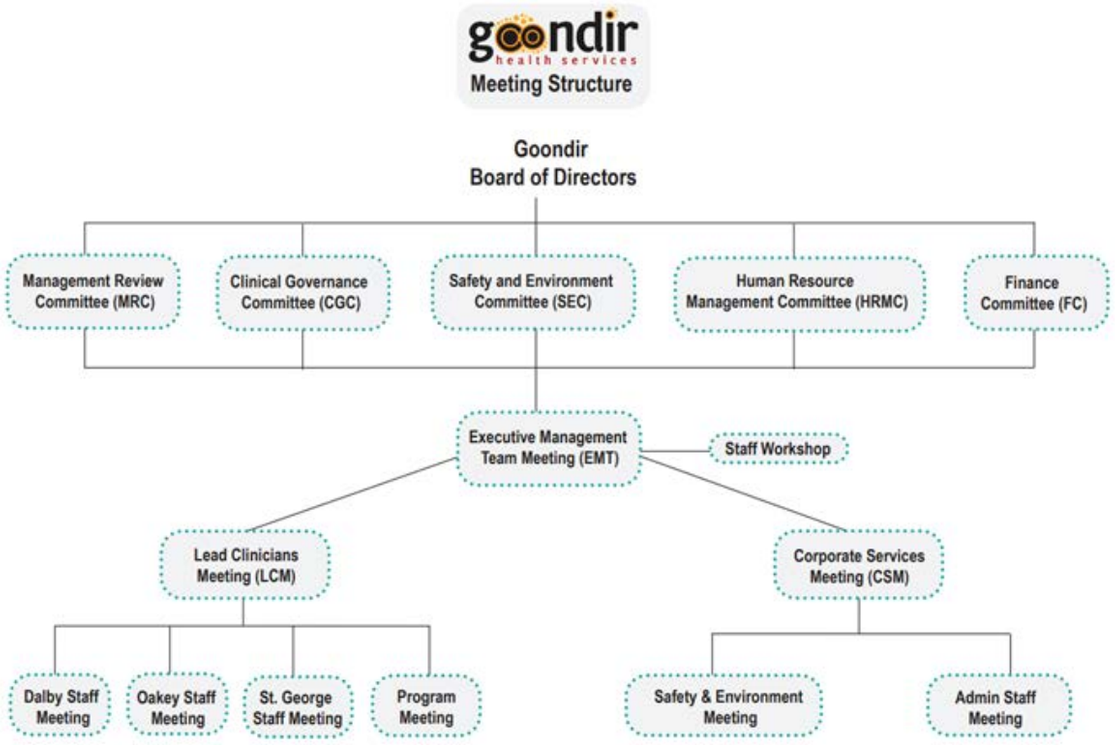
XR Health: Provides coordination and potential training of onsite physiotherapist.

Board of Governance



To guide implementation of community and consumer engagement processes:

- 66% Board Members are Community Representatives.
- 2 Skills Based Directors - Finance & Banking, and Healthcare
- 100% Board membership maintained throughout.
- Community Meetings held regularly at Dalby, Oakey, St George, Chinchilla in relation to Cancelling Transports and implementing Virtual Health Services due to COVID-19. Communities advised that long distance transports to be arranged by staff through the State Governments Patient Transport Support Scheme and the Primary Health Networks Integrated Team Care programs
- Conducted community feedback from community meetings and community events.
- Social media is being utilised regularly and is current.
- Consumer feedback received and actioned through the feedback boxes provided at clinic receptions and responded to accordingly.



To adhere to robust and effective corporate governance systems, processes, and regulatory frameworks:

- All Goondir service documents are current, available, and reviewed by BOARD and Management.
- ISO, LogiQC, and AGPAL Accreditation maintained, PDAS (Plan Do Study Act) Quality management followed.
- Scheduled Reporting Compliances relating to funding agreements, ATO, ORIC and Work Cover are being met
- Board Reference Folders (BRF's) made available comprising key documents/ information such as ORIC Act, Rule Book (Constitution), Corporate Governance Charter, Strategic Plan, Company Structure, Policy Manual, Risk Management Plan
- As a part of strong financial management strategies, finance Sub-Committee monitors company finances and key financial performance indicators at all FCM's
- Following Goondir initiatives are selected for research projects:

1. CSIRO – In-reach Kids Project and St George Community Wellbeing Center (STG CWBC) activities
2. Health and Wellbeing Qld – Big Buddy Program and Youth Nutrition
3. UQ Centre for Online Health – Virtual Health /Virtual Reality Services
4. QAIHC (Queensland Aboriginal and Islander Health Council) – Maternity Services Integration Project (MSIP) (ended October 2020)

Projects and Services

A. Goondir - Western Downs Integrated Model of Care Project - INREACH January 2021:

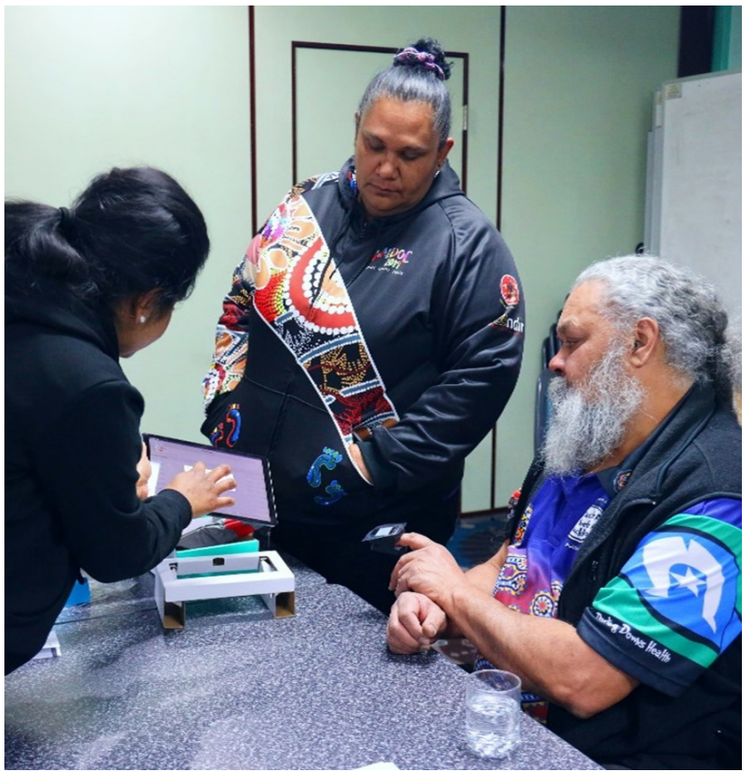
Supports clients with their journey between primary, secondary, and tertiary healthcare services.

Inreach project is a patient-centered collaboration between Darling Downs Hospital and Health Service (DDHHS) - Indigenous Health (DIH) and Goondir Health Services (GHS) to improve the patient journey across the care continuum. With GHS providing 'holistic' primary health care services and DDHHS providing secondary and tertiary services in overlapping parts of their respective service regions has created a shared client base between the Inreach Project partners. To successfully establish an ongoing program of cross-sector continuous improvement, a detailed understanding of the patient experience is required, which can only be built with input from all the relevant voices. This project presents a unique opportunity to promote health equity through breaking down silos and implementing a seamless patient journey across multiple health systems

Inreach Project presentation at National Closing the Gap conference, Cairns - 2021

Through the In-reach Project

- Goondir and Darling Downs Health can support our communities to access healthcare in their own home, rather than waiting for appointments or travelling for appointments.
- Goondir and Darling Downs Health can support patients in primary health care as well as in the hospital.
- Patients only need to tell their story once and Goondir and Darling Downs Health can collaborate to coordinate seamless patient care, reducing the need to travel for specialist appointments and hospital admissions
- We can support our communities to steer their own health journey and reach their full health potential.



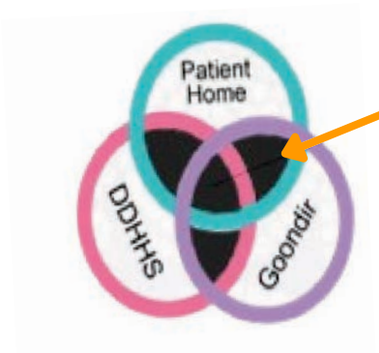
Inreach Model of Care

OPTIMISE
Enhance existing services and resources to deliver patient focused care experience.

GROW
Identify gaps in existing services and work collaboratively to maximise funding opportunities

TRANSFORM
Create "one" health system by integrating primary and acute services
·Prevention
·Early Intervention
·Enhanced support across the care continuum

1. Collaborative Approach
2. Optimise Workforce
3. Integrated Planning
4. Patient-centred Care
5. Virtual Health Services
6. Proactive Intervention



The patient is at the centre of all care no matter where they are in their health journey.

Watch how Uncle Dave living in remote area with high-risk health conditions can benefit from Inreach Project

B. Goondir - Darling Downs Hospital and Health Service - Inreach Kids Project 2021

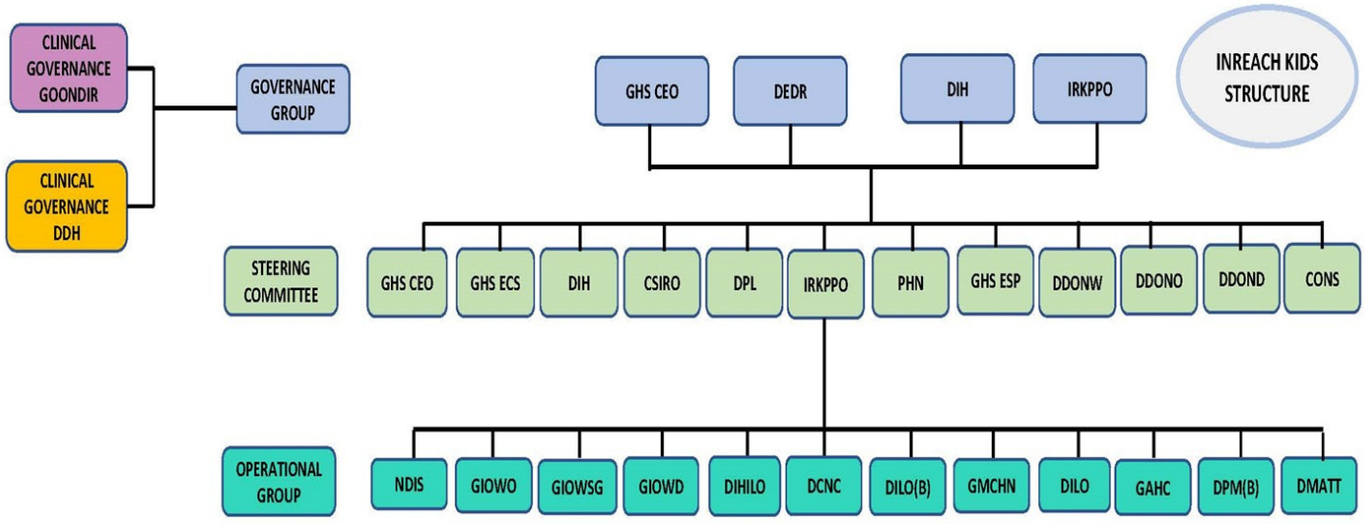
Inreach kids is an integration model developed between Goondir Health Services (primary health care) and Darling downs hospital and Health service (DDHHS) to provide patient-centric seamless flow of journey for Indigenous children across two systems. This model is to ensure streamlined services - ensuring less duplication of services, identification of service gaps and improved health outcomes.

Inreach Kids project aims to use universal, evidence-based, seamless care and services to improve health and development for all children and adolescents (0-14years), and to provide pathways to extra care for those who need it. There are numerous programs and support services for age groups between 0-4, 15-25, 25- 55 and 55 plus years.

However, age group between 5-14 years seem to have opportunistic care and issues such as behaviour management, anxiety, obesity, alcohol and other drugs. Physical disability is known to rise during this age group and the intervention and prevention programs for this age group is very limited or non-existent. Inreach Kids project provides the youth in our communities the necessary intervention and access to essential services in their developmental years to ensure healthy young adults of tomorrow.

Goondir has been successful in receiving funds of $713,293.08 under Emerging Priorities Grant by Indigenous Australians' health program (IAHP) in the year 2020-2021 for the Inreach Kids Project

Inreach Project Structure



GHS CEO	GOONDIR HEALTH SERVICE CHIEF EXECUTIVE OFFICER
DEDR	DDH EXEC DIRECTOR RURAL
DIH	DDH DIRECTOR INDIGENOUS HEALTH
IRKPPO	INREACH KIDS PRINCIPAL PROJECT OFFICER
GHS ECS	GOONDIR HEALTH SERVICE EXECUTIVE CLINICAL SERVICES
DPL	DDH PROJECT LEAD
CSIRO	CSIRO REPRESENTATIVE
PHN	PRIMARY HEALTH NETWORK REPRESENTATIVE
GHS ESP	GOONDIR HEALTH SERVICE EXECUTIVE STRATEGY & PLANNING

DDONW	DDH DIRECTOR OF NURSING WESTERN
DDONO	DDH DIRECTOR OF NURSING OAKEY
DDOND	DDH DIRECTOR OF NURSING DALBY
DAH	DDH ALLIED HEALTH
CONS	CONSUMER
NDIS	NDIS REPRESENTATIVE
GIOWO	GOONDIR INTERAGENCY OUTREACH WORKER (TRANSPORT) OAKEY
GIOWSG	GOONDIR INTERAGENCY OUTREACH WORKER (TRANSPORT) ST GEORGE
GIOWD	GOONDIR INTERAGENCY OUTREACH WORKER (TRANSPORT) DALBY

DIHILO	DDH INDIGENOUS INTERAGNCY LIAISON OFFICER
DCNC	DDH CLINICLA NURSE CONSULTANT
DILO(B)	DDH DIRECTOR OF NURSING OAKEY
GMCHN	DDH INDIGENOUS LIAISON OFFCIER (BAIBS)
DILO	DDH INDIGENOUS LIAISON OFFICER
GAHC	GOONDIR ALLIED HEALTH COORDINATOR
DPM(B)	DDH PROGRAM MANAGER (BAIBS)
DMATT	DDH HEALTH WORKER MATERNITY TRAINEE

This project will be guided by four key goals:

- Increase in health assessments provided for 0-14 years and implementation of appropriate care provision inclusive of NDIS navigation.
- Identify and rectify gaps in care provision for 0-14 years.
- Support and grow a network of allied health and clinical services to support children requiring early intervention and deliver partnerships in health that acknowledge the social determinants.
- Focus capacity building within families, using a strengths-based Indigenous approach to best parenting, to raise culturally knowing and motivated children.

Through this project, from diagnosis to initial treatment and ongoing treatment, patient journey mapping will identify high value 'defining moments' in the patient journey. Defining moments represent both the positives and barriers along the journey, where the InReach Kids project can have the most impact. InReach Kids presents a unique opportunity to promote health equity by undertaking a comprehensive gap analysis of the patient journey and identify enablers, challenges and barriers across both services and co-designing innovative solutions to improve service to meet the needs of patient.

Achievements through effective Clinical Governance

To deliver holistic primary health care services that are client centred:

- Clinical Governance Committee (CGC) meetings were held to ensure Clinical Governance is occurring and that quality care/client centered care is happening efficiently and effectively.
- All 3 clinics and Mobile Medical Clinics are currently AGPAL and ISO Accredited and Transport Accreditation maintained to meet best practices standards
- For effective mapping of Primary Health Care Services, model of Care developed and implemented, and Health Service Plans reviewed and updated annually
- To maintain services from Allied Health (AH) and specialists, number of MoUs and SLAs held with a range of AH providers and Specialists.
- Telehealth available and used extensively to help deliver Allied Health and Specialist Services. Now includes Virtual Reality Services with AH service providers.
- Programs delivered promoting health education, intervention, and prevention.
- Goondir Clinics are governed under 3 distinct tiers of clinical governance – Clinic Managers, Lead Clinicians Committee and the Clinical Governance Committee, with all having matching agenda items for discussion.
- Promotional events/promotion held for Practice Incentives Program (PIP), Closing the Gap (CTG), Fluvax and COVID.
- Various MoU's/SLA's in place with range of stakeholders including State/Secondary Schools, Allied Health Service Providers, HHS's, Universities, Research Bodies etc.

To ensure culturally appropriate, safe, and sensitive practices and environment:

- All Staff (new and current) and Service Providers taken through Cultural Awareness Training
- Indigenous Culture shown throughout all Clinics and MMC with paintings, brochures, artifacts, posters etc.
- As at 31.12.20 55.5% of staff identified as Indigenous
- Maintain a register of staff that identifies ethnicity.

To remove service access barriers:

- Transport services ceased due to COVID, but support provided to clients to access incentives such as Patient Travel Subsidy Scheme (PTSS) or vouchers through Emergency Relief (ER) and Integrated Team Care (ITC)
- Mobile Medical Clinic (MMC) provides outreach services throughout region
- Use of telehealth services

Government health initiatives made accessible to clients:

- QUMAX
- Integrated Team Care
- PIP IHI
- PTSS
- Emergency Relief
- NDIS
- ITC Supplementary Services

Goondir's Mobile Medical Clinic

Telehealth Services

Oakey	Adult & Child Psychiatrist, Clinical Psychologist, Neurologist, PA Hospital
Dalby	Paediatrician, Adult & Child Psychiatrist, Clinical Psychologist, Alcohol & Other Drugs Services, UQ Speech Therapy, UQ Occupational Therapy, Neurologist, Diabetic Specialist, Paediatric & Adult Immunologist, Paediatric & Adult Endocrinologist, XR Health Physiotherapy, Paediatric Cardiologist, Queensland Health specialists as required St George, Adult & Child Psychiatrist, Clinical Psychologist, Pain Specialist, Renal specialist, Sleep Specialist
St George	Adult & Child Psychiatrist, Clinical Psychologist, Pain Specialist, Renal specialist

To deliver services and support initiatives and providers that contribute to closing the health gap:

- Services that contribute to closing the gap are identified in Model of Care followed by Clinical Staff and monitored/managed/reviewed on Dashboard by 3 Tiers of Clinical Governance
- Local, regional, state, and national days of significance are promoted by developing Health Promotion Kits activities

Participation in External Forums/Reviews and Education

- Research – Virtual Health Service, Big Buddy Program
- Policy Development – Health Equity Strategy,
- Education & Training - RVTS/GPTQ/JCU Cultural Mentors and Board Member and Indigenous Advisory Committee (RVTS)
- National Closing the Gap (CTG) Conference – at which Goondir Health Services had an opportunity to present InReach Project – The presenters were – Paul Penumala, Executive Strategy & Planning along with DDHHS representative Karen Lansbury and CSIRO Senior Research Scientist – Ray Mahoney.
- UQ TIME Presentation – Encouraging medical professionals to engage in rural placements – Delivered by – Paul Penumala, Executive Strategy & Planning.
- University of Southern Queensland – Presented about VHS briefly and the technological opportunities in cyber security – By Ann Cherian, Virtual Health Service Manager.
- Southwest Health Plan, Roma (March 2021) – Presented by Floyd Leedie, CEO
- Queensland Rural & Remote Digital Health Care Committee – Presented by Floyd Leedie, CEO

Projects under Clinical Governance:

COVID-19 Response:

To respond to COVID-19 pandemic, Goondir immediately introduced Virtual Health Services (VHS) funded by Queensland Health, Queensland Aboriginal and Islander Health Council (QAIHC), and National Aboriginal Community Controlled Health Organisation (NACCHO), with funding for the VHS evaluation provided by the Darling Downs West Moreton Primary Health Network (DDWMPHN).

Towards International Medical Equity (TIME)

Goondir's ongoing partnership with TIME witnesses students from University of Queensland's School of Medicine complete a 10-day placement in their first year of study. This is a key partnership in future workforce development, with students being exposed to an advanced holistic care model of service delivery which enriches their learning and understanding of health services in rural and remote Queensland. Following are some testimonials from this year's TIME students.

"It was a real privilege to experience one week in each clinic, as the services provided differed slightly (primarily due to the size of the town and proximity to other services). It was a very diverse clinical experience, and I spent time with the GPs, nursing staff, pharmacist, Aboriginal health practitioners, allied health workers and specialists. This was a great opportunity to observe the role of other health disciplines in patient care, as this enabled me to better appreciate how the doctor (GP/specialist) integrates in this model of care."

- Caitlyn Judge

"A highlight of my time at Goondir was spending two days on the Mobile Medical Clinic (MMC), where we took a van out to Tara and then Chinchilla and spent the days seeing patients who lived in these towns and didn't have regular access to a GP. On the MMC I was lucky enough to be given the chance to talk to patients one on one before they entered the clinic and so I learnt so much about the lives of the residents and the challenges faced with accessing health care"

- Laura O'Grady

Virtual Health Services

Virtual Health Services Suite

- Pulse and oxygen saturation using a SpO2 pulse oximeter
- Blood Glucose Device
- Blood Pressure Monitor
- Weigh Scale
- Smart Device (Tablet with sim card)

goondir health services

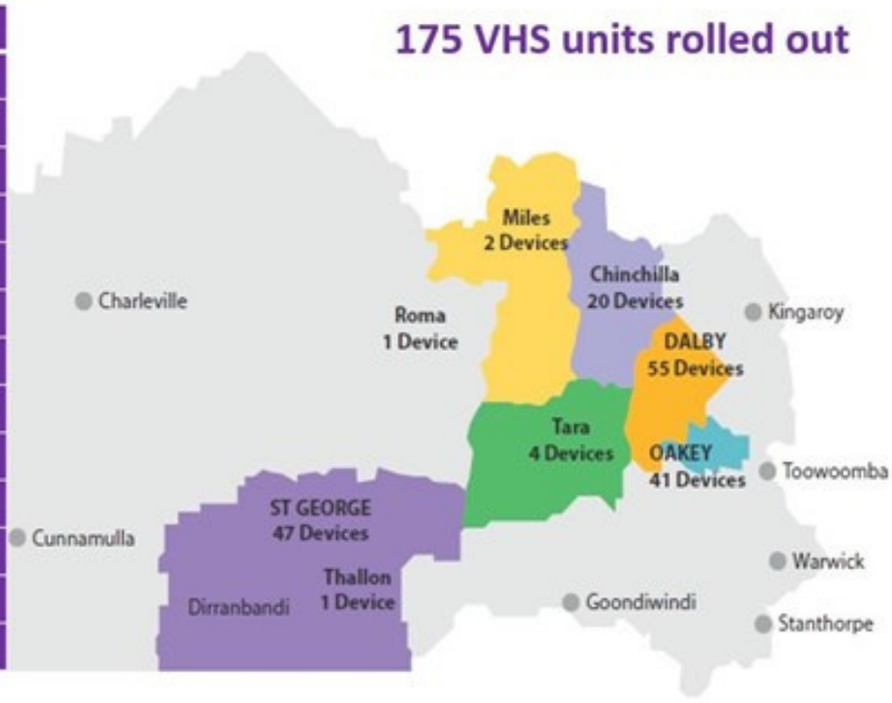
Funding received for virtual health services :

Goondir Contribution	$58,334.00
Queensland Health	$135,450.00
NACCHO	$80,000
QAIHC	$50,000
MMC (Surplus fund 2019-2020)	$24,718.00
Nukul Murra (Surplus fund 2019-2020)	$9,500.00

With the funding received, 175 Virtual Health Monitoring Devices were rolled out by Goondir across our service region

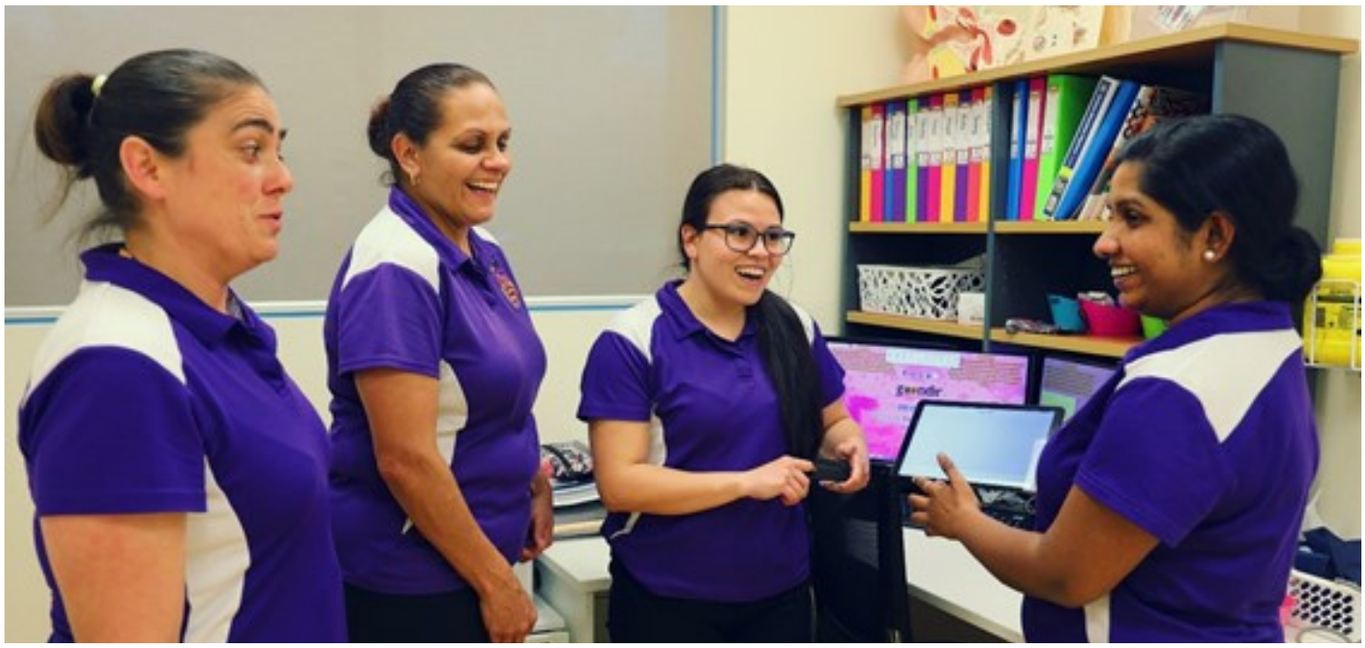
VHS Roll Outs:

Devices rolled out in GHS	
Dalby	55
St George	47
Oakey	41
Chinchilla	24
Tara	04
Goombungee	02
Kingsthorpe	02
Miles	02
Bell	01
Thallon	01
Roma	01
Jandowae	01
And surrounding communities	



These devices kits included:

Pulse Oximeter units	30
Blood Glucose monitors	30
Blood pressure monitors	30
Weighing scales	30
Samsung tablets	25
laptops	5



Virtual Health Monitoring is provided through a secure digital health platform and enables clinicians to remotely monitor the health and wellbeing of their patients when they are connected to a mobile app via a compatible device. This typically includes monitoring of a patient's pulse and oxygen saturation, temperature, blood glucose, weight, and blood pressure.

Once the clinical data has been securely transmitted, any information regarding the patient's conditions can be accessed by a clinician, enabling healthcare providers to quickly follow up with patients by a secure video call, direct to the patient's compatible mobile device.

Through Telstra Health's Virtual Health Monitoring solution, clinicians and healthcare workers at Goondir Health Services have been able to virtually monitor the health of patients with chronic illnesses from their comfort of their own homes.

Floyd Leedie, CEO Goondir Health Services, said

"Goondir originally implemented the Virtual Health services because of COVID-19. With the restrictions put in place by the government, we found that our clients were reluctant to attend our clinics and Goondir saw an increase in telehealth consults."

However, our clinicians were concerned about the quality of care provided over the telephone. Therefore, it was to empower (our clinicians) to maintain the quality of care which empowered the patients to self-manage their own chronic conditions through Virtual Health Services."

Watch Here!

Virtual Health Monitoring empowers patients at Goondir Health Services to self- manage chronic conditions

Clients' Feedback	Client ID
"I am very happy with the Virtual Health devices. I had issues in the first 1-2 times when I started using the devices, but I haven't had any issues after that. I am using it regularly now. I don't think there isn't anywhere else I would receive this good a service. I am really happy"	48739
"This service and technology are unreal"	47139
"The equipment is very good; I like that the readings go to Goondir, and they follows-up anything is high. I also like the warning so that I understand the reason. The devices are very easy to use".	1095
"I like it. It is a great idea. I like having it at home to do my reading".	38681
"It is good. I am happy now; I have learned to work it out. My sugar levels are real good now. I watch out my diet now"	38788
"It is good to see how am I going with my health. I am doing pretty well with it. I feel pretty good"	40527
"It helps me keep an eye on my health. I find it very good. It tells how your sugar is. It is very easy to use. At times I forget when I am too busy".	49691

Holistic Child and Maternal Health

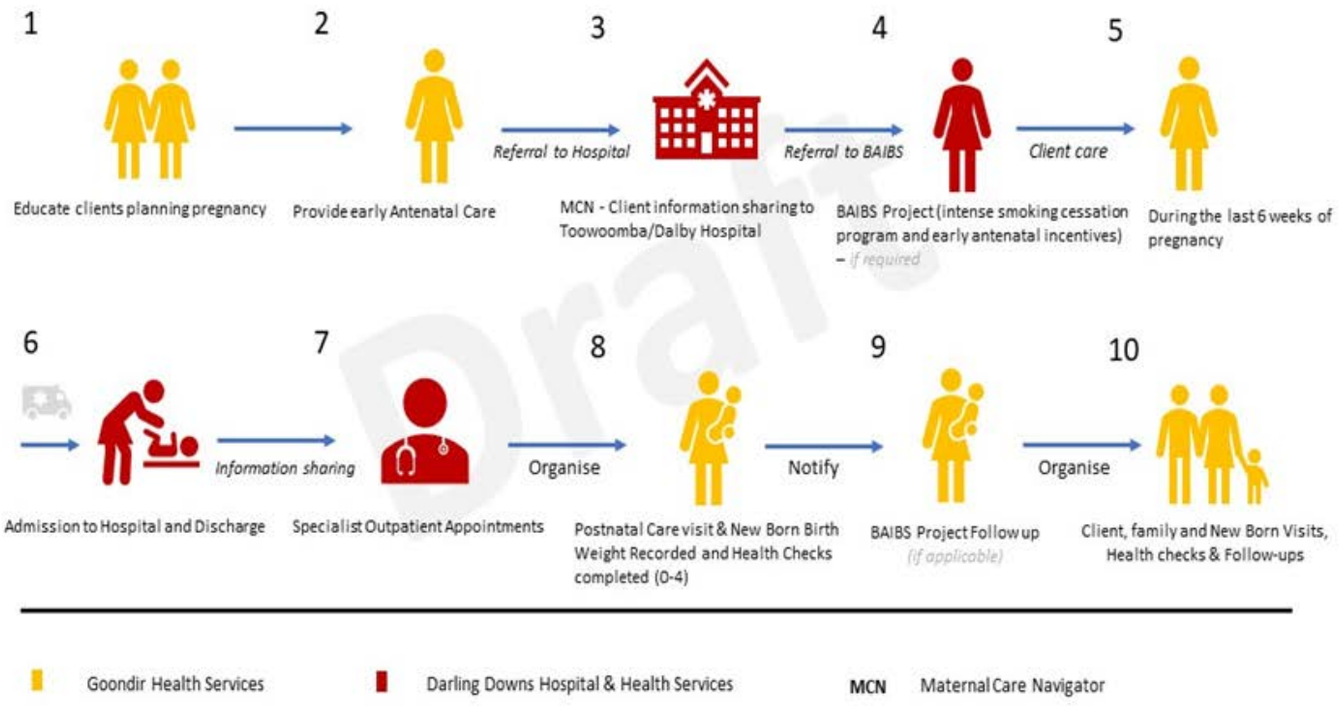
Maternal Services Integration Project (MSIP) Project:

Goondir Child and Maternal Health Services strive to provide clients with holistic, family-centred, and culturally appropriate care for mothers and children. Goondir secured the fund of $33,000 of funding from QAIHC to improve maternity services under MSIP project for pregnant women in the Goondir Health Services region during antenatal, birthing, and postnatal periods.
The Maternity Services Integration Project (MSIP) aims to support the maternity workforce to develop local solutions to overcome existing organisational barriers in a manner that is culturally safe for Aboriginal and Torres Strait Islander mothers and babies. It provides a platform for relationship building to facilitate information sharing across providers and ensure that continuity of care is promoted and practiced.

The main deliverables of this project:

- Antenatal Care with the first visit within the first trimester
- Birth Weight recorded within the first six weeks
- Increase the number of women who quit smoking during pregnancy by referring to the BAIBS Project.
- Reduction in the number of women who fail to attend appointments at DDHHS Outpatient Clinics
- Increase in Adult Health Checks and follow up care due to the active client engagements of MCN with the Pregnant Mother and her families.

Maternal Care Navigation (MCN) – Operational Chart



People Behind the MSIP Project -

Goondir proactively identifies and develops partnership opportunities with organisations to drive improvements and opportunities for the organisation and the clients we serve. These partnerships ensure the enhancement of service capacity to effectively meet identified service gaps and improve the quality of health care services provided to our clients.

Goondir has successfully executed the installation of a solar system to power the Wellbeing Centre, thereby reducing the costs of the power bills by 66% compared to previous financial year, allowing funds to be re directed into supporting the fatigue management of the permanent GP.

Goondir was able to provide relief to the St George GP through engaging locums thereby reducing the burnout rate of the current GP at St. George clinic. This, in turn increases safety and wellbeing of GP at St. George clinic by reducing burnout of staff.

The good news is, Goondir has secured the employment of a RVTS Registrar for the St George clinic for a 3-year period for ongoing service provision.

Oral Health and Dental Services

UQ School of Dentistry has partnered with Goondir Health Services to provide dental services to the communities of Dalby and St George. Our rural clinics are satellite clinics of the Oral Health Centre and provide residents of Dalby, St George and the wider Western Downs region with dental care.

Established in 2013, our Dalby Clinic houses five dental chairs and in-house digital x-ray equipment. Our St George Clinic commenced operations in June 2017, offering four dental chairs and in-house x-ray equipment.

Attending an appointment at our Dalby and St George clinics is similar to attending a private practitioner dentist, except the oral healthcare is provided by fifth year students of the Bachelor of Dental Science (Hons) program under the supervision of a registered, experienced dental practitioner. The clinics are a teaching environment and Goondir's contribution to promoting access to oral health services in rural and remote Queensland. Dalby hosted 24 Dental Students throughout the calendar year.

Ongoing support is received through the Commonwealth Government's Dental Training Expanding Rural Placements (DTERP) program and Rural Health and Medical Training (RHMT) Fund.

"I have met some lovely and very professional people from the ladies at the front desk, who make you feel very welcome, to the lovely dental students who have done a wonderful job fixing and making my teeth healthier, to the supervisor who also cares about his patients. I have been very happy with all work done and my treatment. A huge thank you to UQ Dalby Dental Clinic."

- Dalby Dental Clinic Client

Achievements through effective Resource Governance

HR Activity Plan (Corporate Service Plan) in place
Succession Plan in place
Risk Management Plan in place

Safety and Support:

- Goondir Health Services recognises the importance of working together with our partners to deliver holistic comprehensive and culturally responsive health care to our clients.
- During the reporting period, Goondir collaborated with Department of Agriculture, Water and Environment under the Murray-Darling Basin Economic Development Project funding to get the St. George Community Wellbeing Centre roof replaced to enable the successful installation of the solar system on the roof.
- Partnership with the solar installation provider - Quality Energy for the successful installation of the system on the roof. Quality Energy worked with Goondir to overcome the barriers we face to recruit providers to get to remote locations without having to pay a premium price and utilised some local workers/contractors for the labour involved in installation.
- We partnered with Omega recruitment company for full time permanent GP recruitment to negotiate with an RVTS registrar and successfully recruited a 2nd GP for St. George clinic for 3-years' time.
- Goondir developed a Pandemic plan and COVID Safe plan to guide the organisation on delivering COVID safe service delivery.
- Goondir Executive for Clinical Services provided telehealth GP services to compliment and reduce the load on the existing GP during the peak lockdown due to COVID break out as part of the fatigue management.

Goondir developed a COVID safe service delivery video to ensure clients and staff safety

Service Maintenance

Goondir Health Services identifies highly necessary maintenance work to provide executive residence to doctors. We have been recruiting locums to fill service gaps in the region. We, Goondir Health Services, take all measures and strategies to retain GPs for a long-term. Part of the strategy is to provide quality accommodation and maintain the standards of facilities and help create an executive style residence to recruit, retain and attract GPs to Goondir Dalby Clinic. This project included removal of existing weathered decking and replace with new Merbau decking, repairs to joists where needed, and new flooring for the laundry at 11, Falcon Street, Dalby – 4405. "*Happy GP makes happy clinic and thereby happy clients.*" It also reflects the organisation's capability to retain GPs and look after their wellbeing and housing facilities.

Goondir developed a St. George promotional video to attract GPs to the remote location.

JCU Registrar Training Support:

- Goondir Health Services purchased UptoDate license subscription, Mobile App, Advanced, eTG and MIMS book bundle for CommuniCare in line with the funding guidelines to improve the safety and effectiveness of GPs and patient outcomes through enhancing online teaching and decision support software.
- Goondir Health Services has renewed "Eight" subscriptions to UptoDate software, additionally mobile application and advanced version included for use by our GPs and Registrars to enhance clinic service delivery and provide effective clinical care for clients.
- Goondir purchased eTG for "Eight" users (Therapeutic Guidelines) which assists GPs with decision making at the point of care for clients to receive optimum treatment.
- Goondir also purchased "Two" units of MIMS Integrated Data and Book Bundle for CommuniCare (print and electronic) which improves effective management of client care through expansion of knowledge for clinicians.

CS Energy - Power for Mobile Medical Clinic

Goondir CEO - Floyd Leedie, explains this project here

The Goondir Mobile Medical Clinic (MMC) operates in outlining communities of Tara, Chinchilla, Miles, and various state schools of the region. The CS Energy sponsorship funded for the purchase of a diesel generator with two long-life storage batteries for the Mobile Medical Clinic. This allowed us to provide effective and uninterrupted clinical services to our clients, without having to rely on external sources of power.

Indigenous Remote Service Delivery Traineeship:

Goondir promotes the professional development of their employees by providing them with the opportunity to undertake accredited Business Services Training Program and covering the cost of training, consumables, and the required travel. In the year of 2020-21, 5 of Goondir's Aboriginal and/or Torres Strait Islander employees completed the training courses offered by the University of New England as below:

- 1 x Diploma of Leadership and Management
- 3 x Certificate IV in Business
- 3 x Advanced Diploma of Leadership and Management.

St George Community Wellbeing Centre (STG CWBC)

Goondir accomplished their much ambitious project - "Stage 1 refurbishment of St George Community Wellbeing Centre" with received funding from Murray-Darling Basin Economic Development Program of Australian Government. The unveiling of the stage 1 completion was commenced on 20th May 2021. The works have been completed in accordance with the activity work plan are as follows:

Upgrade to the Food Distribution facilities including installation of Cold room, freezer room, loading dock, packaging area, main kitchen refurbishment and set up, upgraded lighting, plumbing and extraction solution.

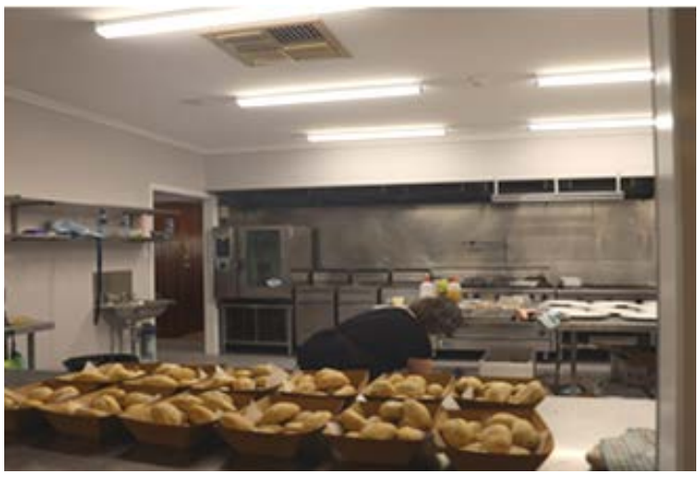
Roof Replacement of existing and damaged roof which provided general weather proofing to the building and to provide adequate robust structure for the installation of the solar system. (Roof replacement completed by June 2020 and Solar system installed by July 2020).

Gary White - Goondir Board Chairperson, unveiling the refurbished Stage 1 of the STG CWBC

The project will increase activities that support Goondir to address physical, social, and mental health and the social determinants of health.

The improvements through Stage 1 will:

- Allow for increased free food distribution by Food Bank, Fare Share and Secondbite, and potential research by Health & Wellbeing Queensland.
- Goondir will be able to improve the delivery of Food Distribution Program (food security) and Programs relating to healthy food choices such as Suga Shakers and Big Buddy.
- Now that the commercial kitchen is complete, training opportunities and increased employment opportunities can now commence in areas such as food handling, hospitality, storage, and service (in collaboration with local TAFE and group training providers) and an eventual community café.
- Women's group have expressed interest in commencing the community café.
- Employment opportunities for the food distribution area can now be realised.
- The successful installation of solar power system which has positive environmental and economic impacts.
- Goondir has benefitted by reducing the costs of the power bills of the St. George Community Wellbeing Centre by 66% compared to previous financial year.



Refurbished food cooking and preparation areas at the CWBC

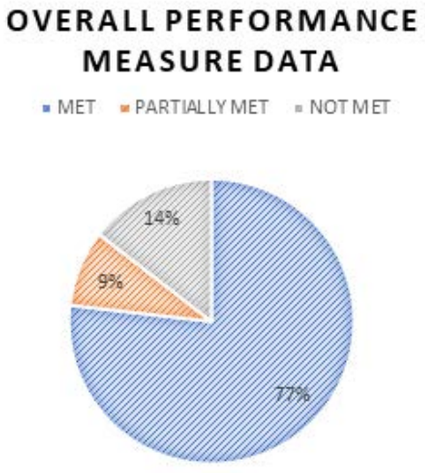
The anticipated direct and indirect long-term health outcomes from the Stage-1 St. George Community Wellbeing Centre:

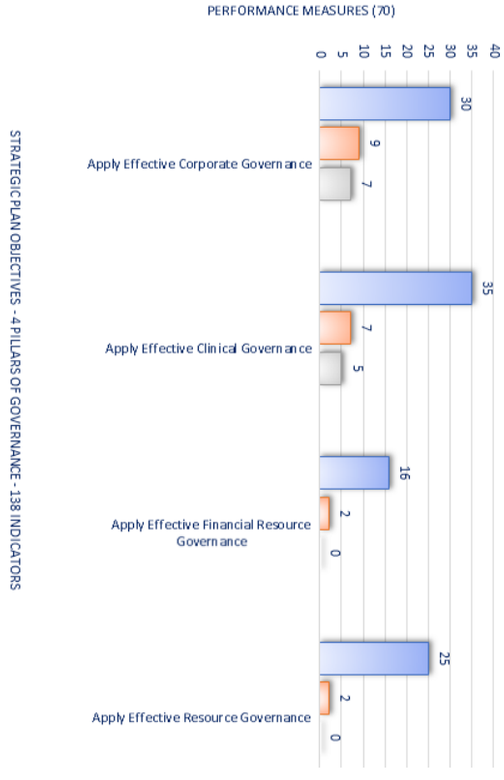
- Improved nutrition for high-risk groups in St. George through food availability and by providing healthy food choices.
- Initiate programs that improve health outcomes addressing the modifiable risk factors such as nutrition and physical activity.
- Improved social and emotional wellbeing, and mental health outcomes associated with nutrition.
- Interventions that reduce the causes of infant and child mortality associated with nutrition.

Achievements through effective Financial Governance

To maintain transparent systems and processes :

- LogiQC utilized to schedule Financial Compliances
- All Finance Policy and Procedures available and followed
- Finance Procedure is developed, currently being updated for change in accounting software from Quick Books to MYOB
- Requirements Tab managed by Reception and a Medicare Officer
- Medicare income monitored/evaluated at Monthly Manager's Meetings and FCM
- 2020-2021 Budget endorsed at May 2020 Board Meeting
- Medicare income at 31.12.20 is 6% above the expected budget to date.
- 2021-2022 Budget endorsed at June 2021 Board Meeting
- Total Receipts for the year were 3.15% over budget.
- Total Payments for the year were under budget by 4.31%
- Overall Surplus for the 2021 financial year was $393,833 and Net Assets are $11,596,441 at the 30th June 2021, an improvement of 3.4% from the previous financial year.
- Goondir's strong financial performance for the 2021 is supported by effective financial governance.





Financial Summary for 2020-2021

Goondir's Finance Team works tirelessly on managing our everyday expenses, staff wages, company assets, and financial reporting compliances.

The two tables below provide an overview of Goondir's income and expenditure, and overall financial standing as at the end of the 202-2021 financial year.

Statement of Profit or Loss and Other Comprehensive Income

For the Year Ended 30 June 2021

	Note	2021 $	2020 $
Revenue	2	**9,472,916**	8,987,176
Employee benefits and related expenses	4	**(5,486,171)**	(5,922,775)
Depreciation and amortisation expense		**(752,603)**	(652,433)
Allied health services		**(3,114)**	(183)
Emergency relief payments		**(48,429)**	(34,815)
General practitioner and health services		**(617,514)**	(53,729)
Supplementary services		**(155,698)**	(154,183)
Motor vehicle expenses		**(120,531)**	(142,916)
Medical equipment and supplies		**(237,192)**	(86,577)
Contract payments		**(84,001)**	(86,124)
Telephone		**(96,730)**	(119,875)
Travel		**(96,663)**	(135,795)
Electricity and gas		**(82,949)**	(87,000)
Health promotion		**(52,231)**	(163,313)
Repairs and maintenance		**(179,696)**	(125,786)
Consultancy and legal fees		**(89,044)**	(91,971)
Finance costs		**(77,437)**	(80,289)
Other expenses	3	**(899,080)**	(827,916)
Surplus for the year		**393,833**	221,496
Other comprehensive income, net of income tax			
Revaluation changes for property, plant and equipment		-	-
Total comprehensive income for the year		**393,833**	221,496

Statement of Financial Position
As At 30 June 2021

	Note	2021 $	2020 $
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	**2,221,422**	2,929,732
Trade and other receivables	6	**80,549**	62,576
Inventories	7	**129,661**	167,959
Other assets		**139,400**	110,436
TOTAL CURRENT ASSETS		**2,571,032**	3,270,703
NON-CURRENT ASSETS			
Property, plant and equipment	8	**11,682,686**	10,888,454
Leased assets	9	**234,128**	376,734
Intangible assets		**4,620**	4,620
Works of arts		**3,297**	3,297
TOTAL NON-CURRENT ASSETS		**11,924,731**	11,273,105
TOTAL ASSETS		**14,495,763**	14,543,808
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	11	**448,452**	712,559
Borrowings	12	**246,451**	250,287
Lease liabilities	9	**124,244**	160,725
Employee benefits	14	**451,887**	394,901
Deferred income	19	**69,723**	69,723
Unspent funds	13	**10,009**	104,545
TOTAL CURRENT LIABILITIES		**1,350,766**	1,692,740
NON-CURRENT LIABILITIES			
Borrowings	12	**1,068,649**	952,811
Lease liabilities	9	**132,262**	240,545
Employee benefits	14	**68,755**	106,492
Deferred income	19	**278,890**	348,612
TOTAL NON-CURRENT LIABILITIES		**1,548,556**	1,648,460
TOTAL LIABILITIES		**2,899,322**	3,341,200
NET ASSETS		**11,596,441**	11,202,608
EQUITY			
Reserves		**581,695**	581,695
Retained earnings		**11,014,746**	10,620,913
TOTAL EQUITY		**11,596,441**	11,202,608

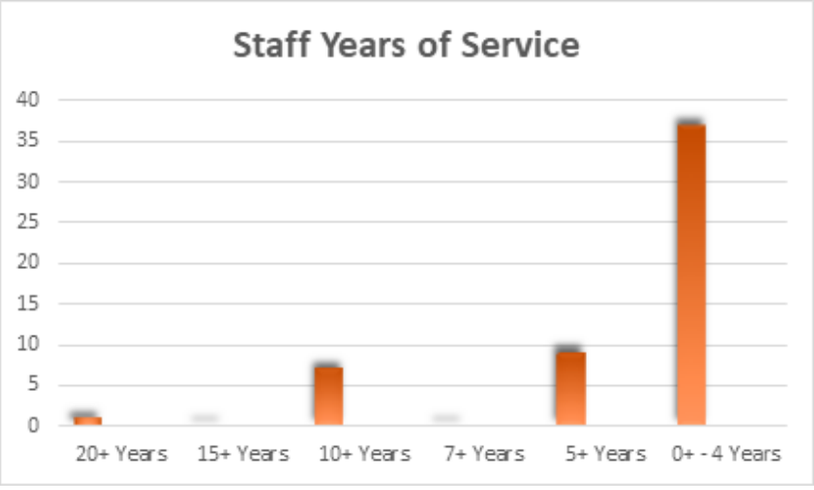
For further information on Goondir's financials, please contact finance@goondir.org.au

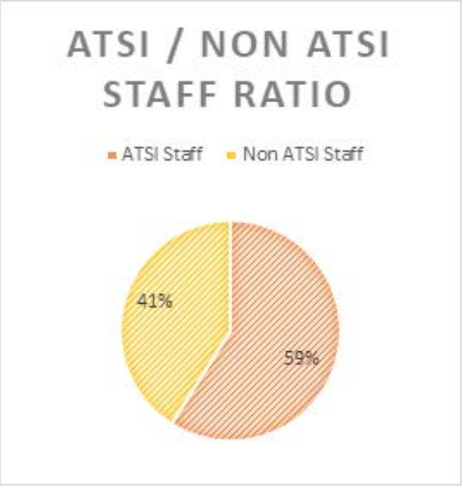
Corporate Services at Goondir

Information Technology (IT):

IT has played a critical role in transition of health services from "in person" to "virtual" due to COVID pandemic. *"Meetings on Microsoft Team has been a huge success during pandemic."* says Information Systems Manager, Ashley White.

Human Resources:





Quality:

Goondir Health Services operates under a Quality Improvement Framework (QIF). Continuous Quality Improvements (CQI) ensure that clinical and other service activities are undertaken according to "best practice standards" and meet compliance requirements. This commitment ensures quality and safe health care services are available, whilst being mindful of the cultural sensitivity of the client base.

- **PDSA** – PLAN, DO, STUDY, ACT; PDSA is a model of Improvement embedded in all Goondir systems, processes, and tools. This Financial year, we are going to incorporate PDSA into the Quality Framework to reflect how we do business.
- **Quality Objectives**: Goondir's commitment to quality is demonstrated by the establishment of Quality Objectives. In the process of continuous organisational quality improvement, Goondir has now expanded its quality objectives to ten (10) adding 'Applying Innovation' as a new Quality Objective. We have developed performance indicators for each Quality Objective.

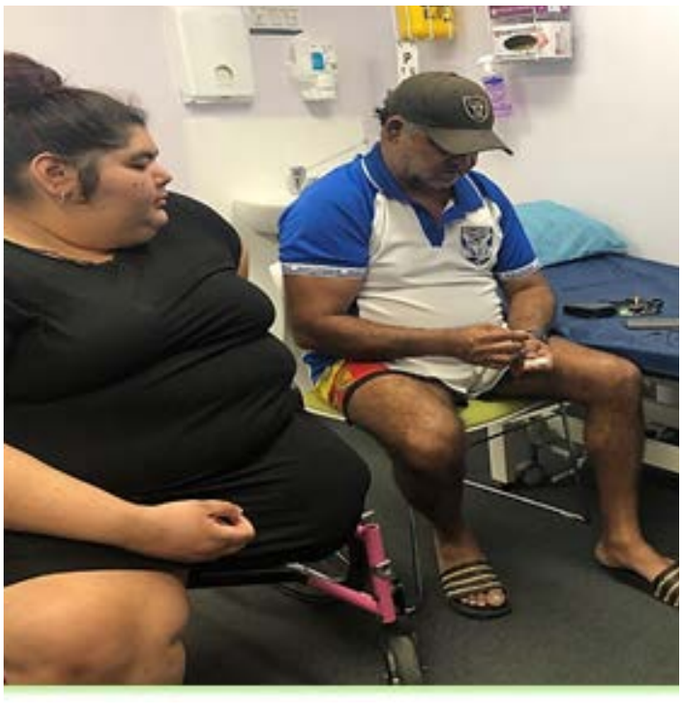
QUALITY MANAGEMENT SYSTEM - LOGIQC

Goondir's Quality Management System LogiQC was implemented in February 2013. Over the last 8 years, a total of 69,633 tasks have been undertaken to improve the efficiency, accountability and transparency of the organisation.

- **Accreditation:** All clinics are accredited through AGPAL against the RACGP Standards. According to an Independent Patient Experience Survey, 92% of Dalby clients, 97% of Oakey clients and 97% of St George clients rated the service as good, very good or excellent.
- The organisation continues to be accredited against ISO9001:2015 standards and still holds Transport Operator Accreditation.

Clinical Services:

Highlights of Oakey Clinic:



The implementation of virtual Health Servies has been the main highlight of the year for the Oakey clinic. Telehealth and tele- video consultation are welcomed by the patients for the follow up consults and just to check in with the health workers.

Helen Dodd Graduated Cert IV in Mental Health and moved to Social and Emotional Wellbeing services.

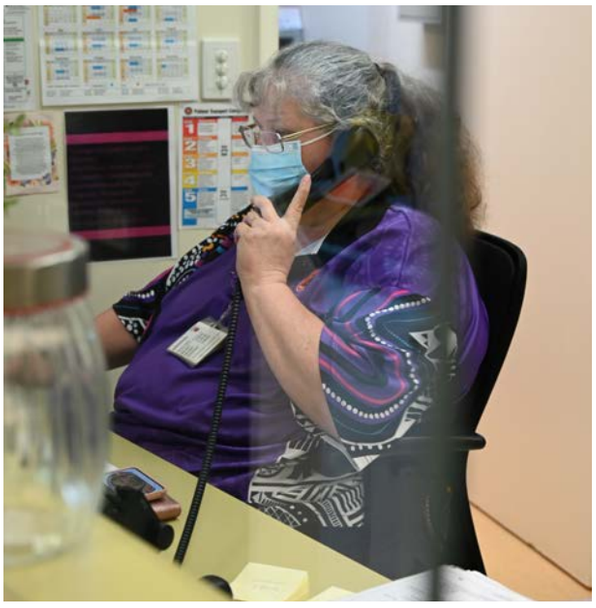
New Services – Allied Health:

- Ophthalmologist – Lisa Penrose
- Telehealth – Psychiatrist and Psychology
- Better Movement Mobile Clinic
- UQ Occupational Therapy services Twelve-week blocks for children 5 to 13years (travel to Dalby)
- UQ Speech Therapy services Twelve-week blocks of speech therapy for children 5 to 13 years (travel to Dalby)

Events and Health Promotions:

- Window displays for World Suicide Prevention and Breast Cancer Awareness
- Month long clinic for FLU Vax

Highlights of Dalby Clinic:



Our receptions have had a busy year welcoming clients, implementing COVID-safe protocols and keeping our clinic doors open through the year.

Men's Health event in conjunction with Oakey Bears Reconciliation Rugby League match

Training and Certificates:

- Certificate IV in Aboriginal and Torres Strait Islander Primary Health care – x 3 Aboriginal Health Worker Trainees (Mardi Rolls, Jahnesta Noter, Lorraine Holley)
- Certificate III in Aboriginal and Torres Strait Islander Primary Health care – Mardi
- Fundamentals of Practice Management – Marsha Dodd and Alison Williams
- RVTS Fellowship training – Dr Ishani Nanayakarra
- Wound Management Course x 3 Dalby staff
- Annual First Aid and CPR for all staff

Workshops:

- Diabetic Foot Workshop – PHN

Health Promotion Events:

- Fluvax Day – Dalby, Tara, Chinchilla
- Walkabout Barber

Good News Stories:

- Increased Engagement with indigenous youth through Health checks at Surrounding High Schools
- Smoking Cessation – 61-year Indigenous man – smoking for 10 years – heavy smoker, has now been completely off Tobacco products for a month and continuing. Smoking cessation education and products provided through the clinic.
- Harness Energy Wellbeing Forum – 10 x Trainees Chinchilla Area – Health and wellness talk including counsellor, SEWB worker, RN, Smoking Cessation, Aboriginal Health Practitioner and AHW Trainee and Cultural Educators. All trainees now signed up to service and utilising medical and social and emotional wellbeing services as needed.
- Virtual Health Services Implementation.

Highlights of the St George Clinic:

The main highlights of St George clinic are:

Availability of second GP for next 3 years.

Completion and unveiling event of refurbishment project for Food Distribution Program and Roof restoration.

The SEWB programs at St George clinic making a huge impact on the community are:

- Women's group – meets weekly and brings together other service providers and community members to share stories, learn from each and learn art, craft, health promotion, traditional healing ways and nutrition, sharing culture and cooking meals (Good Quik Tukka program) to share.
- BuRunda Creations workshops with children and their Parents/Carer's/Grandparents
- Pilates to client group – weekly, one-hour sessions with Personal Trainer Tori.
- Planned and brought clients to the "Domestic and family violence Awareness Month launch"
- May 2021 – Walk About Barber in St George and Dirranbandi- for haircuts and Men's Business sessions
- 7th & 8th May 2021 – planned, organised, and participated in the "We Al-Li/Dadirri" 2-day workshop.

Allied Health Services at Goondir

Allied health services	Podiatrist, Exercise Physiologist, Dietitian, Physiotherapist, Chiropractor, Speech Pathologist, Diabetic Educator, Psychologist, Mental Health Worker (Ceased Dec 2020), IROC Adults, IROC Paediatrics, Paediatrician, HAP EE Audiology (0 -6 years), Optometrist, Early Childhood Early Intervention (replaced with NDIS access coordinator), Endocrinologist / General Physician, Heart of Australia, Geriatrician, Diabetic Endocrinologist, Gynaecologist, Sleep Studies, Dalby Pharmacy Sleep studies, Clinical Psychologist
Telehealth	Mental Health Social Worker – ceased, Psychiatrist, Various other specialist – Neurology, AODS, Dermatologist, Psychology
New Services 2021	Telehealth: • UQ Occupational Therapy services Twelve-week blocks for children 5 to 13years • UQ Speech Therapy services Twelve-week blocks of speech therapy for children 5 to 13 years ▪ Mobile Allied Health Services (Better Movement Clinic) being run in Miles, Chinchilla and Tara on a monthly basis: Physiotherapy, Dietitian, Exercise Physiologist

This is the best occupational therapy so far; I have taken my child to others, but none have been able to engage with my child like these ladies have.
– UQ Telehealth Occupational Therapy for Children

So excited to get my new glasses, I can finally see what you really look like (client telling Deb from allied health)! *When I now go with my daughter driving around, I can see everything, it's great*! – Lisa Penrose, Optometrist

I wish I had seen him sooner; he is the best physio I have been too! *He explained why I kept getting the same pain and how to do two simple exercise to fix it… will be going back to see him again*! – Jake Schlaat Physiotherapist

COVID 19

- Throughout COVID-19 pandemic, some of the allied health services were amended to allow our providers to continue to offer the essential allied health services to Goondir clients face to face offsite, via telehealth, or telephone until they returned to providing services back in the clinic.
- As per COVID-19 guidelines, we slowly reintroduced specialist and allied health services back into the clinic setting in stages, with the essential services being recommenced first, then other services as needed.
- As of May 2021, we now have all the services back at the clinic providing services within COVID-19 safety guidelines.

Pharmacy and Quality Use of Medicines Maximised for Aboriginal & Torres Strait Islander People (QUMAX)

- Integrating Pharmacists with Aboriginal Community Controlled Health Services project (IPAC) to improve Chronic disease management was completed in November 2019. The IPAC Project was the largest clinical, non-randomised, interventional study conducted to date to investigate the impact of integrated pharmacists with regards to Aboriginal and Torres Strait Islander adults with chronic disease. The project's final report was submitted to the Australian Government Department of Health (Pharmacy Trial Program) on 30th June 2020 and underwent review by a Health Technology Assessment (HTA) body. Initial data showed significant improvements for clinical measures when patients were seen by pharmacist in the clinic.

- The pharmacist completed Woolcock Institutes' Nicotine Addiction & Smoking Cessation Course which has allowed her to offer smoking cessation support to patients keen to quit smoking. In January 2020, Practice Pharmacist joined Goondir team to deliver and coordinate medication management services across our catchment.
- While the pharmacist is based in Dalby, pre – COVID, she visited Tara, Chinchilla & St George at least once to deliver medication management reviews to patients in their homes. Clinical liaising with the primary health care team, in particular GPs, has allowed for optimization of the safety and efficacy of medications for our patients.

YEAR	# HMRS CLAIMED
2016	2
2017	7
2018	3
2019	19
2020	82

- Further to delivering Home Medicine Review (HMR) herself, her role as a pharmacy service facilitator has increased Goondir integration with community pharmacists to deliver HMR services. Goondir currently works closely with 3 pharmacists delivering services to patients in Oakey, 2 in Dalby, and 2 in Chinchilla. This integration has resulted in further increases in HMR reviews etc.
- Additionally, the practice pharmacist has delivered health care promotion via both patient and staff education, including Sugar Shakers, and staff medication education through National Prescribing Services (NPS) modules. She has also contributed to medication management policy across the health service, e.g., Immunisation Protocol, Opioid Prescriptions.

Integrated Team Care (ITC) Program

ITC program at Goondir supports Aboriginal and Torres Strait Islander people who live with complex chronic conditions. It often provides one-on-one support with culturally appropriate care to help people manage their conditions and get the health care they need. Care coordination includes:

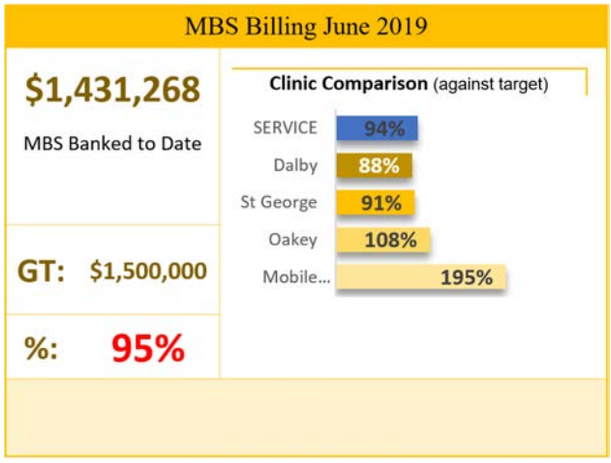
- Accommodation
- Transport liaison (including patient Travel Subsidy Scheme)
- Advocacy
- Case conferencing and telehealth
- Discharge planning family support
- Information provision
- Service coordination with GP practices
- Service coordination with allied health
- Service coordination with specialists
- Service coordination with pharmacists
- Service coordination with health programs

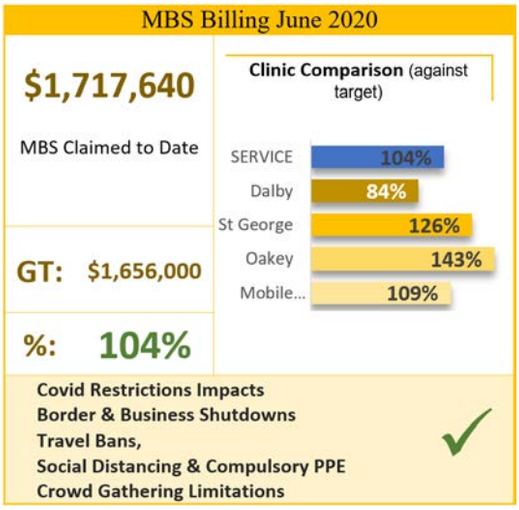
Total care coordination services	328
Clinical assessments including observation, care planning, education and health promotion, and support	155
Number of allied health services accessed	124
Number of specialist services accessed	247
Number of transport services accessed with supplementary services	128

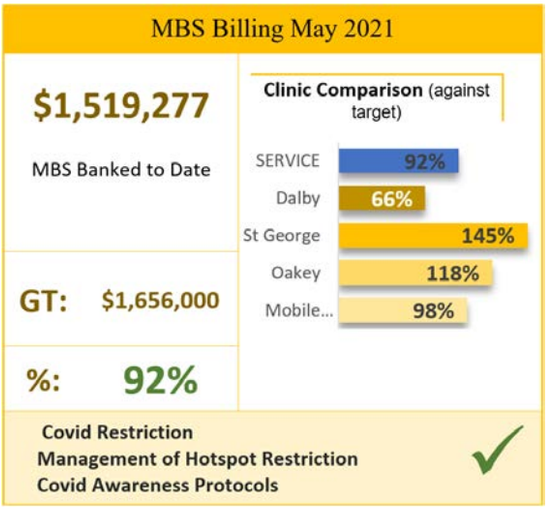
Medicare Benefit Scheme (MBS)

Goondir Health Services' MBS Billing continued to reach their targets throughout the covid impacted months. The uptake of Services such as Telehealth and Telephone Conferencing were utilised and with the introduction of the Virtual Health Service; clients continued to receive healthcare while being monitored at home. GHS' Mobile Medical Clinic was temporarily inactive during the covid restrictions, and the uptake of such services were essential in providing ongoing healthcare to our Rural and Remote Service Areas. The Federal Government in recognition of the difficult challenges ahead, introduced the Modified Monash Model Initiative, whereby Health Practices' in the Regional, Rural and Remote Zones received incentive payments in support of the welfare of the Indigenous Populations. This showed the stabilisation to GHS' Medicare Revenue through these difficult times.

3 year comparison of MBS billings







Our Programs

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

Big Buddy Program

The Big Buddy Program expanded its operations with funding from the Department of The Prime Minister and Cabinet (DPMC) under the Indigenous Advancement Strategy (IAS). The Program supports empowerment of Indigenous youth through consistent mentorship, educational support, social interaction and improving life skills. The Big Buddy Program has been kicking goals with over 200 activities and opportunities for youth and young people across the Goondir footprint. COVID restrictions during year 2020-2021 rendered the youth gatherings and major activities but following is the highlights of the Big Buddy Program.

Big Buddy Beans Van

The ever-successful Big Buddy Beans coffee vans is used as a vehicle to drive change for local youth through a variety of training and workshop opportunities. Youth are given real world experience and put their training into practice to deliver top quality service and importantly good coffee! Big Buddy mentors also assist members with cooking skills where meals including curries, casseroles, stews, rice , and damper were served to the public.
The skills learnt at the workshops are money management, time management, building self-esteem, making interpersonal relationships, hygiene awareness, and connecting with community.

In the past 3 years, Big Buddy participants have had unique opportunities and experiences such as:

- Contribution by catering, waitressing, and cleaning at St George NAIDOC Ball event.
- Participation in the Annual Cherbourg reconciliation Fun Run with one youth being winner of the 3 km run and 10 others finished the run in top 10 positions.
- Youth engaged in traditional dance lessons throughout the year, eventually culminating in performing at CTG days and NAIDOC ceremonies
- A team of Big Buddy youth attended the Southwest Emu's Indigenous nine aside Rugby League Tournament with several games played in a spirit to be proud of.
- St George Big Buddy had a visit from Joel Thompson (Current Manly NRL and Indigenous All Stars Player) who rolled out his "The Mindset Project" with our Big Buddy youth. Ashley Gordon (former NRL player with Newcastle Knights) also spoke to the Big Buddy participants at St George regarding the impact of gambling addiction on a person as well as their family.

- Several Big Buddy sporting teams have entered into indoor netball, indoor cricket, indoor volleyball, and touch football with many successes.
- Cultural painting sessions presented by a well-known artist to over 30 youth who learned the art of painting, drawing and storytelling, whilst learning the stories of the area.
- Over 35 youth learned skills to prepare, cook and serve healthy foods with the support of the Tucka- Time Program and trained facilitators.
- Senior Big Buddy youth spent a day at USQ Toowoomba to see the facilities, exposure to courses and find out about scholarship opportunities.
- Big Buddy Boxing participants and club fighters travelled to Roma to compete in the Roma Roadrunners Boxing club Corporate Fight Night. The overall night was a great success for the Big Buddy Boxing with 9 wins from 10 fights.

Cultural Development Program – *Binna Thinna Tharrka*

Funded by the Darling Downs West Moreton PHN, *Binna Thinna Tharrka* (Listen, Learn) is Goondir's Cultural Development Program. Our Cultural Educator and Trainer William welcomes all community members to join him in making artefacts, artwork, song and dance, dreamtime story telling, and day trips to culturally significant sites.

Suga Shakers

Suga Shakers activities ranging from Bush walking at the Bunya Mountains and talks with the Murri Rangers, playing croquet, exercise, and Indigenous games, attending Tai Chi classes, and as always gaining more knowledge about Diabetes and other chronic diseases. Suga Shakers has also built many partnerships and one of the strongest was that with the Dalby PCYC Indigenous Sport and Recreation officer who has introduced the group to age and condition appropriate exercises, Indigenous games, and a whole new appreciation for the outdoors

Gira Gira Women

- Gira Gira has offered the capacity for women to participate in, contribute to and benefit from a group process that values their contributions, respects their dignity, and makes it possible for them to create their own group identity and ways for creating opportunities for their own growth.
- Gira Gira demonstrates how group participation, promoted by a therapeutic approach can unlock the inherent potential for self-reliance and empowerment. The women now have ownership over the program and proudly manage decisions, resources, and promotion of the program.

Wandir Gunde Playgroup

The aim of this program is to support Indigenous families and carers to give children a good start in life through improved early childhood development, healthcare, education, and school readiness. The project will have a particular focus on supporting families, with under school age children, who would not normally access a community playgroup.

- Wandir Gunde playgroup operates on a 10 weeks a term model. Meeting every Wednesday of the school term for approximately 2 hours. Children and parents/caregivers interact with the playgroup coordinator, other parent/caregiver, other children, and agencies with the community.
- The activities at Wandir Gunde Playgroup include park, pool, meeting other playgroups, library, kinder-gym, Chipmunks indoor playgroup etc.
- In term 1 of financial year 2021, eight families accessed playgroup and 15 children attended on regular basis. In term 2, ten families accessed playgroup and 18 children attended on regular basis.

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goondir
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