

Annual Report 2020/21





Contents

A message from our Chair	2
A message from our CEO	5
Leading the way: meet our Board	6
Our vision and mission	7
At a glance	8
Our reach	9
Our key highlights	10
Healthy bodies, minds and spirits	12
Supporting our community with disability	16
Healthy smiles, healthy us	18
Giving our kids the best start	22
Kindy is a deadly choice	24
Our youth our future	28
A deadly choice is a healthy choice	31
Building solid and deadly families	34
Helping our families to have a voice and be heard	38
Supporting vulnerable women and children	42
Empowering our youth and families	44
No shame in talkin' about it	46
Looking after our elders	50
Connecting with our community	52
Our digital community	54
Shaping our digital transformation	55
Listening to our community	56
Our financial health	58

Artwork by Elaine Chambers-Hegarty,
Cultural Edge Designs.

Elaine Chambers-Hegarty is a proud
Aboriginal woman with ancestral links to
the Koa (Guwa), Kuku Yalangi and Barada
Barna nations. Born and bred in Brisbane,
her art and culture is her pride, and Elaine
is honoured to have the chance to share
amongst community.

Artwork story:

Supporting our Community

Knowing that recent years have been very
traumatic for community due to the pandemic,
colours used in traditional art have been
chosen to keep the artwork connected to
culture and our people. ATSICHS Brisbane
has created connection for our people in
need this past year, providing increased
services to keep our people informed and
up to date with changes during the pandemic.
The landscape of the ATSICHS Brisbane sites
is represented in the artwork to show the
connection to the traditional lands on which
they are located and the culture embedded
in country. The Brisbane River flows through
the middle of the artwork as both a point of
reference and an acknowledgment of the
Torres Strait Islander people who make
up our community.

ATSICHS Brisbane acknowledges the Turrbal, Yuggera and Yugambah
people as the Traditional Custodians of the Country where we work.
We pay our respects to Elders, past, present and emerging.

Warning: This report may contain names, images and voices
of deceased Aboriginal and Torres Strait Islander peoples.



A message from our Chair

On behalf of the **ATSICHS Brisbane Board**, I am proud to present our annual report for 2020-2021. Taking up the role of Board Chair during a global pandemic has been both challenging and rewarding. I feel deeply privileged and honoured to be working alongside so many incredible professionals dedicated to the health and wellbeing of our community in Brisbane and Logan.

I'd like to thank Dr Brett Shannon for his term as Board Chair and congratulate him on his leadership of **ATSICHS Brisbane**. It has been most reassuring that as a practising medical professional, Dr Shannon has been at the helm and not only steered the organisation through uncharted territory but has also helped deliver many positive outcomes for our community.

Over the past 10 months, I have been fortunate to work with our talented group of Board Directors and the Senior Management Team who have demonstrated commitment and enthusiasm amidst the challenges faced throughout COVID-19.

Our Board Directors, old and new, drive the vision of our organisation, and it's encouraging to see new perspectives put into action while staying true to the core values and goals of **ATSICHS Brisbane**.

I would like to thank former Independent Skills-Based Director Jon Willis for his much-valued contribution to **ATSICHS Brisbane** over the past seven years. While Jon has stepped down from his role on the Board, we look forward to working with him in his new role of Senior Research Officer at **ATSICHS Brisbane** to help shape the future of our organisation.

Despite the many challenges experienced over the past 12 months due to COVID-19, I'd like to praise each and every staff member for showing resilience and the ability to adapt in such unprecedented times. I'm also extremely proud that as an organisation we have thrived in the face of adversity, tailoring the way we do business today and planning for the future.

In particular, we're excited to launch the new **ATSICHS Brisbane** housing program *Ngumpi uruu*. The new service will provide short-term crisis and emergency accommodation, outreach support and wraparound services for women and children in Brisbane and Logan.

We've been working hard on this new project to provide culturally safe, affordable and stable housing for our community. We currently manage 20 properties across the region and aim to increase this to 1000 properties across South East Queensland over the next ten years. It may be ambitious, but so is our determination to keep our community safe, happy and healthy, today and into the future.

Melody Ingra

Melody Ingra, Chair





Jody Currie
CEO



A message from our CEO

Despite the ongoing COVID-19 pandemic, ATSICHS Brisbane has continued to grow significantly over the past 12 months, and as an organisation we have demonstrated strength and resilience to deliver on our commitment to improving the health and wellbeing of our people.

I'd like to thank all our staff for their ongoing support and commitment to our community during these uncertain times. In particular, I'd like to acknowledge all our frontline workers who continue to provide essential face-to-face services during the COVID-19 pandemic.

In a move to tackle COVID-19 and keep our community safe, we opened a dedicated vaccination clinic in Logan. In the four months from March to June, we delivered 2196 COVID-19 vaccinations to our community, and it's pleasing to see our vaccination rates on the increase.

Our dental services saw significant growth with a 15% increase in the number of clients this year, with our team performing 15,442 dental treatments, a 29% increase in the past year, which is an enormous accomplishment.

Our young people are our next generation of leaders, and we have placed much focus and effort into researching how we future proof all our programs and services. We introduced senior research specialist roles, and their valuable work will assist us to forecast how we expand to meet the growing demand for all our services. In particular, much work is taking place to expand our Deadly Kindy program in Brisbane and Logan and launch our new housing program *Ngumpi uruue*.

We're very proud of the extraordinary outcomes and results we've seen for Indigenous women taking part in our Birthing in Our Community program. A recent study in The Lancet confirmed women in our program were 50% less likely to have a premature baby. We're proud of our partnership with the Institute for Urban Indigenous Health (IUIH) and the Mater Mothers' Hospital, which continues to provide culturally safe birthing services for women on Brisbane's southside.

It was also exciting to see the expansion of our National Disability Insurance Scheme in the past 12 months. We introduced support services for our clients and saw a 300% increase in our staffing levels.

I'd like to thank the Board and Senior Management Team who drive our vision to enable and empower our people and community. The past year saw several changes, including the departure of Chair Dr Brett Shannon and Directors Jon Willis and Tracey Appo. We welcomed Melody Ingra as our new Chair and Dane Corowa, Jyi Lawton, Anthony Morgan and Dr Anthony Lynham to Director roles.

Despite the ever-changing landscape we face with service delivery, it's the dedication and professionalism demonstrated by our Board, SMT and staff that is testament the health and wellbeing of our community is in good hands for the future.

Jody Currie

Leading the way: meet our Board



Melody Ingra, Chair



Jyi Lawton



Tomisina Ahwang



Anthony Morgan



Andrew Niven



Dane Corowa



Dr Anthony Lynham

Our Board puts our vision for the future into action — to deliver healthy, connected Indigenous urban communities. They set our strategic direction and ensure we are the most effective organisation we can be.

To read more about our Board and the extensive experience they bring to our organisation go to our website at www.atsichsbrisbane.org.au.

Our vision and mission

Our vision for our future

To deliver healthy,
connected Indigenous
urban communities

Our mission and commitment to our community

Reinstate the wellbeing
of our people: person by
person, family by family,
generation by generation

Our reason for being

Every day we will:

- Deliver services with cultural integrity and sensitivity on behalf of our peoples for our peoples
- Advance the Indigenous health care sector, delivering positive, practical responses to Aboriginal and Torres Strait Islander health and wellbeing needs
- Strive to make a positive difference to the lives of our clients and their families
- Respect the intent of our founders by our commitment to keep moving forward and remaining agile to meet the changing needs of our peoples
- Provide a suite of tailored, integrated, evidence-based and measurable services that directly address the needs of our clients and their families
- Enable and empower Aboriginal and Torres Strait Islander people to improve their health and wellbeing through awareness, education and engagement
- Integrate education, prevention and early intervention strategies
- Remember we are many individuals but one organisation – together we provide a professional, seamless experience for our clients in a way that makes them feel safe and secure
- Lead by being inventive, creative and bold in our service delivery while also looking for opportunities to collaborate, partner and integrate with other service agencies and sectors
- Celebrate our identity.

At a glance

ATSICHS Brisbane is a not-for-profit community owned health and human services organisation delivering on the unique health and wellbeing needs of Aboriginal and Torres Strait Islander people in greater Brisbane and Logan. We are the largest, most comprehensive Aboriginal medical health service in Queensland and Australia's second oldest.

We pride ourselves on providing health and human services, our way — supporting our people and community in our ongoing commitment to create a flourishing future and lasting legacy for them and their families.

Founded in 1973, our vision for our future is to deliver healthy, connected Indigenous urban communities.

Key facts

- **Founded:** 1973
- **Our staff:** 437
- **Our organisation:** five medical clinics, two dental clinics, a mums and bubs program, an aged care facility, crisis housing for women and children, family and child safety services, social and emotional wellbeing and family programs, youth services, three kindergartens and a child and family centre.
- **Our patients:** we have 13,549 active and 2136 new patients on our books.
- **Our services:** in conjunction with the Institute for Urban Indigenous Health (IUIH) we provide a range of allied health services including physiotherapy, audiology, diabetes education, dietetics, occupational therapy, podiatry and speech pathology.
- **Our specialists:** we have a range of visiting specialists including child, family and maternal health professionals, ophthalmologists, paediatricians, cardiologists, gynaecologists, dermatologists, geriatricians and endocrinologists.





Brisbane North Community Hub
• Family Wellbeing Service
• Family Participation Program

Northgate Medical Clinic

Woolloongabba
• Medical & Dental clinics
• Corporate Office
• ATSIHS Youth Service
• Family Wellbeing Service
• NDIS

Joyce Wilding Hostel

Murri School Dental Van

Deadly Kindy Gundoo Mirra

Logan Medical & Dental Clinics

Logan Social Health Hub

Logan Respiratory Clinic & Vaccination Hub

Browns Plains Medical Clinic

Loganlea Medical Clinic

Logan Child & Family Services Hub
• ATSIHS Youth Service
• Family Wellbeing Service

Deadly Kindy Burregah

Springwood
• Deadly Choices
• Family Participation Program
• Youth Justice

Waterford West
• Jajumbora Midwifery Hub
• Deadly Kindy Waterford West
• Child & Family Centre

Jimbelunga Nursing Centre

Our reach

Our key highlights



Healthy bodies healthy minds healthy spirits

We were chosen as the first Aboriginal community-controlled health organisation and primary health care service in South East Queensland to roll out the Pfizer vaccination at our Logan Vaccination Hub.

51,091
patient visits
to our doctors

↑ **7%**



5909
health
checks



1746
care plans

↑ **22%**

Healthy smiles healthy us



We saw **9874**
patients in our
dental clinics

↑ **15%**

15,442
dental
treatments

↑ **29%**

Supporting our community with disability

97
clients were
supported

↑ **90%**

Giving our kids the best start

77 children enrolled
in our three Deadly Kindy
programs

- Deadly Kindy Waterford West was rated as exceeding the standards set out in the National Quality Framework.
- We received additional State Government funding to support three-year-old children attending kindy for free for the remainder of 2021.



Our youth, our future

- We provided advice, support and case management to 506 young people.
- We engaged with 4004 young people at risk in the Brisbane CBD and Logan.



A deadly choice is a healthy choice

Over **700** people attended the Deadly Choices Family Fun Day in Logan

Solid and deadly families

- We started an outreach family-based therapy to assist in the cultural healing for children and caregivers who have experienced trauma.
- We started monthly women's and children's groups.



Empowering our youth and families

Our Youth Justice Family Led Decision-Making sites were granted an extension from July 2020 until June 2021.

115 young people contacted and engaged

↑125%

21 FLDMs successfully completed

↑40%

Helping our families to have a voice and be heard

We supported **258** families and **741** children

- We worked with stakeholders to roll out a strong Intervention and Assessment response across the Logan region.



No shame in talkin' about it

We provided **8,533** episodes of care

↑69%

- We launched men's group sessions across Logan and Brisbane.
- The Logan Social Health Hub opened in January.

Healthy bodies, minds and spirits



We operate five medical clinics that provide comprehensive general and specialty medical services in the greater Brisbane and Logan area. We also operate a Respiratory Clinic and Vaccination Hub at Logan for COVID-19 testing and vaccinations.



Our health services work closely with patients and their families/caregivers to provide and support patient-directed and centred care.



Our teams are committed to supporting community to overcome existing barriers in attending appointments both internally and through tertiary healthcare providers to ensure community has access to the best holistic health care in a timely manner.



Our clinical services are committed to providing a culturally safe environment where community can attend for medical, social, and emotional care and support.



We listen to community feedback to implement change, drive innovation and ensure growth and development in all areas of our service delivery.



Our teams celebrate our culture with community and regularly hold cultural celebrations, special events and health awareness promotions in our clinics.



We continue to grow and expand and proudly commit to further partnership opportunities that deliver the best services to our patients across the lifespan.



Our clinic teams are highly trained, and each comprises an array of talents and specialties, including a Practice Manager, Practice Support Supervisor, Medical Receptionist, Medical Receptionist Trainee, Nurse Practitioner/Midwife, Registered Nurse, Enrolled Nurse, Care Coordinators/Chronic Disease Nurses, Aboriginal Health Workers/Practitioners, GPs, GP Registrars, Client Liaison Officer and Transport Drivers.

13,549

active patients*

*Three visits in the past two years

↑5%

2136 new patients*

*Excludes Respiratory Clinic and Vaccination Hub patients



5909 health checks

.....

An Aboriginal and Torres Strait Islander health check (715) is a full health assessment completed yearly with our patients. It marks the important beginning of a health journey for an individual and looks at all aspects of health, including current health status, chronic disease, vision and hearing checks, wellbeing, diet, rest patterns, exercise, medications, sexual and reproductive health, and social, emotional and mental health wellbeing.



1004 GP mental health treatment plans

.....

3399 care plan reviews

.....

A review of care plans and team care arrangements can occur every three months. The medical team works with patients to make necessary changes to the initial plan and re-address where the patient is on their health journey.

1746 care plans

.....

Care plans are delivered annually and formulated by GPs who work very closely with patients based on patient-centred/directed care to assist those who have a chronic disease in mutually agreeing to work on improving health outcomes for the patient.

Mental health treatment care plans are performed yearly and reviewed at specific intervals in the patient's journey. The treating GP reviews mental health care plans after the patient has attended 6, 10 and 20 visits with a Social Health Psychologist or Psychiatrist. Mental health treatment plans are very much like a care plan but specifically focus on the mental health care needs of the patient. A GP formulates mental health care plans in consultation with the patient to treat conditions including depression, anxiety and various other mental health-related illnesses. Our patients work with the Medical and Social Health teams to work towards achieving their desired outcomes.



1607 team care arrangements

.....

Team care arrangements are discussed at the time of care plans. A team care arrangement ensures our patients are provided with the holistic support they need from our multidisciplinary team of health professionals, visiting specialists and allied health professionals.

Team care arrangements provide referrals for patients to access Medicare-funded visits with allied health professionals who offer the following services: podiatry, physiotherapy, dietetics, exercise physiology, optometry, audiology, occupational and speech therapy and various other supportive allied health specialists.

51,091 patient visits to our doctors

.....

117,024 episodes of care

.....

Highlights of our work this year

We were chosen as the first Aboriginal community-controlled health organisation and primary health care service in South East Queensland to roll out the Pfizer vaccination at our Logan Vaccination Hub at Charles Avenue, Logan Central. Our Hub team has performed an excellent job in booking and vaccinating our community to keep them safe.

From March to June 2021, our teams administered 2196 COVID-19 vaccinations.

Logan medical clinic worked in conjunction with Metro South Health's Care in the Right Setting (CARS) project to host an endocrinology clinic. This improved access for diabetic patients to attend outpatient appointments at Logan clinic and avoid hospital visits.

We continue to grow and support the next generation of health professionals and welcomed two new Registered Nurse Graduates to our Nurse Graduate program and an Aboriginal Health Worker Trainee.

We also welcomed four new GP Registrars into our clinics to provide care to our communities. We are committed to sustaining our workplaces, retaining staff, and providing culturally safe spaces where the next generation of health professionals can learn, grow and develop their deadly skills set.

Our nurses are constantly upskilling and further developing, researching and learning new best practices to provide exceptional care to community. This year several nurses completed further skills training for cervical screening and Implanon insertion. This training gives community additional access to vital women's health and wellbeing checks and self-care.

We strengthened our partnerships with the Mater Hospital, Queensland Child Health and Hearing Australia and introduced the following:

- Hearing Assessment Program Early Ears (HAPEE), providing hearing assessments, diagnostic screenings and any follow-up treatment for children aged 0-5 years
- Child health clinic and nurse, performing child health checks and answering developmental questions for children under four
- Mater Outpatient Services and ATSICHS Brisbane Telehealth Pilot, promoting cultural safety and patient choice for accessing specialist care.

Jajumbora Midwifery Hub

Jajumbora Midwifery Hub celebrated its third year of operation and continues to expand with increasing demand for the service. This year we saw 166 births at the hub, a massive 71% increase.

Our Stronger Together yarning circle commenced at the hub. Held weekly during school terms, the yarning circle provides antenatal education, introduction to child health nurses and connectivity of Aboriginal and Torres Strait Islander women throughout their pregnancy.

We also signed a Statement of Commitment with IUIH and Metro South Health to deliver culturally safe care for expecting mums during pregnancy, throughout birth and beyond.

Birthing in our Community

We're proud to deliver extraordinary outcomes for Aboriginal and Torres Strait Islander women taking part in our Birthing in our Community (BiOC) program. In May, results of a 5-year study quantifying the health outcomes from our BiOC program were published in *The Lancet Global Health* journal. The study confirmed that women taking part in our BiOC program are 50% less likely to have a premature baby and more likely to be able to breastfeed and access antenatal care than those using standard maternity care.



Our work in action in our community

Our clinics have worked very hard to vaccinate community with AstraZeneca and Pfizer COVID-19 vaccinations. All five primary health clinics now offer the AstraZeneca and Pfizer vaccines to community in adherence with the Australian Technical Advisory Group on Immunisation Advice. We proudly administered COVID-19 vaccinations to our Deadly Choices ambassadors in preparation for the Tokyo Olympic and Paralympic Games.

Our clinics have also been working hard to provide patients with their yearly influenza vaccination.

Our teams continued to provide social and mental health support for community throughout the various stages of the COVID-19 pandemic and during lockdowns, both in person, face-to-face or via telehealth. Our nurses and GPs worked closely with patients and provided them with mental health care plans and holistic support.

Our teams found creative ways to engage and yarn with community. We took part in several fundraising drives, including 'socks for docs' day and dressed up to celebrate National Aboriginal and Torres Strait Islander Children's Week. The teams also participated in promoting and educating community on women's and men's health campaigns.



Looking ahead

- ATSICHS Brisbane clinics will extend current weekday trading hours to provide additional appointments to community.
- A visiting Renal Physician will visit Logan medical clinic one day a month for community. This additional specialist service will support community affected by kidney disease and assist their journey to better health outcomes.
- We will further examine our transport program and fleet and look at ways to better serve community who access our transport to attend appointments.



Supporting our community with disability

The National Disability Insurance Scheme (NDIS) is a national scheme that helps fund disability supports for people under 65 who have permanent and significant disability.

For many people in our community, this service will be the first time they receive the disability support they need. The NDIS provides choice and control and understands our community has a wide variety of disability needs requiring varying levels of support.

Our NDIS team offers coordination of support for those clients who have already received their NDIS plans (funding) and are funded for coordination. We are currently based at Woolloongabba but work with clients across our region.

The role of the Coordinator is to help participants to understand their plan and access appropriate supports.



Our clients

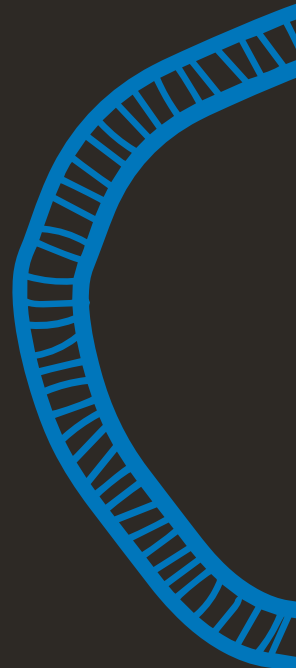
97 clients were supported

↑90%

12 NDIS staff

Highlights of our work this year

We started providing services with support workers helping our clients get out in the community and enjoy their activities of interest. NDIS access workers liaised closely with community to help clients access the NDIS and reduce the barriers faced in the community.



Our work in action in our community

Jarlie, NDIS client

Jarlie's family self-referred Jarlie to the ATSICHS Brisbane NDIS team to receive assistance from a Support Coordinator. Jarlie was born with cerebral palsy and struggled to use his left hand and foot. Jarlie had been working with an Occupational Therapist and Physiotherapist to help his movement in his hand and foot. The Physiotherapist worked with Jarlie's family and Support Coordinator to purchase a soft play toy with three or more squared off stairs similar to what Jarlie would need to navigate in the community. Since purchasing this item, Jarlie has enjoyed using this toy and has found that he uses his hands more to help climb stairs.

Looking ahead

- We are looking to expand the services to support participants in other areas of NDIS supports to provide wraparound and holistic services to our community.



Healthy smiles, healthy us

We provide culturally holistic dental services to the community from our three dental clinics at Woolloongabba, Logan, and the Murri School.

Our dental patients are cared for by our qualified team of Dentists, Oral Health Therapists, Dental Assistants, Dental Prosthetists and Dental Technicians, who are supported by our Dental Receptionists, Dental Clinic Supervisors and Dental Services Manager.

Additionally, our service includes an Oral Maxillofacial Surgeon who works pro-bono for the community while providing mentorship and professional development to our Dentists.

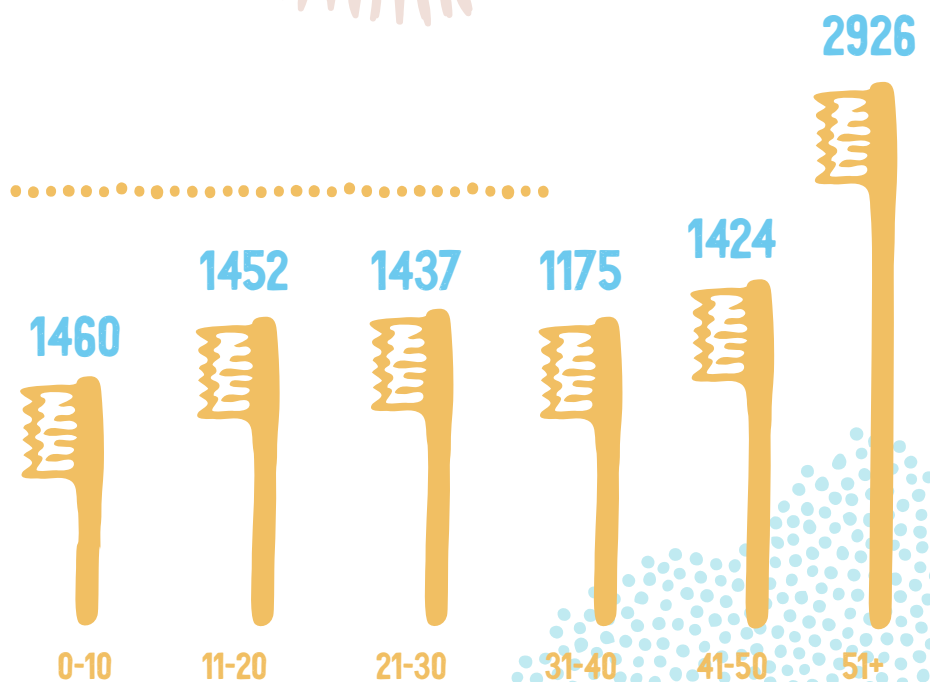
We continue to support a pathway for young Indigenous school leavers with Dental Assistant traineeships.



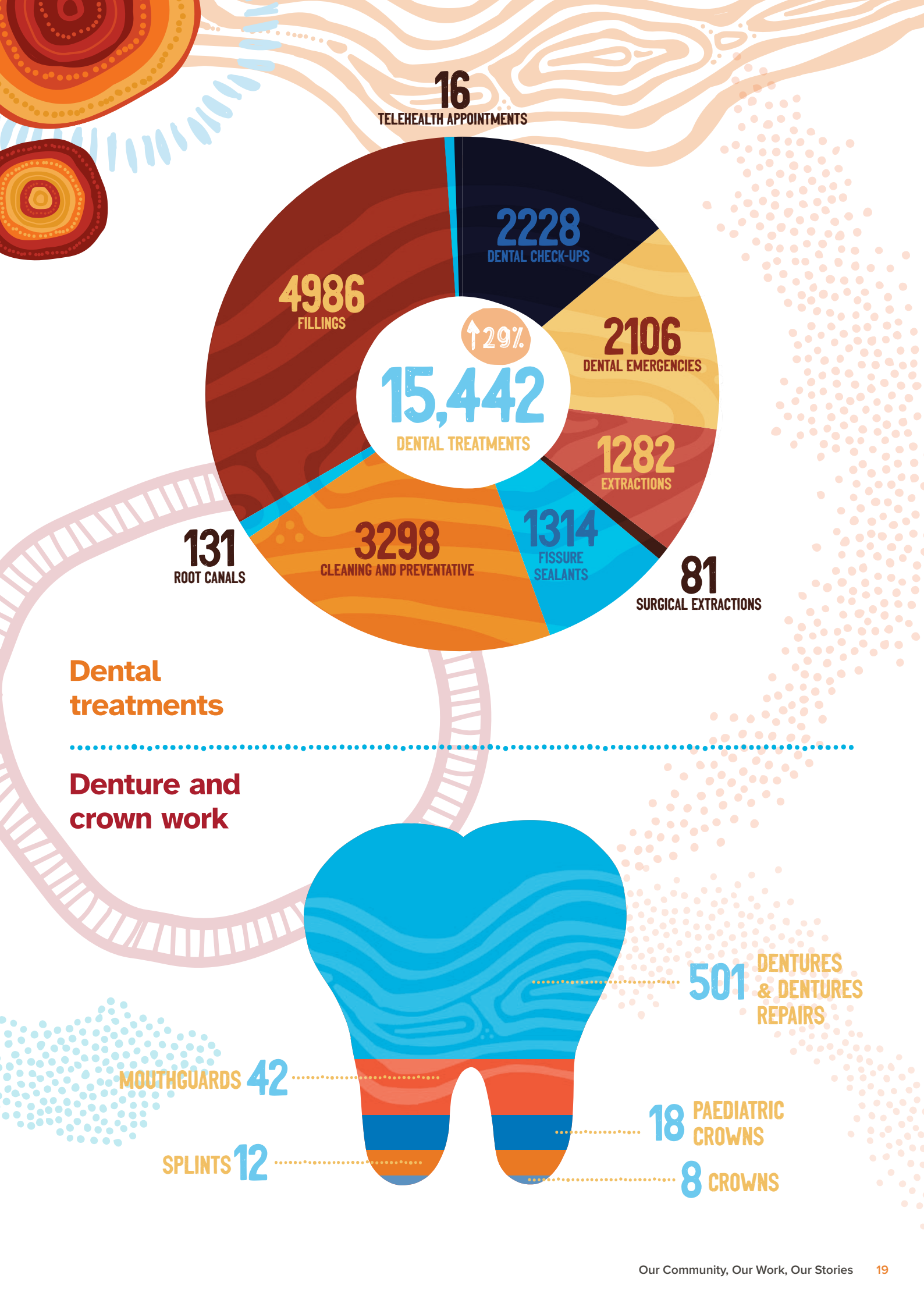
Our dental clients

We saw **9874** patients in our dental clinics

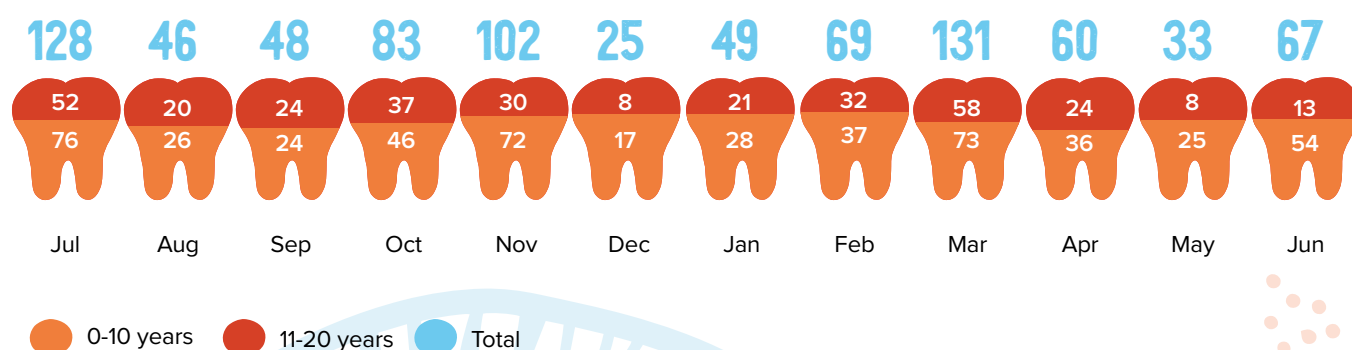
↑15%



Clients by age



We saw 841 kids at our Murri School Van



Highlights of our work this year

Our dental laboratory has been working hard in the past 12 months to produce quality denture services for the community.

Professional development continues to be a strong focus with mentorship for our youngest Prosthetist in the laboratory team. Our Certificate III traineeship student completed her traineeship and currently works as a part-time Dental Assistant.

We also welcomed two new experienced Dentists to the Woolloongabba team, allowing more treatment opportunities for our community, as well as our newest Trainee into our Indigenous traineeship program for the next 12 months.

We commissioned Brisbane-based Quandamooka and Nunukul artist Casey Coolwell-Fisher to create artwork for our Murri School Dental Van. The stunning designs were also incorporated to create a new-look reception area at our Logan clinic.





Our work in action in our community

We introduced oral health presentations at the Murri School at Acacia Ridge and surrounding schools. These sessions are interactive and well received by students and an opportunity to teach children the importance of good oral health for the future.

The Lift the Lip program was expanded throughout our community and now includes visits to our three Deadly Kindys, Joyce Wilding Hostel and Jimbelunga Nursing Centre.

Our team also attended an antenatal session at our Child and Family Centre to teach expecting mums the importance of oral health during pregnancy for both mum and bub.

Looking ahead

- Our dental laboratory is going digital in September 2021. We are looking forward to introducing a 3D scanner at our Woolloongabba dental laboratory, allowing a higher number of denture procedures to occur for the community.
- Professor Dr Anthony Lynham has been approved to perform wisdom teeth removal procedures for our community in the hospital setting in the coming months.

Giving our kids the best start

The Child and Family Centre (CFC) at Waterford West provides a vibrant community space with a range of free activities and programs designed to strengthen the capability of families in supporting their children and creating pathways to access our wraparound early years services.

Our goal is to provide integrated support for families with Aboriginal and Torres Strait Islander children from birth to eight years of age so children can reach developmental milestones and start school well prepared.

Our playgroups collaborate with a range of community services professionals to create informal spaces to coach families using a strengths-based approach. Other programs and services include child psychology, targeted parenting programs, playgroups, Lift the Lip dental screening and infant and maternal health.



Our clients

2365 community members accessed our services

11 programs and services offered

3 external organisations supported us to enable food security for families accessing our services

55 pregnancy vaccinations administered to expecting mothers, their partners and close family contacts

15 emergency COVID-19 relief packages provided since March 2021



Highlights of our work this year

The CFC found success in building the knowledge base of new mums. We focused on parenting skills, particularly breastfeeding awareness.

We have seen a reduction in the number of mums smoking during pregnancy and believe our smoking cessation program has been a contributing factor.

The Indigenous Triple P program was successful in its engagement with young families. An Indigenous facilitator provided support to these young families within a safe and culturally appropriate setting.

We worked with YFS Logan to offer emergency relief packages to our families. They dispensed emergency relief to ensure families felt no shame in accessing this service.

We also worked with YFS Logan to introduce chemist vouchers for iron supplements for expecting mums.

Our work in action in our community

Melanie* and her youngest daughter Daisy* regularly attend our Tuesday and Friday playgroups at the CFC.

Melanie was informed of the emergency relief services available to access. Daisy has been supported through playgroups, creating the opportunity to play safely and feel welcomed in this environment. For this reason, Melanie has felt welcomed in this space and feels safe enough to connect with the team at the CFC and connect on a cultural level to ensure the wellbeing of her children.


Melanie has been supported through the CFC with emergency relief services and will benefit from this and the additional food for her children and herself.

Through the playgroups, Melanie and Daisy have gained social supports from other playgroup attendees and team members. Melanie has made friends who are support systems for her and are in similar circumstances. These friendships allow her to feel included and more comfortable to return to the centre, where she is supported on a macro and micro level. Melanie and her family have developed a sense of community and cultural connectedness through playgroups as they discuss their culture with educators or other Indigenous people. Melanie can also reach out for help through the team members, as she feels comfortable and supported. Melanie regularly accesses the community food table and will collect groceries from it each week. This free service has assisted her in overcoming food insecurity.

**Individual names have been changed to protect our clients' privacy.
Stock photo. Posed by model.*



Looking ahead

- We aim to streamline the process of data collection to ensure accuracy while maintaining privacy for families accessing services.
 - We are working hard to provide our families greater access to services within our ATSICHS Brisbane programs.
 - We look forward to greater visibility in the community with the addition of a new well-equipped mobile playgroup van.
- 



Kindy is a deadly choice

Our Deadly Kindy program continues to expand its footprint across Brisbane and Logan.

This year the number of children attending our Deadly Kindy services increased by 30% from last year's enrolments. We received additional State Government funding to support three-year-old children attending kindy for free for the remainder of 2021. This pilot program will gather valuable information and hopefully result in ongoing funding for this age group.

Each Deadly Kindy features our unique approach of integrating high-quality early childhood education and care with our existing ATSICHS Brisbane wraparound health and wellbeing services. Our early intervention service model provides a safe, flexible and play-based environment where children are supported to develop their identity, language, strengths and interests.

We are committed to connecting children to their culture and strengthening the capacity of families to support their children through kindy and as they move into prep.

Our children

Number of children enrolled in our kindys

32	16	29
BURRAGAH	GUNDOO MIRRA	WATERFORD WEST



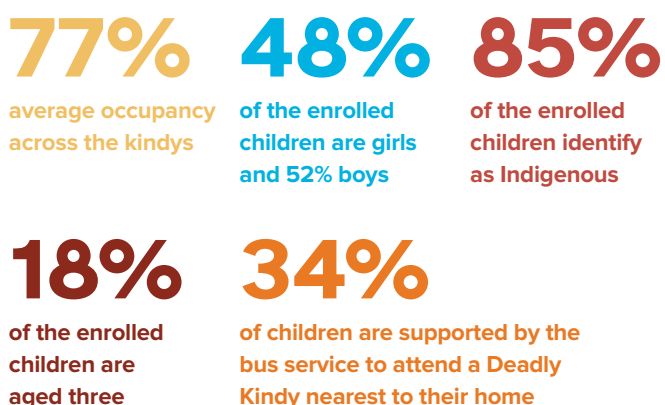


Highlights of our work this year

- Community events and social media activity for the Deadly Kindys indicate higher visibility in the community as a quality provider of early education.
- We received positive feedback from families about dental screening incursions, resulting in follow-up dental appointments and care for their children.
- Deadly Kindy Waterford West completed a formal Ratings and Assessment process in February. After a significant amount of time observing the service and assessing all quality areas, the kindy was rated as exceeding the standards set out in the National Quality Framework.
- With funding from RACQ, 'Bee Alive' visited Deadly Kindy Waterford West to deliver a workshop by a professional bee scientist and educator. The children learnt about bee diversity, lifecycles and the role of bees in pollination and food security. The workshop was fun and engaging for the children and team. We have since installed a live native stingless beehive, and the children have learnt how to care for native animals, their importance in our ecosystem and how they provide food for us.
- The Woolworths Junior Landcare grant for \$1500 helped us establish a bush tucker/native garden area.

One of the benefits of offering kindy to three-year-olds is that it has enabled families to enrol siblings into the same service. This has had a very positive impact as siblings settle into early education settings quickly, and they get to share their experiences with family together. We expect to see better than average language development in three-year-olds as a result of their early participation in a kindy program.

Since January, our kindys have been operating five groups on a five day fortnight.



Our work in action in our community

James* began the kindy year with irregular attendance and his routine was concerning to the classroom educators. He also displayed a large delay in speech and social interactions with his peers. At the end of Term 1 an incident occurred in the home environment and James was placed in the care of his grandmother.

Child Safety and the ATSICHS Brisbane Family Wellbeing Service team raised concerns with James's aggressive behaviour in the home environment. In the classroom; however, his behaviour was consistent with kindy expectations and age appropriate. He would care for the classroom environment and be one of the first children to pack away and tidy the classroom. James often displayed empathy for peers when upset or hurt.

James's grandmother expressed to educators that James was having some difficulties not been at home with his mum. He was becoming bored when not at kindy and displaying challenging behaviours against older foster children in his grandmother's care.

The kindy team implemented several support activities to improve the circumstances for James. The managers at Deadly Kindy Waterford West connected with local external community services to cover the cost of James attending additional days in Term 2.

For the financial cost of Term 3, the Early Childhood Manager liaised with Child Safety as they had plans to move James to a five day a week long day care with the aim of the cost being covered by the Child Care Benefit Scheme. The Early Childhood Manager didn't believe long day care was in James's best interest. They believed the change for him would have been unmanageable and it would take James a long time to build up respectful relationships again with other educators and children in another service. They also advocated against it as it could have undone the positive behaviour and respectful relationships seen at kindy.

The Early Childhood team attended language development workshops to support and implement strategies to assist James and other children with language. They discussed these strategies with IUIH's Speech Pathologist and Occupational Therapist and are working on pronouncing letters correctly with James. Our classroom educators are also working collaboratively with his grandmother to improve speech and daily communications on learning. James's speech is now improving, and his attendance and routine is regular. Classroom educators are now seeing James working towards achieving most of the Queensland Kindergarten learning outcomes through the play-based curriculum provided at Deadly Kindy Waterford West. By creating a secure, respectful and nurturing environment the team was able to build better learning outcomes for James.

**Individual's names have been changed to protect our clients' privacy.
Stock photos. Posed by models.*



Looking ahead

- We will open a second kindy group at Gundoo Mirra for children living in and around Acacia Ridge in 2022.
- We will arrange more excursions in the community to maximise learning opportunities.
- We hope to collaborate with Waterford West State School for future joint activities with Deadly Kindy Waterford West.
- The team at Gundoo Mirra would like to connect more with the Murri School and invite older students to read and dance for our children at kindy.
- We aim to promote healthy and independent food preparation in kindy. While our Food Security report showed that our children are having breakfast before kindy, some lunchbox choices rely heavily on packaged foods. We will introduce opportunities for the children to prepare fruit, vegetable and cracker snacks and work towards introducing a weekly cooking experience. We will also invite Bruce from Murri Tukka to help us incorporate bush foods from our garden.
- We will revive our 'Little Free Library' at Gundoo Mirra to help families read more and look at exciting ways to engage children with our book borrowing system.
- We will continue to develop our cultural learnings and work with our families to embed language and customs into day-to-day interactions.



Our youth our future



ATSiCHS
YOUTH
SERVICE

Based in Brisbane and Logan, our youth services focus on building capacity of young people and helping them to reconnect and/or strengthen connections with their family, culture, communities and support networks.

We provide a range of services to young people between 8 and 21 years for case management, after hours outreach, diversionary programs and links to health services.



Our young people

506 young people received case management or access to information and referral support across the Brisbane, Logan, Beenleigh, Bayside and Browns Plains areas.

1442 instances of transport from the Brisbane CBD and Logan to a place of safety

4004 instances of engagement with young people in the Brisbane CBD and Logan

9 nights* of diversionary activities facilitated by Rekon, providing a safe alternative for young people engaging in risky behaviour with 150 attendees

* Due to COVID-19, our ability to deliver programs became difficult with restrictions. However, AYS was able to provide nine nights of diversionary activities facilitated by Rekon. In total, we diverted 150 young people from the Brisbane CBD to our diversion program.



Highlights of our work this year

- We collaborated with Murri Watch and Youth Justice to support an Under 16s boys' team to play in the Queensland Murri Carnival.
- Our case management staff worked with young people to provide information, ideas and activities to do at home while COVID-19 restrictions were in place.



Co-responder

In the past 12 months, our AYS Co-responder established a positive presence in the Brisbane CBD. Our Co-responder advocates for our young people when they are engaging with police and providing support when needed.

Our Co-responder received **130** referrals from Queensland Police Service/Child Protection Investigation Unit to assist young people.



Our work in action

A 14-year-old named Joe* was referred to AYS by the Community Youth Response program due to concerns about regular absence from home and time spent in the Brisbane CBD. This behaviour was increasing the person's risk of health problems from chroming as well as legal consequences.

After Joe accepted support being offered, AYS referred services to improve his school attendance, relationships and challenges at home, as well as health and wellbeing needs.

AYS ensured culturally sensitive support and advocacy throughout Joe's journey alongside his Paediatrician, Speech Pathologist, Occupational Therapist and Psychologist, who all assisted with schooling, housing and legal issues. AYS listened to Joe and his hope of being involved in safe and healthy activities. To overcome his feelings of boredom, the team helped Joe to get involved with rugby league. Mum was also integral in Joe's healing at home by being fully supportive of the of AYS. Joe started playing rugby league, which had a positive flow-on effect in many areas of Joe's life and significantly improved his overall sense of self. His mum saw positive changes in the home. Joe was more present and less inclined to get involved chroming and offending in the city.

**Individual's names have been changed to protect our clients' privacy.
Stock photo. Posed by model.*



Looking ahead

- AYS Brisbane and Logan teams will use specially created Narrative Assessment Tools to provide a more culturally sensitive approach when capturing the goals and feedback of the young people receiving case management support.
- Our AYS Logan team will work more closely alongside our Family Wellbeing South team.
- We hope to trial a Family Engagement/Care Coordinator in the Outreach Program. The role will engage families of young people we transport and provide information on our services and programs. The position will include liaising with centre managers/security at shopping centres where young people meet and provide information on our outreach services, including transport and support.

A deadly choice is a healthy choice

The Deadly Choices team provides programs for the community and young people within local schools, focusing on prevention and early intervention with the aim of closing the gap for Aboriginal and Torres Strait Islander health. Deadly Choices provides the following education programs to the community:

- Healthy Lifestyle is an eight-week program for primary and high school students that addresses chronic disease, nutrition, physical activity, harmful substances and healthy relationships.
- Tobacco Education is a six-week program for high school students and a seven-week program for primary school students that explores tobacco use and its acceptance and impact on community.
- Good Quick Tukka is an eight-week program for primary and high school students that looks at eating healthy. Participants learn about the five food groups and how to cook healthy meals for themselves and their families.
- Junior Traditional Games is a seven-week program for Prep to Year 3 students, taking in traditional games, traditional culture and living a deadly life.



A DEADLY CHOICE
Deadly Choices[®]
IS A HEALTHY CHOICE

Our clients

1436 clients (programs and stalls)

49 programs (increase 26%)

444 program participants (increase 22%) which led to 251 annual health checks (715) (increase 55%)

192 tobacco stalls (increase 21%)

1019 tobacco surveys collected (64% increase)

992 tobacco stall participants

1212 pledges from tobacco stalls collected (54% increase)

Highlights of our work this year

- Over 700 people attended the Deadly Choices Family Fun Day at Logan Gardens in April.
- The Senior Indigenous Games at Broncos Leagues Club saw 70 Elders from across Brisbane get involved.
- We had 34 children walk players out and have a halftime game at the Queensland Firebirds Reconciliation Round.
- Over 150 students from across the region attended the Deadly Choices Mini Olympics at Queensland Sport and Athletics Centre (QSAC).
- We joined in the Brisbane Lions Reconciliation Long Walk.
- The Deadly Choices Netball Skills session at Logan Indoor Sports Centre saw 75 children get involved.
- We had 112 children attend the Kalwun Basketball Competition on the Gold Coast.



Our work in action in our community

Over the past year, we have provided a higher number of programs in more schools across our footprint. We saw a rise in health checks following the easing of COVID-19 restrictions and the ability to deliver more programs.

Our Family Fun Day was a great success, with all five Deadly Choices regions in South East Queensland helping on the day, as well as ATSICHS Brisbane staff. Over 700 people turned up and enjoyed face painting, live reptile shows, jumping castles and information stalls. Our BBQ was a big hit, and guests were entertained by radio station 98.9FM's live broadcast and our Deadly Choices ambassadors.

We forged a new partnership with the Queensland Firebirds Netball team and the Queensland University of Technology's Netball pathways program. Our students participated in coaching clinics, had a chance to meet players from the Firebirds and now have an opportunity to work their way up the Netball Queensland pathways system.



Looking ahead

- We look forward to increasing our activities with community programs and services when COVID-19 restrictions ease.
- We will participate in community events and open pathways in basketball, netball and football, NAIDOC and the Queensland Murri Rugby League and netball carnivals.
- We will continue to work with all stakeholders to impact early intervention of chronic disease.



Building solid and deadly families

The Family Wellbeing Service (FWS) is a First Nations human services program that aims to improve the health, safety and wellbeing of Aboriginal and Torres Strait Islander children and their families. The program supports families to increase their capacity through strengths-based, person-centred practices while exploring connectedness to identity, culture and community. The concept of the FWS derived from the community's request for a holistic service with a strong focus on culture.



Our families

Families supported

FWS North **313**

FWS South **179**

Total **492**

Children supported

FWS North **331**

FWS South **409**

Total **740**

Highlights of our work this year

Due to COVID-19, we saw increased demand for social housing and support for families experiencing domestic and family violence. To better support these families, ATSICHS Brisbane provided training for all Human Services teams in the Safe and Together model, which aligns our staff with a parent who is not using violence to ensure children and survivors remain safe and together.

FWS South started an outreach family-based therapy to assist in the cultural healing for children and caregivers who have experienced trauma associated with domestic abuse and grief and loss.

FWS North started monthly women and children's groups in February. The groups are held at the Mt Gravatt PCYC and open to community as well as families we support. This space provides women and their young children an opportunity to get together, meet new people and learn new skills each month.



Our work in action in our community

Case study 1

The FWS South received a referral from the Family Participation Program for a family currently on a Protective Supervision Order with Child Safety. Amber* had an extremely damaged relationship with the Department of Child Safety, growing up in the child protection system herself. This experience had influenced a sense of distrust of all services and had left the family feeling isolated and unsupported. Over the past six months, the FWS South team had the privilege of walking alongside the family to achieve identified goals in the case plan and begin to support the repair of the fractured relationship the family had experienced with the Department and other support services. This resulted in Amber allowing Child Safety to enter the home and engaging in peaceful and meaningful conversations.

Amber has now secured her own rental accommodation, has full-time childcare for her daughter, aged two, and engaged in counselling for the first time in her life, explaining how beneficial she found the service. Furthermore, Amber would now like to explore mental health support through psychology and psychiatry and engage in health services such as regular GP appointments and dental health through ATSICHS Brisbane, as she has significantly less anxiety around accessing services. Child Safety has now closed the case with the family, and Amber is transitioning out of the FWS program with more confidence as a parent.

**Individual's names have been changed to protect our clients' privacy.
Stock photo. Posed by model.*



Case study 2

Single mother Julie* and her two young children were referred to the FWS North program due to extreme domestic and family violence (DFV) they experienced. Their perpetrator was incarcerated due to the ongoing breaches, and FWS provided Julie with support to move into safe housing. We assisted the family in accessing a number of resources and worked in partnership with the Domestic and Family Violence Service (DFVS), Friends with Dignity and Baby Give Back.

Julie has a limited support network, so we linked her up with Beyond DV who offer various programs and activities for survivors of DFV. We supported Julie to re-enrol her children at day care which gave her free time to pursue her goals. Julie identified that she would like to get her licence, which would enable mobility, and our team assisted throughout the process. Julie has also been working with our in-home counsellor and found this beneficial due to the trauma she experienced.

We have also supported Julie with safety planning and psycho-education around DFV and have been liaising with Brisbane Domestic Violence Service (BDVS) to strengthen the security of the family home in the event the perpetrator is released.

Due to their experiences, Julie and the children had not attended health services regularly, so we engaged the family with the Woolloongabba medical clinic to ensure their health care needs are fully met and the children's immunisations are up to date. We aim to continue working with this family to achieve their safety, protection and belonging needs and meeting their goals as a family.

**Individual's names have been changed to protect our clients' privacy.*

Looking ahead

- FWS North is looking forward to running the Shark Cage program early next year. This program is aimed to empower women affected by domestic violence and will help them to identify forms of abuse and teach boundary setting based on feelings within the body/physical responses.
- FWS South will continue its strong focus on in-home therapy to support families who have experienced domestic and family abuse. The team is also progressing programs around supporting young people to explore their own cultural identity, while ensuring their connectiveness to community. The team is continuing to provide in-home support to families who are experiencing hardship in these uncertain times. Staff will also take part in training to engage fathers in the person-centred planning process.



Helping our families to have a voice and be heard

Dealing with child protection can be hard; that's where we help.

Our Family Participation Program (FPP) supports families every step of the way when involved with the Department of Child Safety. We support our families to actively participate in child protection planning and decision-making processes where families exercise their right to self-determination and their voice is kept at the centre of planning and helping keep kids home and safe.

The program aims to support Aboriginal and Torres Strait Islander families with children and young people under 18. It includes those subject to a child protection notification and children and young people who are already subject to ongoing intervention within the child protection system.

A key function of the program is the facilitation of independent Aboriginal and Torres Strait Islander Family Led Decision-Making (ATSIFLDM). In this process, authority is given to parents, families and children to work together to solve problems and lead decision-making in a culturally safe space.



Our families

	North	South	Total
Total children worked with	439	302	741
% of children who identify as Aboriginal and/or Torres Strait Islander	99%	88%	Average of 93.5%
Total families worked with	138	120	258
Total referrals received	179	119	298
Total interventions and assessments that resulted in an Assessment and Outcome of Child not in need of Protection Decision	43	48	91
ATSIFLDM processes completed	79	96	175
Total reduced intervention	138	105*	243

*15 clients withdrew consent/transferred out of region

Highlights of our work this year

- Incorporating the *My Storyline* and other narrative assessment tools and prompts in FPP practice. *My Storyline* is completed with the family during the early stages of engagement. The tool gives the family an opportunity to share their story and gives the FPP Practitioner a chance to hear and understand the family's past and current circumstances. The tool allows the family to identify the key areas that are going well and where they would like support. The family will scale how they are going and then identify their priorities and determine their goals and actions.
- Working with stakeholders to roll out a strong Intervention and Assessment response across the Logan region.
- Participating in weekly HALT Collective discussions to keep families out of the child protection system and ensuring the right community support is provided at the right time for our families.
- Introducing ATSIFLDM processes in the investigation and assessment space, which ensured a greater focus on early intervention and active efforts to keep our children out of the child protection system.
- We joined other Aboriginal and Torres Strait Islander community-controlled programs in Brisbane for the Unborn Reform strategy to develop a plan to address the over-representation of Aboriginal and Torres Strait Islander unborn notifications that result in Child Safety intervention.
- In October 2020, we opened the Brisbane North Community Hub at Chermide to cater for families on Brisbane's northside.



Our work in action in our community

Case study 1

A young mum was referred to FPP for unborn intervention and assessment. This mum was a child in care for most of her childhood and all of her adolescence. Mum already has another child in care on a long-term guardianship order, and it was highly likely that Child Safety would remove the new baby child once Mum had birthed. Child Safety's worries related to drug use, mental health, domestic violence and criminal activity.

FPP was able to commence engagement with this young mum. FPP linked her into the Birthing in Our Community Program and ATSICHS Brisbane's Family Wellbeing Service. FPP planned with Mum and Child Safety to mitigate the risk of removal. Because of Mum's positive change, motivation and willingness to engage in support, the newborn baby was not removed from Mum's care. The baby went home with Mum, and Mum agreed to work with Child Safety under an Intervention with Parental Agreement. This young mum is now parenting her baby and is engaged with services for support to achieve health and wellbeing goals for herself and her baby.





“I can’t say thank you enough;
you have made it possible for
my family to stay together.”

“That was awesome. I have
never felt listened to like that
before. Thank you.”

Case study 2


An unborn intervention and assessment came in as a 24-hour response. Mum was incarcerated and had given birth to a little girl. Mum had organised for her brother and his partner to have the baby, but Child Safety had concerns around the family's ability to care for baby due to historical domestic violence and criminal history.

Child Safety had drafted a Temporary Assessment Order, but FPP was able to facilitate an urgent FLDM meeting with Mum, prison staff, Child Safety and the family. In the meeting, the family developed a family plan for baby to be discharged to her Uncle and return to community. The family was able to identify family and network members who would be able to support and care for baby back home, as well as local services to support the Uncle and Aunty to address any of their or baby's health and wellbeing goals.

FPP was also able to get all the essential baby items needed for baby through Baby Give Back, which was provided to Uncle. Uncle, Aunty and Mum were able to care for baby and bond with baby at the hospital for the first three days of baby's life. Baby is still cared for in line with Mum's wishes under a family arrangement. The family is doing well at home and are keeping in contact with mum. Child safety's outcome was 'child not in need of protection' with no ongoing child safety intervention.



Looking ahead

- We are looking to expand our program to further service our Brisbane north and south regions.
 - Implementing and fine-tuning the scope of work within the Unborn Program.
 - Continuing our journey to track our client's experience and outcomes for future planning for the program.
 - Boosting partnerships in the community to increase FPP's visibility in the sector.
 - Rolling out a series of child protection educational videos for community.
- 



Supporting vulnerable women and children

Joyce Wilding Hostel (JWH) continues to build on its legacy of providing vulnerable women and children with the opportunity to transition into stable accommodation.

As an 18-room, 27-bed facility providing short-term accommodation, we are committed to continuously improving the quality of service delivery and supporting people who access the hostel. Despite the complexities that arise from providing emergency and crisis accommodation, we are dedicated to ensuring our residents access a safe and supportive space. In addition, we encourage and assist families with their transition to stable and secure accommodation.



Our clients

Total number of residents

235

We supported **102** women and **133** children

Total number of referrals

484

We supported **76** women and children transition into stable accommodation

Referral sources are mainly non-government such as Micah, YFS, HART4000 and HHOT with government organisations such as Centrelink, Child Safety and PA Hospital.

Average occupancy rate

96%

Highlights of our work this year

- A playground was added to the hostel, bringing joy and outdoor activity for children.
- 4 Voices delivered a pamper day for our women and provided a beautiful lunch afterwards.
- A special Mother's Day lunch was held.
- JWH received many toy donations from local businesses for the children at Christmas.
- Weekly visits from Deadly Choices, 4 Voices, Access Van and Helping Hands assisted residents in identifying resources they required to rebuild their lives and create a stable future.

Our work in action in our community

We supported our mums in enrolling their children and ensured they attended with all necessary school supplies. Zephyr Education supported the children with donations of books, bags, hats, socks, leather school shoes, lunch boxes and drink bottles.

We have assisted over 29 families to secure stable accommodation.

Looking ahead

- We will expand the footprint where we provide crisis and emergency accommodation for women and children.



Empowering our youth and families

Youth Justice Family Led Decision-Making (YJ FLDM) supports Aboriginal and Torres Strait Islander young people and their families to voice and lead the decision-making that influences their youth justice outcomes.

We work in collaboration with the Department of Youth Justice to actualise their *Working Together Changing the Story: Youth Justice Strategy 2019-23* action plan.

Under this plan, ATSICHS Brisbane was selected to trial the program for Brisbane South from July 2019 to June 2020. The YJ FLDM trial sites were granted an extension from July 2020 to June 2021.

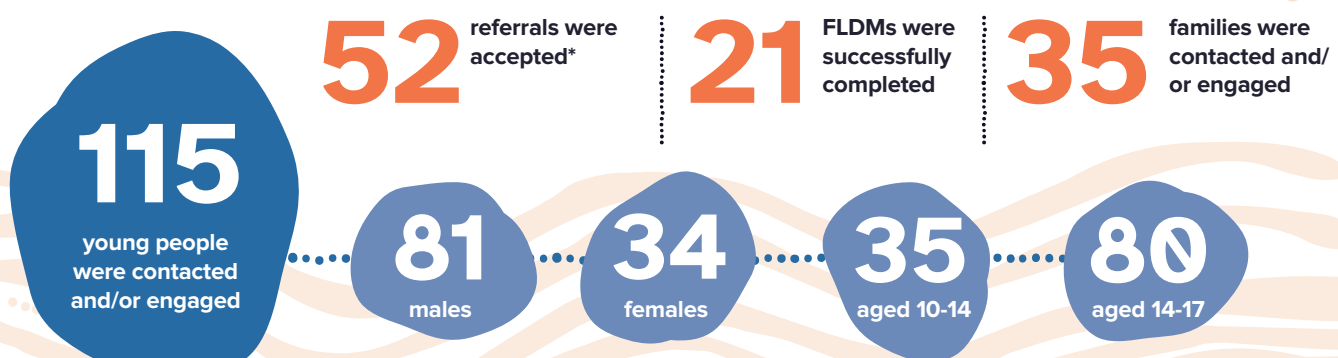
The strategy's plan focussed on four priority areas to strengthen the response to youth crime in Queensland. These include:

- 1 Intervene early
- 2 Keep children out of court
- 3 Keep children out of custody
- 4 Reduce re-offending.

YJ FLDM works with young people aged between 10-17 years who:

- have been referred to a Restorative Justice Conference and are suitable for an Alternate Diversion Program (ADP)
- are remanded in custody with at least six weeks remaining until their sentence
- are on a custodial or community-based Youth Justice Order.

Our families



*Referral sources: Self-10, Youth Justice-31, AYS-9, School-2.

The number of young people engaged by YJ FLDM increased by essential service delivery during COVID-19 lockdowns. Sixty-three of the 115 young people engaged were in the Brisbane Youth Detention Centre (BYDC). These young people were engaged and provided with information, advice or a referral.

Highlights of our work this year

- Facilitating the voices and choices of young people and their families to be heard and ensuring that they have a seat at the decision-making table.
- Navigating the Youth Justice system and providing opportunities for YJ FLDM to be utilised.
- Improving working relationships with Youth Justice and other stakeholders.
- Continuing to support marginalised young people and their families during COVID-19 lockdowns.
- Visits Beyond Visits training to access BYDC consistently.
- Engaging in Community of Practice with other YJ FLDM service providers, including Kurbingui, Goolburri and Wuchopperen.

Looking ahead

- Strengthen community-based referrals to embed FLDM as an appropriate response for supporting young people and their families.
- Establish referral pathways that are not reliant on Youth Justice referrals.



No shame in talkin' about it

Our Social Health team is a trauma-informed, healing aware and culturally safe multidisciplinary team of Psychologists, Social Workers, Group Therapists, Care Coordinators, and Counsellors. We provide evidence-based social and emotional services for Aboriginal and Torres Strait Islander adults, children and young people living in the greater Brisbane and Logan area.

We provide free social health services to adults, children and young people across various ATSICHS Brisbane sites.

Our Care Co-ordinators also respond to mental health crisis support, including housing support, food security, employment access, education and training, substance misuse, domestic violence and safety concerns and financial stress. The majority of our clients are fully case managed and supported alongside group therapy, psychology or counselling sessions.



Our clients

12,007
clients bookings

We provided 8,533 episodes of care



Highlights of our work this year

- We launched men's group sessions across multiple sites in Logan and Brisbane.
- Our Child Psychologist rolled out a school outreach program.
- The Logan Social Health Hub opened in January.
- Our Women's Groups at Logan and Woolloongabba recommenced.



Our work in action in our community

Case study 1

Our Psychologist has been seeing a middle-aged male client at the Logan Social Health clinic. This client has had a history of complex trauma and currently suffers from depression. He admitted that he was the type of person who kept his struggles to himself, as he didn't want to burden anyone with his concerns.

With the encouragement of his GP, he came to see our Aboriginal Psychologist for appointments. This was the first time he ever talked to a mental health professional, adding that he felt comfortable and was surprised by how much he opened up.

This client has been coming back for multiple sessions and hasn't missed a single session. More recently, he has started to make more of an effort in his personal life to open up to others close to him and is also going to our men's group run by Dr Deion.

Case study 2

Our Care Coordinator Amy and Clinical Psychologist Dr Keely engaged with an 18-year-old non-binary Aboriginal person who reported significant benefits from our service. They presented with complex post-traumatic stress disorder (PTSD), borderline personality disorder and poly-substance abuse. They struggled with flashbacks, dissociation, emotional dysregulation, self-harm, risk-taking behaviours, interpersonal difficulties and chronic suicidality with frequent hospital presentations (often on a weekly basis).

Amy assisted the client in navigating community services, securing stable accommodation and developing independent living skills. With Amy's support, the client was able to leave a chaotic home environment, maintain a private rental lease, access Centrelink supports and plan vocational activities. The client has recently made plans to engage in a farm volunteering opportunity and intends to commence TAFE next year.

Dr Keely provided weekly sessions focused on reducing suicidal behaviour and substance use, improving emotional regulation and addressing trauma symptoms. The client has reported increased confidence navigating crises without harmful behaviours. Hospital presentations and suicide ideation significantly reduced. The client has reported an improved mood, fewer dissociative episodes and increased hope for the future.

Stock photo. Posed by model.

Men's groups

We deliver several social and emotional wellbeing and men's health groups for Aboriginal and Torres Strait Islander people living in the greater Brisbane and Logan area. The men's groups are coordinated by our Sociologist Dr Deion and are designed to be a safe place where men in our community can meet to discuss and celebrate being a man.

Focus of the groups

Come together
as men of colour

Discuss social
factors shaping
men's health

Share the
experiences of
boyhood and
fatherhood

Social determinants that
can place Aboriginal
and Torres Strait Islander
men at great risk

Build
men's social
support networks

Discuss the unique
needs of 'men of
colour in distress'

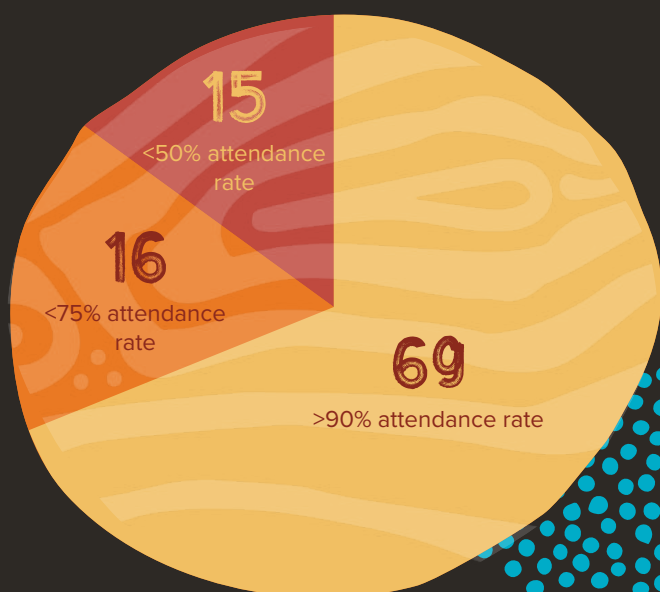
Give Aboriginal and
Torres Strait Islander
men a voice

52 MEN

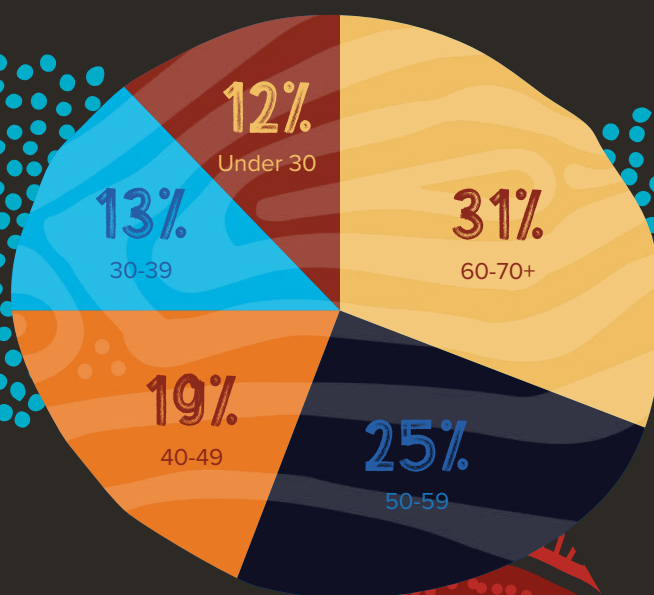
referred to the
men's groups



Percentage of regular attendance



Age of men



Group discussion outcomes

100%

Improved social and emotional wellbeing

92%

Increased social skills

89%

Improved peer relationships

48%

Reduced behavioural problems

92%

Improved temperament

Looking ahead

- Assist more children in accessing play therapy groups, which will help them self-regulate, build trauma resilience, and increase school attendance.
- We aim to provide more access to trauma aware and healing informed family therapy interventions.

Looking after our elders

Jimbelunga Nursing Centre provides residents with the highest standards of aged care in a supportive and caring environment and culturally appropriate framework.

We are focused on improving and expanding to meet the growing demand for culturally appropriate residential aged care services in Brisbane and Logan, underpinned by an ageing population and increasing demand for higher care services.

Bed capacity and licensing for 74.

Over the past 12 months, Jimbelunga has had 31 admissions and 25 discharges.



Our residents



34
Females



36
Males

73% of residents identify as Aboriginal or Torres Strait Islander

30% of residents are eligible and/or receiving NDIS

23% of residents are under the age of 60

94% of residents under the age of 60 are Aboriginal or Torres Strait Islander

44% of residents were previously homeless or at risk of homelessness

17% of residents are financially contributing to their own care

75% of the 12 residents that are financially contributing to their own care are Aboriginal or Torres Strait Islander

39% of residents have a diagnosis of dementia



Referrals

We have been focusing on increasing Aboriginal and Torres Strait Islander referrals through our existing channels. The work of our Admissions Officer and the ATSICHS Brisbane medical clinics has resulted in 38% of our Aboriginal and Torres Strait Islander admissions.

Highlights of our work this year

- We held our first NDIS information session to offer support and services to our residents.
- Our AIN Colleen Tonking celebrated her 25th anniversary of working at Jimbelunga.
- We held a workshop at Woolloongabba facilitated by QUT to document our Jimbelunga Model of Care.
- Our nursing staff completed a workshop by Dementia Australia, which allowed staff to see the world through the eyes of a person living with dementia utilising high-quality virtual reality technology.
- We received a visit from St Joseph's College Gregory Terrace students who heard Aunty Laurette's story about being a part of the stolen generation. The students also took part in a sketching class with residents and played a game of touch football in the courtyard.
- Throughout COVID-19 restrictions, we worked well together as a community to ensure the physical, emotional and psychological safety and wellbeing of the staff and residents.

Looking ahead

Jimbelunga is continuing to prioritise and increase its Aboriginal and Torres Strait Islander occupancy. Since the employment of an NDIS and Admission Coordinator, our waitlist has increased over the past six months. This includes referrals from the Care Coordinators and Community Liaison Officers, increasing prospects of Aboriginal and Torres Strait Islander people on our waitlist.



Connecting with our community

At ATSICHS Brisbane, we value our community. They are at the core of everything we do and help shape our strategic direction and vision. This past year has highlighted, more than ever, the necessity for us to get out and liaise with our community.



Our key highlights

Health promotion

We promoted dental health, men's and women's health, diabetes and mental health throughout our clinics, at community events and on social media and our website. Our campaigns aim to empower Aboriginal and Torres Strait Islander people to make healthy choices for themselves and their families.

Walking groups

This year we partnered with the Heart Foundation Queensland to launch walking groups across all our medical clinics to encourage clients to stay fit and healthy and build relationships with other members of the community.

NAIDOC week

Due to COVID-19 restrictions, we celebrated NAIDOC Week in November 2020 with special Elders lunches headlining our week of festivities. Our program areas also hosted and attended community events throughout Brisbane and Logan to engage with community and promote our services.

Men's and women's groups

Our Family Wellbeing Services and Social Health teams launched men's and women's groups to provide our clients with opportunities to come together and yarn with other members of our community and participate in fun activities.

Logan Family Fun Day

Our Deadly Choices team hosted a Family Fun Day for our community in Logan. Over 700 people attended and enjoyed community stalls, a BBQ, reptile display, music from music station 98.9fm and meeting Deadly Choices ambassadors.

Community sponsorship

We are proud sponsors of the Logan City Hawks and Brisbane Natives rugby league clubs. Both clubs have once again committed to our We Say No More campaign and to zero tolerance of domestic and family violence.





Elders Support Program

We continued our Elders Support Program, assisting Elders in Logan and Brisbane during the COVID-19 pandemic.

Our team supported our elders by:

- making medical or telehealth appointments
- picking up shopping or medicines
- organising transport to medical appointments, other health professionals and the pharmacy
- providing meals or food packs
- arranging referrals to health and specialist services
- checking in regularly on their wellbeing
- having a friendly yarn.

Young, Black and Proud Scholarships

Our Young, Black and Proud Scholarship (YBPS) supports and celebrates the talents and strengths of young Indigenous people who exhibit outstanding talents but may lack the support and resources to reach their full potential.

We partnered with the Queensland Family and Child Commission (QFCC) for the third year in a row to award 13 scholarships in Greater Brisbane, helping our young mob pursue their artistic, sporting and education and training dreams.

Among this year's scholarship recipients were future nurses, leaders, mechanics and architects, as well as aspiring performers and designers. We were also able to support our future sports stars from diverse fields, including water polo, football and volleyball.

Meet Lillielle

Lillielle is a proud Bundjalung woman and talented and passionate sportswoman. At 13 years old, Lillielle is currently captain of her touch team and was a part of the Indigenous U14 girls' touch team at the Queensland All Nations Touch Tournament. Lillielle hopes to use her scholarship money towards her training, uniforms and competition.



Key statistics:

282

Elders supported

21,527

meals delivered to elders

2348

Elders transported

693

referrals to clinicians

16,060

welfare checks



Our digital community



We connect and engage with community every day through our social media platforms and websites. Over the past 12 months, we have utilised these channels to disseminate timely and important COVID-19 information and updates and encourage mob to get involved in our health promotion campaigns, services, and events.

Twitter

Followers:

1356

Average monthly impressions:

12,480



LinkedIn

Followers:

904

Engagement:

1048



Facebook

Followers:

4559

Our fans:

83.1% women

16.9% men



Website

Sessions:

95,458

Users:

69,275

Page views:

210,174

New users:

67,595



Instagram

Followers:

1624

Our fans:

79.3% women

20.7% men

Shaping our digital transformation

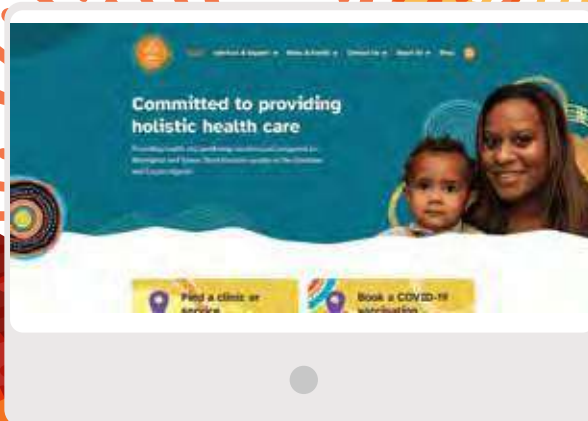
The information technology (IT) team drives the development and implementation of technology and infrastructure to support our programs and services across ATSICHS Brisbane.

Highlights of our work this year

- Implemented online booking system to support COVID-19 and influenza vaccinations for community.
- Launched a new-look ATSICHS Brisbane website.
- Expanded our team to better service internal requirements for the organisation.
- Introduced technology to support the delivery of frontline functions, benefiting multiple programs across the organisation.
- Launched new IT systems for payroll, recruitment and accounts payable to improve operational efficiencies.

Looking ahead

- Working on more ways for our community to interact with ATSICHS Brisbane digitally.
- Working to centralise our systems and data to better respond to client needs.



Listening to our community

Since its inception, our community feedback initiative 'Tell us what you think' has continued to grow and evolve. Over the past 12 months we have collected 1303 responses from our services and programs.

Our commitment to continuous quality improvement plays a fundamental role in developing essential programs and services for our community. In turn, our community helps shape our business through feedback which is vital to our processes, systems and strategic outcomes.

Overall satisfaction

1303

**COMMUNITY MEMBERS
PROVIDED FEEDBACK ON:**

- variety of services provided
- wait time for services
- friendly and warm staff
- overall satisfaction
- would recommend to a family member or friend



“Staff made me feel so welcome that I recommend your service to everyone. Thank you.”



Your opinion matters

Following up on your feedback is important to us. Here are some of the improvements we have made directly from our community feedback.

WHAT YOU SAID	WHAT WE DID
We would like to be more comfortable while attending the Woolloongabba medical clinic.	We included a drinks station with tea and coffee facilities as part of the clinic redesign.
I can only visit the medical clinics outside of business hours.	In the next 12 months we will trial late night opening hours during the week.
There's no staff to help with my appointments at the new Logan Social Health Hub.	We employed an onsite Receptionist to assist with sign-ins and other administration.
The medical clinic staff are always too busy to speak to me.	We created Practice Support Supervisor roles in each clinic to help with the flow of patients through the clinics.
You asked for more information about COVID-19.	We secured funding for information packs for our patients and clients.



95.5%

OF OUR CLIENTS WOULD
RECOMMEND US TO
FAMILY AND FRIENDS

85%

OF OUR HUMAN
SERVICES CLIENTS FELT
WE WERE KIND AND
COMPASSIONATE

84%


OF OUR HUMAN
SERVICES CLIENTS
FELT WE MADE
THEM A PRIORITY
AND FOLLOWED
THROUGH WITH
WHAT WE SAID

76%

OF OUR HUMAN
SERVICES CLIENTS
FELT WE HELPED THEM
REACH THEIR GOALS

87%

OF OUR HUMAN
SERVICES CLIENTS
FELT WE LISTENED AND
UNDERSTOOD THEM



“I can’t thank the team enough for supporting me through my health journey. I feel like a new person. Much respect and blessings to you all.”

Our financial health

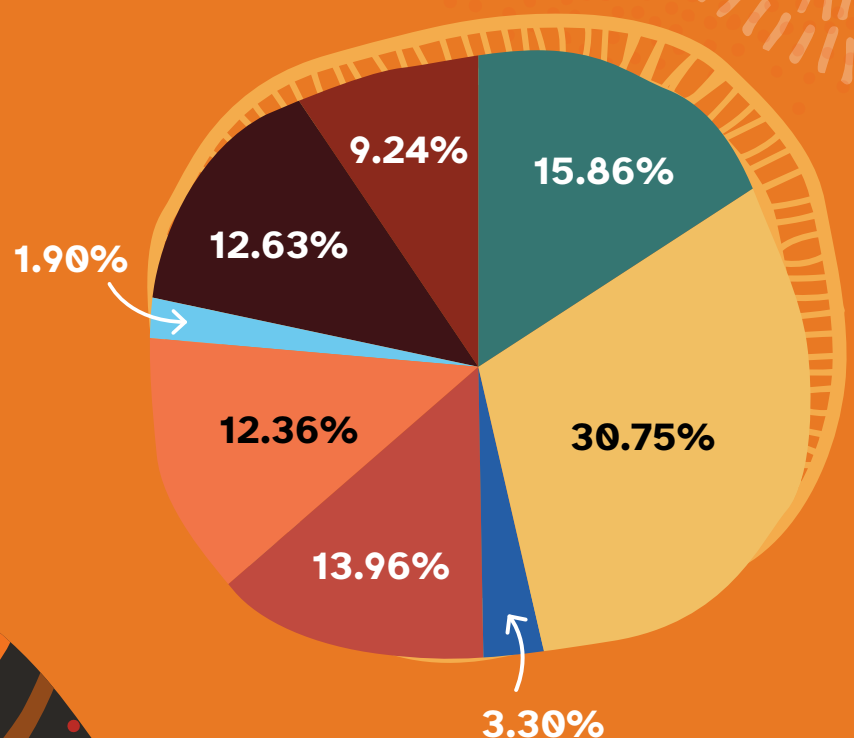
We continue to build on our financial base, ensuring sustainability, growth and expansion of our services and programs for our people and our community.

Where our money comes from

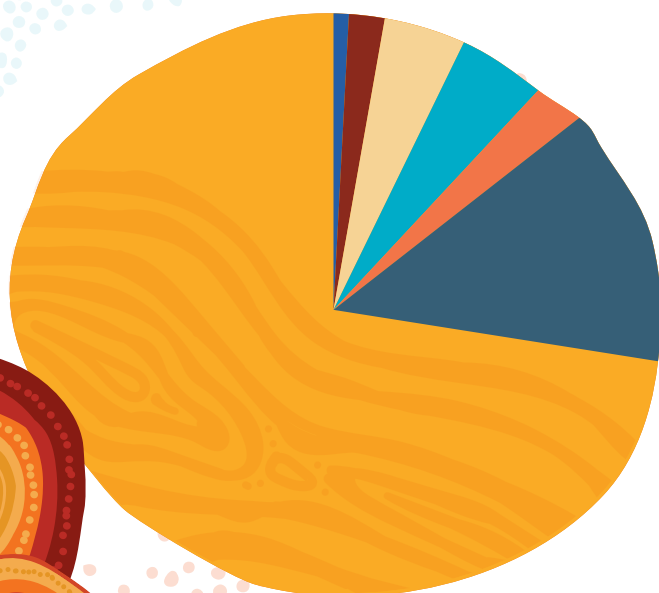
Our main source of funding is provided by State Government grants. This includes the Department of Communities, Housing and Digital Economy, the Department of Children, Youth Justice and Multicultural Affairs, the Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships, and the Department of Education. At a federal level we are funded by the Department of Health and Department of Prime Minister and Cabinet. We also receive money for several programs from IUIH and generate money through Medicare.



What	Amount (\$)
Commonwealth Government	7,324,924
State Government	14,207,200
IUIH grants	5,834,620
Medicare income	5,711,162
Dental Services income	876,258
Early Childhood income	1,522,323
Jimbelunga Nursing Centre income	6,451,039
Other income	4,268,812
TOTAL	46,196,338



Where our money goes



72.54%	\$30,825,736 Employee benefits expense
13.04%	\$5,541,861 Other expenses from ordinary activities
2.54%	\$1,080,218 Administration expenses
4.85%	\$2,063,034 Occupancy expenses
4.25%	\$1,806,601 Depreciation and amortisation
2.08%	\$885,319 Motor vehicle expenses
0.69%	\$293,135 Assets write-off

TOTAL (100%)
\$42,495,904

Our Medicare income

We work hard to deliver sustainable services for the future of our community. Each year we reinvest our income from Medicare into our services and developing new programs.



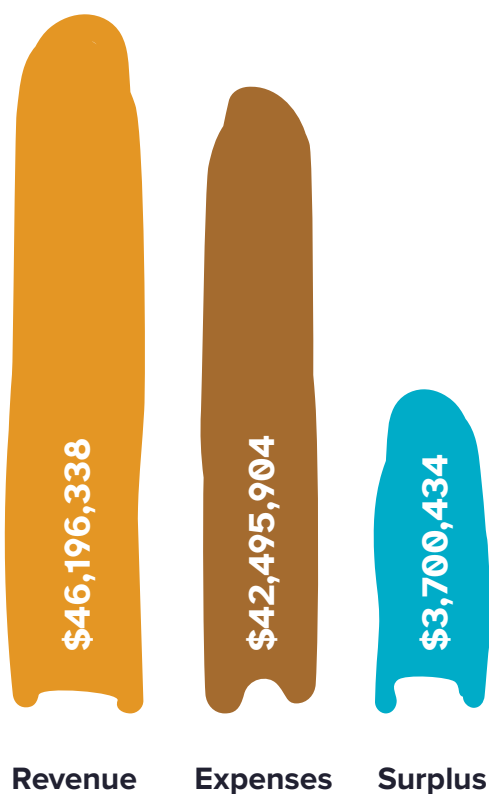
MEDICARE
\$5,711,162



DENTAL
\$876,258



Our financial performance



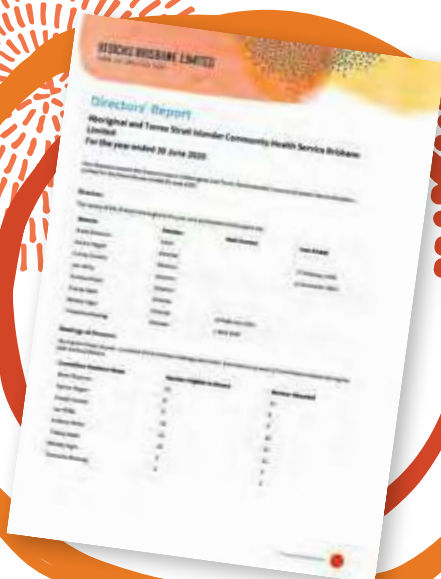
Our financial position



2020-21 Financial Statements

A full copy of our 2020-21 Financial Statements is available from our website at www.atsichsbrisbane.org.au.


If you would like a hard copy, please email marketing@atsichsbrisbane.org.au.







Contact us

Aboriginal and Torres Strait Islander Community
Health Service (ATSICHS) Brisbane Ltd

 55 Annerley Road (PO Box 8112)
Woolloongabba QLD 4102

 3240 8900

 admin.reception@atsichsbrisbane.org.au

 3391 6196

For more information about ATSICHS Brisbane,
visit our website at www.atsichsbrisbane.org.au

To get a copy of this report you can download it from our
website or email marketing@atsichsbrisbane.org.au

   [atsichsbris](https://www.instagram.com/atsichsbris)





Our Community

Our Work

Our Stories

