



**Our Community
Our Future
Our Way**

**Annual Report
2023-24**



**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 and images of
deceased Aboriginal and Torres Strait Islander peoples.*

*We acknowledge artists Elaine Chambers-Hegarty, Casey
Coolwell-Fisher, Leah Cummins, Dylan Sarra, and Chloe
Watego, whose artworks are featured in this publication
with their permission.*

Contents

4	A message from our Board Chair
5	A message from our CEO
6	Our Board
7	Our strategic plan
8	At a glance
9	Our reach
10	Our key highlights
12	Primary Health Care
14	Dental
16	Jajumbora Birthing in our Community
18	Deadly Kindy
22	Jajumbora Children and Family Centre
24	ATSICHS Youth Service
26	Deadly Choices
28	Family Participation Program
30	Family Wellbeing Service and Intensive Family Support
32	Nyanya Munjindei – Delegated Authority
34	Brighter Futures (Extended Post Care Support)
36	Support Services
38	Housing Services
40	Social Health
42	Jimbelunga Nursing Centre
46	Corporate Services
50	Research
52	Connecting with our community
54	Your feedback
56	Finance and Asset Management



A message from our Board Chair

On behalf of the ATSICHS Brisbane Board, I am proud to present our 2023-24 Annual Report. This report highlights the achievements, milestones, and recognition our organisation has earned over the past year, showcasing the hard work and dedication of our staff, who consistently deliver exceptional services and drive positive outcomes for our community.

It is a privilege to step into the role of Board Chair, working alongside Anthony Morgan as Deputy Chair, as we guide the strategic direction of ATSICHS Brisbane. We extend our deepest gratitude to outgoing Board Chair, Melody Ingra, for her tireless dedication in leading the organisation through the challenges of the COVID-19 pandemic, shaping our new strategic plan, and celebrating our 50th anniversary. The significant female leadership that ATSICHS Brisbane has benefited from over the past four years will always be recognised and deeply appreciated.

The Board and I are committed to advancing our 2024-27 Strategic Plan, which includes building a sustainable and prosperous future for our people and community, ensuring that our legacy endures.

Over the past 12 months, we have made progress on this commitment by prioritising innovation, fostering partnerships with peak bodies, universities and philanthropic organisations, as well as building our workforce.

A key initiative is our collaboration with the Department of Housing, Local Government, Planning and Public Works on an approved transformative accommodation development in Deception Bay, specifically designed for First Nations people aged 55 and over.

We have also introduced innovative models of care across the organisation, including for our Primary Health, Community Services and Corporate Services teams, as well as improving service delivery through research evaluation.

We are thrilled to announce the upcoming construction of a purpose-built facility at 65 Station Road, Logan Central, which will allow us to expand our services and better meet the needs of our community.

We are also committed to strong governance and risk management to ensure ATSICHS Brisbane remains strong and robust into the future.

It is an honour to serve alongside the Board in contributing to the essential services we provide and improving the health and wellbeing of our community. I would like to acknowledge and congratulate the entire ATSICHS Brisbane team, including our CEO, Senior Management team, and fellow Board members, for their ongoing dedication and the remarkable achievements of this past year.

Keiron Lander

*Credit: Photo above
by Lewis Bin Doraho
(Lewis James Media)*



A message from our CEO

As we reflect on the past year, I am incredibly proud of the strides ATSICHS Brisbane has made in delivering holistic, culturally responsive care to our community. At the heart of our work is our commitment to putting community first, a value embodied in every program and service we provide.

Of equal importance is our history; it grounds us and serves as our guiding principle—it's our why.

Last year, we celebrated 50 years of proudly serving our community, commemorated with a gala dinner, a Brisbane-wide NAIDOC lunch for our Elders and a family fun day for community. Our Deadly Kindy Burragah also marked 40 years of providing culturally focused education to our jarjums, further highlighting our deep roots in the community and continued impact.

This year marks the start of the next 50 years for ATSICHS Brisbane. We have experienced both operational and strategic growth for purpose, particularly in our Community Services area. This has allowed us to further support the health and wellbeing of young people, families and children in Brisbane and Logan.

In April, we opened for operation Mari-Mari-Ba, a 32-unit accommodation facility for women and children. Our facility addresses the high demand for safe, affordable and culturally appropriate housing in Brisbane and Logan. Built on the site of the old Joyce Wilding Hostel, ATSICHS Brisbane is committed to maintaining the strong and historical connection our service has to the community, and we are proud to continue its legacy.

We are also proud to have launched a couple of very important programs that come directly from government policy reform and will support our families to thrive.

Nyanya Munjindei is our Delegated Authority program, which shifts decision-making for families and their children away from government child protection systems and back to community. In addition, our Brighter Futures (Extended Post Care Support) program supports young adults transitioning from care to independent living and so far, we have helped 60 people along this journey.

Our Youth Service team has moved to a new model of care and support that focuses on early intervention for at-risk young people and incorporates an approach that is family-led. This model includes a new programs team who have held 387 programs since its inception.

We also continue to grow in the research space, with our Research team playing a critical role in supporting our vision and purpose. A key project, funded by the Lowitja Institute, focuses on understanding foster and kinship care within community and developing a strong, culturally-appropriate model.

From new programs to record increases in participation and support, ATSICHS Brisbane remains a leader in the community-controlled health and wellbeing sector.

Over the past year, we've seen a substantial increase in patient visits; with approximately 9,000 more appointments and 1,000 more annual health checks. These achievements reflect our ongoing commitment to accessible care for our community.

Our Deadly Choices team has made a significant impact in the early intervention health and wellbeing space, achieving a 34% increase in program participants and ranking as the top-performing team in Australia.

The demand for disability services continues to grow, with a 30% increase in NDIS Access applications and a 68% rise in NDIS participants, demonstrating our expanding reach in supporting community with diverse needs.

Lastly, our Social Health services have provided 20,274 episodes of care and supported 1,989 clients, representing an 88% and 77% increase, respectively.

I know that in my CEO message I can only provide a snapshot of our impact, so please enjoy reading a thorough summary of our programs and services throughout this publication.

I also want to take a moment to acknowledge the ATSICHS Brisbane team. Our achievements would not be possible without our amazing staff. I am grateful for their enthusiasm and passion and wish to thank them for their ongoing dedication and commitment to the health and wellbeing of our community. My work as CEO is made easier with the team I have at ATSICHS Brisbane, and I am excited to see what we can achieve together over the next 12 months.

Renee Blackman

Our Board

Keiron Lander, Chair



Anthony Morgan, Deputy Chair



Karina Hogan



Dane Corowa



Melody Ingra



Andrew Niven



Dr Anthony Lynham



Felicity Wall



.....

To read more about our Board and the extensive experience they bring to our organisation, visit our website atsichsbrisbane.org.au.

.....



Our strategic plan



Our vision

For Aboriginal and Torres Strait Islander peoples to enjoy a state of wellbeing commensurate with our culturally inherent and globally recognised rights.



Our commitment

Building a sustainable and prosperous future for our people and community, ensuring that our legacy endures for generations to come.

Our priorities

Our strategy involves aligning our services with community requirements, and utilising all accessible resources to enhance care, communication and community involvement.

Our objective is to diminish health inequalities and enhance positive health results for Aboriginal and Torres Strait Islander peoples in the Brisbane and Logan area, fostering a more equitable and inclusive society.

Our six priorities will guide our actions to strengthen and support our communities:

- 1 Support the holistic health and wellbeing of our people from the beginning to the end of life.
- 2 Honour Aboriginal and Torres Strait Islander cultures and integrate cultural expertise into all aspects of our operations.
- 3 Enhance and strengthen our organisational sustainability and governance.
- 4 Lead the way in excellence and innovation.
- 5 Grow a strong and culturally supported workforce.
- 6 Build relationships and strategic partnerships across the sector.

At a glance

ATSICHS Brisbane is a not-for-profit health and community services organisation delivering on the unique health and wellbeing needs of Aboriginal and Torres Strait Islander peoples in Brisbane and Logan.

Founded in 1973, we are Queensland's largest, most comprehensive Aboriginal medical health service and Australia's second oldest. Our team pride themselves on providing health and community services, our way. We're committed to creating a flourishing future and lasting legacy for our people and community.



KEY FACTS



OUR ORGANISATION

We have five medical clinics, two dental clinics, a birthing in our community program, disability support services, an aged care facility, crisis housing for women and children, family and child support services, social and emotional wellbeing and family programs, youth services, three kindergartens and a children and family centre.



OUR ALLIED HEALTH 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.



Our reach

Brisbane North Community Hub

- Support Services
- Family Wellbeing Service
- Family Participation Program
- Nyanya Munjindei (Delegated Authority)

Northgate Medical Clinic

Murarie (Head Office)

- Corporate Services
- Executive Services
- Research
- Finance and Asset Management

Woolloongabba

- Medical and Dental clinics
- Social Health
- Support Services

Coopers Plains

- ATSICHS Youth Outreach
- ATSICHS Youth Service
- Brighter Futures (Extended Post Care Support)
- Deadly Choices
- Intensive Family Support
- Youth Justice Family-Led Decision-Making

Mari-Mari-Ba

- Ngumpi Uruue (Housing Services)

Murri School Dental Van

Deadly Kindy Gundoo Mirra

Logan Medical & Dental Clinics

Logan Social Health Hub

Jajumbora BiOC Hub

Deadly Kindy Burragah

Bullang Bujerum

- Family Wellbeing Service
- Family Participation Program
- Support Services
- Nyanya Munjindei (Delegated Authority)

Browns Plains Medical Clinic and Allied Health Hub

Loganlea Medical Clinic

Waterford West

- Deadly Kindy Jajumbora
- Jajumbora Children & Family Centre

Jimbelunga Nursing Centre

Map is accurate as at 30 June 2024

Our key highlights

PRIMARY HEALTH CARE



57,532

**PATIENT VISITS
TO OUR DOCTORS**
↑ 18% INCREASE



7,617

HEALTH CHECKS
↑ 14% INCREASE



JAJUMBORA BIRTHING IN OUR COMMUNITY

171

**BABIES WERE BORN,
OF WHICH 162 WERE
BORN AT TERM**



DENTAL SERVICES

8,925

**PATIENTS IN OUR
CLINICS, TRUCK AND VAN**
↑ 10% INCREASE



12,459

**DENTAL
TREATMENTS**
↑ 11% INCREASE

DEADLY KINDY



**WE CELEBRATED
40 YEARS
OF DEADLY KINDY
BURRAGAH**

JAJUMBORA CHILDREN AND FAMILY CENTRE

887

**COMMUNITY
MEMBERS ACCESSED
OUR SERVICES**



ATSICHS YOUTH SERVICE

387

**PROGRAMS FOR
YOUNG PEOPLE**



95

**YOUNG PEOPLE REDIRECTED
FROM THE BRISBANE CBD TO
OUR DIVERSION PROGRAM**
↑ 40% INCREASE



DEADLY CHOICES



4,391

CLIENTS ATTENDED OUR PROGRAMS AND STALLS

↑ 20% INCREASE

FAMILY WELLBEING SUPPORT AND INTENSIVE FAMILY SUPPORT

1,241

FAMILIES AND CHILDREN SUPPORTED

↑ 57% INCREASE



BRIGHTER FUTURES (EXTENDED POST CARE SUPPORT)

50

YOUNG ADULTS SUPPORTED TO TRANSITION TO INDEPENDENT LIVING



SUPPORT SERVICES



↑ 30% INCREASE

IN NDIS ACCESS APPLICATIONS



↑ 68% INCREASE

IN NDIS PARTICIPANTS SUPPORTED



HOUSING SERVICES



WE OPENED MARI-MARI-BA

WHICH FEATURES A MIX OF 32 STUDIO, ONE-BEDROOM, AND TWO-BEDROOM APARTMENTS

SOCIAL HEALTH

20,274

EPISODES OF CARE PROVIDED

↑ 88% INCREASE



1,989

CLIENTS SUPPORTED

↑ 77% INCREASE

Primary Health Care

Primary health is at the heart of what we do here at **ATSICHS Brisbane**. We have five medical clinics that provide health and wellbeing support to our communities in the greater Brisbane and Logan area, and we pride ourselves on the culturally safe wraparound services we provide.



HIGHLIGHTS OF OUR WORK



This year the team rolled out their phone booking service to our Woolloongabba and Logan clinics, providing more time for the frontline team to engage with community.

They also employed a GP in the regional team to meet the demand of community needs. This GP attends school health checks for all southside clinics to make sure our young people are growing up healthy and strong.

Loganlea clinic commenced a medical receptionist traineeship, which brings our Primary Health Care traineeships up to four, providing pathways for young mob to enter the health care industry.

All five clinics gained AGPAL accreditation and implemented quarterly training for receptionists and practice support supervisors.

A new nurse project role was implemented, focusing on cervical, breast and bowel cancer screening and the team are also now providing fortnightly gynaecology clinics at our Woolloongabba clinic, which is reducing wait times for our community.

Finally, a new model of care is being implemented at our Woolloongabba clinic. This new model will provide better continuity of care for patients.

OUR CLIENTS

14,267

ACTIVE PATIENTS
(3 VISITS WITHIN
THE LAST 2 YEARS)

2,438

NEW PATIENTS
↑ 13% INCREASE

57,532

**PATIENT VISITS
TO OUR DOCTORS**
↑ 18% INCREASE

7,617

HEALTH CHECKS
↑ 14% INCREASE

1,736

CARE PLANS

1,650

**TEAM CARE
ARRANGEMENTS**

2,795

**CARE PLAN
REVIEWS**

1,072

**GP MENTAL HEALTH
TREATMENT PLANS**

114,357

EPISODES OF CARE



OUR WORK IN ACTION

Every morning staff at our Logan clinic would arrive to work and find Uncle Bruce* waiting outside the clinic. He would ask the staff whether he had an appointment that day and sometimes he did, but often he did not. On the occasions he didn't, staff would bring him into the clinic, get him a cup of coffee and a biscuit and make further enquiries about his health and wellbeing. Eventually the clinic's transport driver would take him home, only to find Uncle Bruce back at the clinic later that day asking when his appointment was.

Staff became worried about Uncle Bruce's safety, especially in light of reports of him wandering around the streets at all hours of the night. Uncle Bruce's health care team, comprising a GP, nurse, allied health practitioners and specialists, came together to create a plan that would ensure Uncle Bruce remained safe, healthy and happy. The team decided that the best place for Uncle Bruce to be was at our Jimbelunga Nursing Centre. The clinic's community liaison officer took him out for a visit and he loved it so much that he didn't want to leave.

Unfortunately, before Uncle Bruce could move in, he was required to undergo an Aged Care Assessment Team (ACAT) assessment, but the usual way of conducting this assessment was not possible due to the short time frame. So, Uncle Bruce's GP liaised with the Logan Hospital inpatient team and social worker to get Uncle Bruce admitted as a patient and have an ACAT assessment completed.

Uncle Bruce is now a resident at Jimbelunga thanks to the dedication of his health care team. He is loving being with his friends and family and enjoying all the delicious food provided daily.

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

Dental

We provide culturally holistic dental and denture services to the community from our dental clinics at Woolloongabba and Logan, our Yalburru Dirun dental truck and the Murri School dental van.



HIGHLIGHTS OF OUR WORK

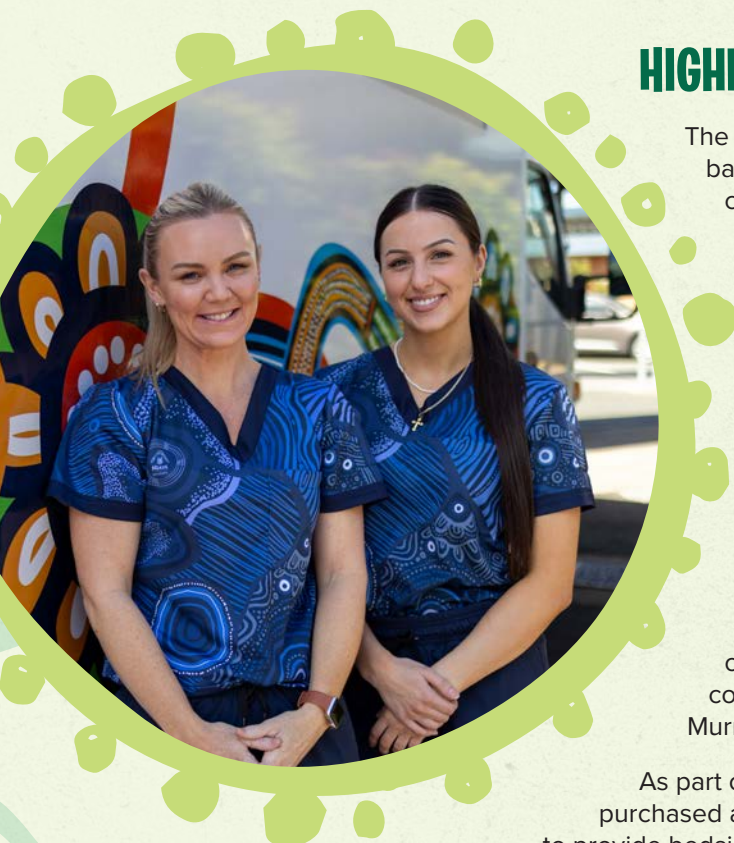
The team had a busy year, expanding outreach and breaking down barriers to make dental services more accessible for Indigenous children. This growth reflects our commitment to improving oral health outcomes and ensuring more jarjums have regular, quality dental care.

Our Yalburru Dirun dental truck celebrated its first birthday in late 2023, and what a year it's been! With a 43% increase in patients over the past 12 months, it's clear the demand is high—so much so that we're adding a second truck. This means we can soon see twice as many jarjums!

Children at Jajumbora Children and Family Centre have benefited from year-round access to dental services, with the truck visiting the centre every school holidays and twice a year for Deadly Kindy kids. Yalburru Dirun will make its first visit to Deadly Kindy Burregah later this year, further extending our reach. Meanwhile, jarjums at Deadly Kindy Gundoo Mirra continue to receive regular dental check-ups, with visits to our Murri School dental van twice a year.

As part of our ongoing commitment to quality and innovation, we have purchased a mobile dental unit for our Jimbelunga Nursing Centre, ready to provide bedside services to our residents. This creates more accessibility for Jimbelunga residents who are unable to visit a dental clinic. We are also implementing software to digitalise our processes and create efficiencies in our dental lab.

Alongside these advancements, community health and education remain core to our mission. We love teaching mob about caring for their smiles and have connected with jarjums, parents, and teachers at many events over the past year, including the Murri School Health Expo and NAIDOC.



OUR CLIENTS

TOTAL NUMBER OF PATIENTS

8,925 ↑ 10% INCREASE



NUMBER OF PATIENTS BY AGE

1,338	1,395	3,220	2,972
0-10	11-20	21-50	51+

TOTAL DENTAL TREATMENTS

12,459 ↑ 11% INCREASE

2,165
CHECK-UPS

1,830
EMERGENCIES

2,694
RESTORATIONS

1,104
EXTRACTIONS

72
SURGICAL
EXTRACTIONS

979
FISSURE
SEALANTS

2,686
CLEANING AND
PREVENTATIVE

128
ROOT CANALS

801
DENTURE AND
CROWN WORK

INCLUDING:

560 DENTURES/DENTURE REPAIRS

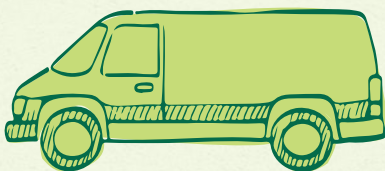
123 MOUTHGUARDS

32 SPLINTS

62 PAEDIATRIC CROWNS

24 CROWNS

OUR DENTAL OUTREACH



MURRI SCHOOL

716 ↑ 29% INCREASE
PATIENTS

YALBURRU DIRUN

1,076 ↑ 43% INCREASE
PATIENTS ACROSS
8 SCHOOLS

OUR WORK IN ACTION

Our dental truck Yalburru Dirun (happy teeth) was based at Jimbelunga Nursing Centre for two weeks to help maintain the deadly smiles of our Elders. During this time, Dentist Adrian and Dental Assistant Jovana saw 71 residents for dental examinations and treatment.

"It is very important to bring dental care directly to Jimbelunga as dental hygiene is essential for their overall general health," Jovana said.

"By bringing our services to them, we make it easier for our Elders, who might otherwise struggle with the journey to our clinics."

Understanding the challenges some Elders face, the team visited individual rooms to perform 'Lift the Lip' exams for those unable to enter the truck. This approach allowed residents to receive a dental examination in the comfort of their own space. Our visit to Jimbelunga highlights our broader commitment to ensuring everyone in our community can access essential dental care, no matter their mobility or location.





BIRTHING IN OUR COMMUNITY

Jajumbora Birthing in Our Community

At Jajumbora Birthing in Our Community (BiOC), we offer individualised, culturally safe, and family-centred care that supports women and families throughout pregnancy and postpartum. Our innovative model breaks down barriers to prenatal care, leading to improved maternal and infant health outcomes.

HIGHLIGHTS OF OUR WORK

This year, our Jajumbora BiOC team has been focused on deepening their integration into the Logan community, embedding our unique model of care to improve maternal and infant health outcomes for Aboriginal and Torres Strait Islander families.

The team has established partnerships with a number of key organisations and is focusing on expanding access to culturally safe prenatal and postnatal care. They've also participated in several community events to foster connection and promote awareness.



OUR CLIENTS



171

**BABIES WERE BORN, OF WHICH
162 WERE BORN AT TERM**



111

**EXCLUSIVELY BREASTFEEDING
AT DISCHARGE WITH MIDWIFE**

OUR PEOPLE

Proud Gooreng Gooreng and Wakka Wakka woman Monika is one of our family support workers at Jajumbora BiOC. She provides culturally safe psychosocial support, specialised to the needs of the women in her care.

For Monika, the most rewarding part of her role is having the privilege to walk this special journey with the mums in this time of their lives.

“Not all experiences are great for our mums but we have the opportunity here to redirect the narrative and make it beautiful and positive. I am most proud of the culturally safe and warm environment we have created at BiOC to make our mums feel like they have a home away from home, allowing them to be themselves in all aspects,” said Monika.





Deadly Kindy

Our Deadly Kindy program thrives on the pillars of culture, connection, and community. By blending quality early childhood education with our extensive health and social services, we ensure our children flourish in a culturally safe environment. This approach paves the way for their successful transition to school. Our Deadly Kindy teaching team consists of qualified early childhood teachers/managers and educators.

HIGHLIGHTS OF OUR WORK

This year, our six kindy cohorts and their teaching teams have actively engaged with the community, taking their kindy experiences beyond the classroom and fostering a rich, supportive environment for our jarjums.

We've been delighted to connect with Elders at our Jimbelunga Nursing Centre, explore the city's vibrant landmarks, and uncover the treasures of local libraries. These excursions have nurtured our jarjums' sense of identity, belonging and curiosity about the world around them.

Our kindy classes also participated in NAIDOC events and activities, connecting directly with their culture and heritage. Transition visits to local schools have helped prepare our children for their next educational chapter, making them feel confident and ready.

Additionally, visits from emergency services have provided practical lessons on safety, contributing to our children's overall wellbeing and awareness.

These excursions have not only expanded our jarjums' perspectives but also deepened our community connections, making this year both impactful and memorable.



We also celebrated 40 years of Deadly Kindy Burragah with a birthday event. Deadly Kindy families past and present, Logan Elders, the Hon Cameron Dick MP and Councillor Teresa Lane were in attendance to mark the occasion. The event highlighted the rich history and continued impact of Deadly Kindy Burragah in our community.

OUR JARJUMS

193 CHILDREN HAVE
ACCESSED OUR KINDYS



39	70	84
GUNDOO MIRRA	BURRAGAH	JAJUMBORA

NEARLY

1 IN 5

OF OUR ENROLLED CHILDREN ARE SUPPORTED
BY THE BUS SERVICE TO ATTEND A DEADLY
KINDY NEAREST TO THEIR HOME



OUR PEOPLE

Proud Budjari woman Tenneile is a senior educator within the Deadly Kindy Burragah team. Tenneile's mob hails from the Paroo River near the southern border of Queensland. In her role at Burragah, Tenneile is dedicated to planning activities and future learning experiences for the jarjums.

She prioritises building strong relationships with the jarjums and their families, ensuring they know they can always turn to her for support. Additionally, she plays a crucial role in assisting and supporting the early childhood teacher/manager with daily routines.

“My aspirations for all jarjums are for them to feel secure, supported, and connected during their time at Deadly Kindy,” says Tenneile.

Tenneile finds the most rewarding part of her role is being part of the jarjums' lives, preparing them ready for school, and building trusting relationships. She is proud to work alongside such an amazing team and to serve her community, helping to nurture the next generation.





OUR WORK IN ACTION

Meet Mia*, a vibrant 4-year-old who began kindy with undiagnosed sight troubles. Initially, Mia struggled with some developmental milestones and had difficulty participating fully in classroom activities. Her teachers noticed that she was having trouble with visual tasks and recommended a comprehensive eye test as part of our holistic support approach.

Through our integrated health services, Mia received a thorough eye examination. It was discovered that she needed glasses to correct her vision. With prompt access to the necessary eye care and a pair of specially-fitted glasses, Mia's world transformed.

The difference was immediate and profound. With her new glasses, Mia began to engage more actively in kindy activities, showing significant improvement in her ability to focus, participate, and interact with her peers.



Stock photo. Posed by model.

She started meeting developmental milestones she had previously struggled with, such as recognising letters, following instructions, and engaging in group activities.

Mia's story is a testament to the effectiveness of our wraparound services and the critical role they play in supporting our children's overall development. Thanks to our comprehensive approach, Mia is now thriving in the Deadly Kindy program, confidently reaching new milestones and enjoying a brighter future.

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

Jajumbora Children and Family Centre



The Jajumbora Children and Family Centre (CFC), located in Waterford West, is a hub for families with Aboriginal and Torres Strait Islander children, from birth to eight years old. It offers an array of educational, cultural, and creative programs and workshops that nurture growth and connection. More than just programs, Jajumbora CFC connects families to our comprehensive early years services, providing families with the support and resources they need to thrive.

HIGHLIGHTS OF OUR WORK



The school holiday program was revised this year to strengthen family bonds, enhance cultural ties, boost parenting confidence, and instil cultural pride and resilience.

Originally designed for children, it has now evolved to embrace a whole-family approach, involving not just the children but their carers as well. The program emphasises family participation for the first three days, fostering connection and shared experiences, while the fourth day allows children to engage independently, helping to build their self-confidence and autonomy.

A variety of cultural and interactive activities, such as storytelling, traditional crafts, outdoor excursions, and mindfulness practices, were carefully curated to engage both children and adults, fostering shared learning and connection.

To encourage participation, community outreach efforts were conducted through social media, flyers, and local networks, effectively informing families about the program and inviting them to join.

OUR CLIENTS

887

COMMUNITY MEMBERS
ACCESSED OUR SERVICES



564

CHILDREN

323

PARENTS/CARERS



54

PROGRAMS IN TOTAL,
WHICH INCLUDES

21 NEW PROGRAMS ADDED
TO THE SCHEDULE

65

FAMILIES RECEIVED ADDITIONAL
SUPPORT THROUGH OUR FAMILY
SUPPORT PROGRAM

OUR PEOPLE

Program Officer Emily is a proud Kooma woman and one of our hardworking Jajumbora CFC staff members. She is passionate about helping her community, and supporting our jarjums to be the very best they can.

"I worked for many years in childcare, caring for children aged 0-4, but I really wanted a role where I could work with my people," Emily said.

“

My passion for working with children led me to ATSICHS and I immediately knew this was the place for me.”

"I love how the team here support each and every person we work with, promote their identity and engage our jarjums in fun, educational and interesting programs to support all ages."



ATSICHS Youth Service

Our ATSICHS Youth Service (AYS) team walks alongside young people and their families to empower, advocate and build capacity through identifying self-determined goals that focus on strengthening connections with family, culture, community and support networks. Our team focuses on reducing risk, increasing safety and giving young people and their families access to resources and opportunities that improve their overall health and wellbeing.

HIGHLIGHTS OF OUR WORK

Over the past year, our AYS team moved to a new model of care, focusing on early intervention for at-risk young people. The model incorporates a family-led approach for delivering case management supports, shifting from working solely with young people to including their immediate and extended family. The team is made up of four different areas:

Case management

Our case management service provides an early intervention response to young people who present with risk factors that may impact their wellbeing and result in harm, homelessness and/or negative health outcomes.

Programs

Our newest area, the AYS Programs team designs and facilitates programs tailored to the needs of young people, families and the community. These programs include cultural initiatives, career coaching, one-on-one mentoring, training and educational opportunities.

Youth Justice Family-Led Decision-Making (YJFLDM)

The YJFLDM program supports Aboriginal and Torres Strait Islander young peoples aged 10-17 in the Brisbane south and Logan regions who have had contact with law enforcement, courts, or the Department of Youth Justice, or are at risk of entering the justice system.

Outreach

The Outreach Program offers after-hours diversionary support to Aboriginal and Torres Strait Islander young peoples in the Brisbane CBD and Logan areas. The team provides safe transportation for young people, taking them either to their homes or to a secure residence. If a young person frequents these areas, Outreach Workers follow up and assess support needs, making referrals to ATSICHS Brisbane or specialist services as needed.



OUR YOUNG PEOPLE

246

YOUNG PEOPLE RECEIVED
CASE MANAGEMENT OR
ACCESS TO INFORMATION
AND REFERRAL SUPPORT

387

PROGRAMS FOR
YOUNG PEOPLE IN THE
BRISBANE REGION

95

YOUNG PEOPLE REDIRECTED
FROM THE BRISBANE CBD TO
OUR DIVERSION PROGRAM

↑ 40% INCREASE

1,374

INSTANCES OF TRANSPORT FROM THE BRISBANE
CBD AND LOGAN TO A PLACE OF SAFETY

217

CO-RESPONDER
REFERRALS

54

VJFLDM YOUNG
PEOPLE ENGAGED (BY AGE)

19

10-13 YEARS

35

14-17 YEARS

40

VJFLDM
REFERRALS ACCEPTED

6

SELF/SCHOOLS

28

YOUTH JUSTICE

6

AYS

17

VJFLDM MEETINGS
SUCCESSFULLY COMPLETED



49

FAMILIES CONTACTED AND/OR
ENGAGED WITH VJFLDM

OUR WORK IN ACTION

Our AYS Programs team created a pathway for young people to obtain their barista certification, actively removing barriers and supporting them from enrolment through to completion. Participants received help with registration, study preparation, and transport to and from the course, ensuring they had the best chance to succeed.

One remarkable success story is that of an 18-year-old who, after struggling with unemployment and searching for direction, found his path with ATSICHS Brisbane. The team worked closely with him, providing continuous support throughout the process and guiding him through pre-course materials, where he learned the art of coffee-making, workplace health and safety, and essential café skills.

After two study sessions, he progressed to hands-on training, brewing 30 coffees and practising taking orders in a real-world setting. Since earning his barista certification, he's secured a job at a local café and even bought himself a car. This is a wonderful achievement, symbolising not only his personal growth but the life-changing impact of opportunity and support.



Stock photo. Posed by model.

Deadly Choices

Our Deadly Choices team provides early health intervention programs for the community and young people within local schools, focusing on prevention and early intervention with the aim of closing the gap in Aboriginal and Torres Strait Islander health. We run programs from Jimboomba in the south to Nundah in the north for students in Prep through Year 12.



HIGHLIGHTS OF OUR WORK

Over the past 12 months, we've continued to make a significant impact. From tobacco cessation stalls in our clinics to community barbecues, men's groups, and Elders games, we have integrated ourselves into the community.

We hosted the Murri Netball Carnival, Rugby 7s talent ID sessions, and many community and school events. We also attended the Queensland Murri Carnival, which brought together rugby league teams from all over Queensland for juniors girls and boys, women's and men's competitions. Additionally, we entered two teams into the Vicki Wilson Netball Championships.

Our work at the Brisbane Youth Detention Centre has been especially rewarding. Feedback from the guards highlighted a positive shift in the young people's attitudes, with significantly improved behaviour in the days leading up to our programs to avoid missing out. This contributed to a dramatic reduction in re-offending rates.

Our Deadly Choices team continues to excel with community engagement, surpassing last year's results with an impressive 20% increase in client numbers, 37% increase in the number of programs and a 34% increase in program participants.

We are also the top performing Deadly Choices team in Australia, achieving first place in nearly all target areas. These outstanding results reflect the positive impact we are making on the health and wellbeing of our mob.

Deadly Choices®



OUR CLIENTS

4,391  **20% INCREASE**
CLIENTS (PROGRAMS AND STALLS)

125
PROGRAMS
 **37% INCREASE**

2,157
TOBACCO STALL
PARTICIPANTS
FROM **436 STALLS**



2,234  **34% INCREASE**
PROGRAM PARTICIPANTS,
WHICH LED TO ANNUAL
HEALTH CHECKS

2,157
TOBACCO
SURVEYS
COLLECTED

1,942
PLEDGES FROM
TOBACCO STALLS
COLLECTED

OUR PEOPLE

Proud Koinmerburra and Ni-Vanuatu woman Mikhayla gets great satisfaction from delivering health promotion and prevention programs as part of the Deadly Choices team. Mikhayla works with students from Prep through to Year 12 across schools on Brisbane's northside giving students the right tools and information to make healthy lifestyle choices.

“This work is more than just a job to me – it is a passion and a purpose. I love being out in the community, whether it’s running into past or current students, having a yarn, or hearing about their latest achievements,” she said.

The positive impact she can have on young peoples’ lives and the relationships she builds with her students, even outside of their weekly school sessions, are key parts of what make the role so rewarding.

“Knowing that I can make a meaningful connection and be a trusted presence in their lives motivates me every day as a Deadly Choices program officer.”



Family Participation Program

The Family Participation Program (FPP) supports families every step of the way when Child Safety is involved. The team brings families together to participate in family meetings, where everyone contributes to planning for the care and protection of the children. They work with our families to facilitate an independent Aboriginal and Torres Strait Islander Family-Led Decision-Making (ATSIFLDM) process for each family referred to the service.



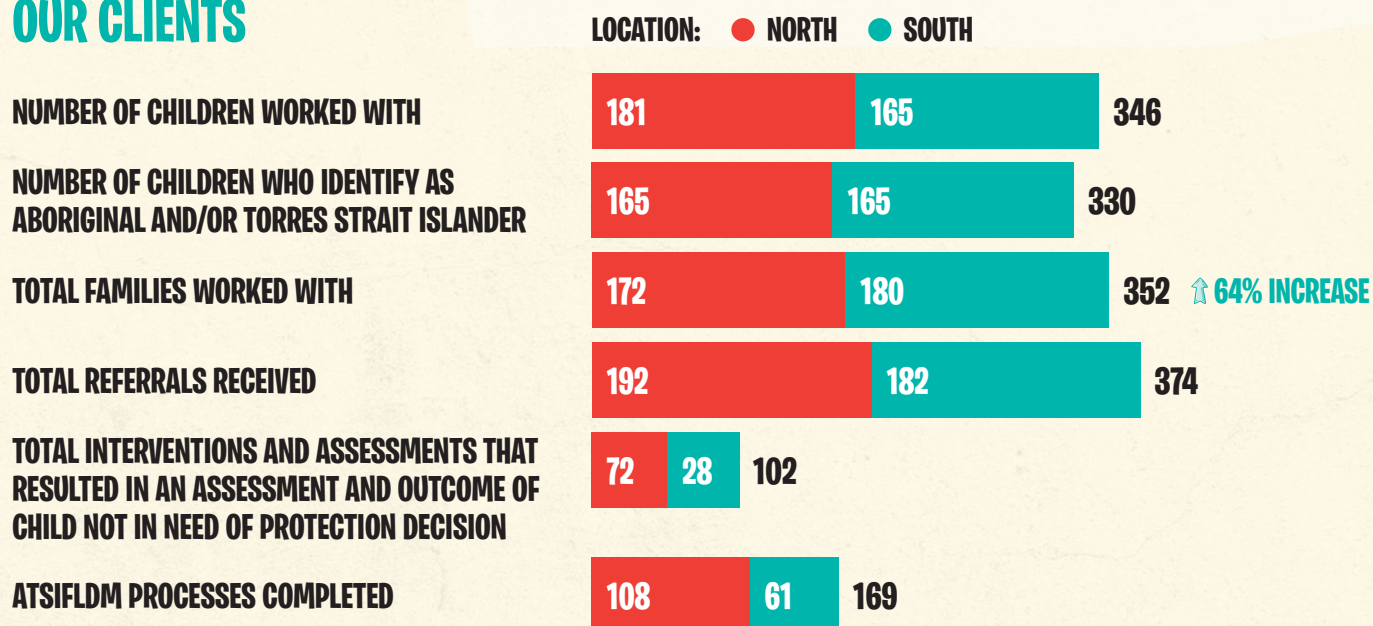
HIGHLIGHTS OF OUR WORK

Over the past 12 months, the FPP team has worked with many families through Child Safety investigations and assessments, honouring self-determination and ensuring their voices were heard throughout the process. They have also provided families with intensive interventions and supports across South East Queensland, continuing to work towards reducing the number of First Nations children entered into the care of Child Safety.

The Brisbane and Logan teams have been actively strengthening partnerships within the Child Safety space. Through visits to partnered centres and engagement with colleagues, they have been able to share our purpose and highlight the positive outcomes achieved through the FPP and collaboration with Child Safety. This has fostered stronger working relationships and improved coordination, all while supporting families with a shared goal.

Additionally, the team has completed both formal and informal training sessions. These learning opportunities have enhanced their skills, enabling them to provide even better support and achieve improved outcomes for the individuals and families they serve.

OUR CLIENTS



OUR WORK IN ACTION

North

FPP North received a notification for a 24-hour response for a mum who had just given birth to a baby girl. The mother and her children held significant trauma relating to Child Safety and became extremely distressed by their involvement.

The team was able to connect and engage positively with the mum, her partner and some of her family to create a safe space to talk through their worries and support the family's voice to be heard. The FPP team and the family were able to identify both Child Safety's and the family's concerns with respect to the caring of bubba.

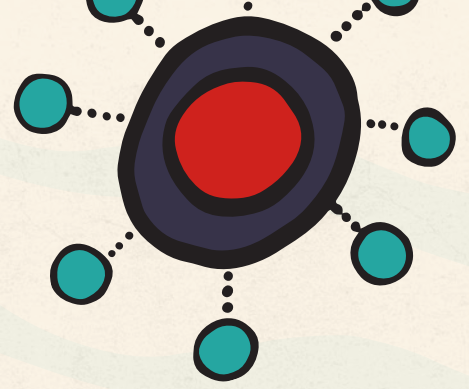
Through robust, culturally safe and positive engagement, the team and the family were able to identify a safe and appropriate family arrangement for the baby where the family was empowered to create change. This plan supported bridging the gap between Child Safety and the family, fostering a more positive relationship moving forward.

South

The FPP South team supported a pregnant 15-year-old girl, who was at high risk of having her child removed at birth due to circumstances somewhat out of her control. This young girl has been a child in care herself for over 10 years, with little to no case management support from Child Safety in recent years.

Throughout the investigation and assessment, our FPP team supported the young mum safely alongside community supports such as Birthing in our Community, the Institute for Urban Indigenous Health and others. The family was supported by the FPP team to facilitate an ATSIFLDM, bringing all the family's supports to the table to develop an ongoing plan for baby to remain safely in the home.

Child Safety's perspective of this mum's ability shifted, and they were able to change the focus of their intention towards implementing significant support for the family, seeking Individual Placement and Support Program funding for a residential home where the young mum and baby were able to live whilst gaining 24/7 youth support for mum and baby.



Family Wellbeing Service and Intensive Family Support

Our Family Wellbeing Service (FWS) and Intensive Family Support (IFS) teams are staffed by a diverse team of practitioners working from North Brisbane to Logan. They support our most vulnerable community members to increase their capacity through strengths-based, person-centred practices that maintain connectedness to identity, culture and community.

HIGHLIGHTS OF OUR WORK

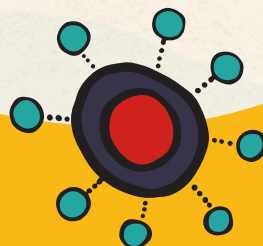
As part of their ongoing commitment to improvement, the team undertook training focused on supporting families to engage in sustainable change and follow an Aboriginal and Torres Strait Islander family-led decision-making model of self-determination. The training led to an improvement in the quality of work and increased levels of safety, connection to community, culture and life skills.

In June, the Indigenous Youth and Family Worker (IYFW) team launched an exciting school holiday program for children and young people. Over four days, more than 35 participants enjoyed a range of excursions, including visits to Australia Zoo, the Jellurgal Aboriginal Cultural Centre for a cultural walk, EcoPark, and ATSICHS Brisbane's Mari-Mari-Ba site, where they took part in craft activities, cooking and games.

They have continued their membership with the HALT Collective, a collaborative, community-led response group in Brisbane aimed at addressing the over-representation of Aboriginal and Torres Strait Islander families in the child protection system.

Additionally, as members of the HALT Unborn Project, the team receive referrals from the Regional Intake Service (RIS) or Child Safety Service Centre prior to an intake outcome decision made by Child Safety.

The project allows the team to develop Cultural Safety and Support Family Plans for mums and their unborn children, aiming for no ongoing Child Safety interventions required post birth and for parents to be able to safely care for their baby. This work is being completed in partnership between Child Safety and other Aboriginal and Torres Strait Islander community organisations.





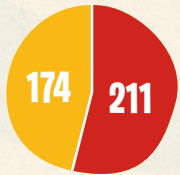
OUR CLIENTS



385

**FAMILIES
SUPPORTED**

↑ **71% INCREASE**



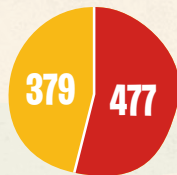
● **FWS NORTH & IFS**



856

**CHILDREN
SUPPORTED**

↑ **52% INCREASE**



● **FWS LOGAN**

OUR PEOPLE

Indigenous Youth and Family Practitioner and proud Wiradjuri woman Vanessa supports young people and their families with creating goals around building cultural connections, family engagement, emotion regulation, school engagement, community connections and much more.

In her role, she finds it rewarding to advocate for young people and challenge systems within the education and child welfare space to ensure their needs are met.

“Being part of a young person’s journey and walking alongside them as they develop coping skills, resilience, and the ability to navigate life’s challenges is incredibly fulfilling,” she said.

One of the highlights of her role has been to see the growth of the youth team and the launch of their holiday program, strengthening their commitment to our young people.

“The IYFW team has a strong focus on togetherness for our young people in Logan—creating a safe space for them to connect with our team and fostering new friendships with each other,” says Vanessa.



Nyanya Munjindei - Delegated Authority

Established in 2024, Nyanya Munjindei is our newest child protection program, offering Aboriginal and Torres Strait Islander children and families culturally grounded, connection-focused, and family-led decision-making processes.

Our dedicated teams, located in Brisbane and Logan, work closely with families to provide recommendations to our CEO, who makes key decisions regarding children involved in the Child Safety system. These decisions focus on maintaining strong cultural connections, reunification with family, and safeguarding the wellbeing of our jarjums.

Their work centres on careful, culturally-informed decision-making that prioritises the best interests of the child, while supporting their safe return home or improved family connection.

The decisions are:

- Led by the ATSICHS Brisbane CEO, not Child Safety
- Focused on the child's safety, care and cultural connection
- Based on recommendations from staff who know the family
- Family-led and self-determined
- Culturally-informed and trauma-informed
- Made with openness, honesty and transparency
- By mob, for mob.

HIGHLIGHTS OF OUR WORK

This year, the team's focus has been on building the foundation for Nyanya Munjindei. They collaborated with Aunty Robyn Williams to ensure cultural integrity in naming the program, with *Nyanya Munjindei* meaning 'to carefully protect' in Yugambeh language.

The team developed a culturally safe, narrative-based assessment framework, equipping them with skills in cultural safety, trauma-informed care, and family-led decision-making.

Artist Chloe Watego was commissioned to create *Resilience: Nurturing our Future*, a powerful visual symbol of our commitment to protecting children and reinforcing family bonds.

They also formed strategic partnerships with Mt Gravatt and Browns Plains Child Safety Services and implemented systems to ensure seamless operations as they prepare to take on their first cases.

Looking ahead, they plan to expand their team to meet growing community needs and continue delivering culturally safe, community-driven child protection outcomes.



Nyanya Munjindei

ATSICHS Brisbane Delegated Authority

OUR PEOPLE



Logan Region Program Manager Renae is a proud Dharawal woman with almost 15 years' experience working in the child protection space across South East Queensland.

Renae is passionate about ensuring families feel empowered and their right to self-determination is respected and honoured as much as possible.

She is devoted to ensuring our families remain connected and our future generations do not have the same experience as our previous generations.



Yarraga is the Brisbane Region Program Manager and a proud Gamilaraay woman with over 15 years' experience working across the child protection continuum.

She is passionate about making sure our kids grow up feeling strong, safe, loved and connected to family, community and culture.

Yarraga's practice is centred around honouring self-determination, actively supporting families and keeping our kids out of the Child Safety system.



Brighter Futures (Extended Post Care Support)

The Brighter Futures (Extended Post Care Support) program provides tailored case management services and the administration of financial supports to eligible young adults who have transitioned from care. This program supports young adults in their journey to living independently.

By effective engagement with young adults, their families, and their support network to identify needs and aspirations, the program provides culturally appropriate, proactive and practical support, which includes:

- Securing safe and affordable housing
- Connecting to family, culture, Country and community
- Accessing education and training opportunities and finding employment
- Learning budgeting and other independent living skills
- Improving health and wellbeing
- Linking them to opportunities that promote independence.

HIGHLIGHTS OF OUR WORK

Launched in February 2024, the Brighter Futures team has had a busy few months setting up the program and engaging with clients. The team works closely with young people aged 18 to 21 as they transition from Child Safety protection orders to independent living. Brighter Futures provides comprehensive case management and financial support, including material wellbeing, education, health, housing, cultural, spiritual and religious identity and connectedness.

They engaged local artist and Nunukul woman of the Quandamooka people from Minjerribah/Terranjeri, Casey Coolwell-Fisher, to design an artwork reflective of the program.

Titled 'Growth', this meaningful piece represents the growth of our young people and the creation of their own paths. The artwork will be featured across all of the team's collateral and promotional materials.



OUR CLIENTS

60

**YOUNG ADULTS SUPPORTED
TO TRANSITION TO
INDEPENDENT LIVING**



\$105,000

**FINANCIAL SUPPORT PROVIDED TO
YOUNG ADULTS TOWARDS IMPROVING
LIFE SKILLS, HOUSING AND EMPLOYMENT**

34

**YOUNG ADULTS SUPPORTED TO
SECURE LONG-TERM INDEPENDENT
ACCOMMODATION**



36

**YOUNG ADULTS SUPPORTED
TO OBTAIN EMPLOYMENT/
ENGAGEMENT IN TRAINING**

OUR WORK IN ACTION

Young adults transitioning from the care system to independence are among the most vulnerable in our community. To increase the likelihood of a successful transition, the Brighter Futures team offers tailored responses through clear, well-planned processes.

Many care leavers are disconnected from family, with around 20% staying with kinship or foster carers after 18. They also often face housing instability, having lived in residential care, couch surfed, or experienced homelessness before turning 18.

A key priority of this program has been to find safe and stable housing, and many young adults have secured accommodation within the first month of engaging with the program.

Another major focus has been helping young adults transition into employment through career coaching, job readiness planning, and providing access to transportation. This support also extends to education, with several participants completing high school, engaging in tertiary studies, and pursuing traineeships and apprenticeships.

Healthcare access is another crucial area of support, with the program helping young adults receive necessary medical, dental, and mental health services. It allows young adults to make informed choices about their healthcare while reducing financial barriers to receiving necessary care.

While navigating the responsibilities of adulthood, these young adults are often still processing their experiences of being removed from their families and growing up in the care system. Alongside helping them meet their basic needs and plan for the future, the program also supports them in accessing personal records, working through childhood experiences, and receiving the care and connection they need to heal. This includes reconnecting with family, community, and culture, as well as exploring and establishing their identity.

Support Services

Our dedicated Support Services team is passionate about making a difference in the lives of our community living with disability. The team is made up of four different service provisions, each focused on a different step in disability support. Together, they strive to empower individuals, improve their quality of life, and foster a supportive community.

NDIS Access Coordinators

NDIS access coordinators are experts in navigating the NDIS application process. They work closely with ATSICHS Brisbane clients to improve acceptance rates for 'Access Request' to the NDIS, ensuring that more Aboriginal and Torres Strait Islander peoples receive the funding they need. With lived experiences and cultural awareness, they provide empathetic and effective support tailored to the unique needs of our community.

NDIS Support Coordinators

Support coordinators assist participants who have already received their NDIS plans. They help clients understand their plans, connect with appropriate supports, and make the most out of their funding. Their cultural sensitivity and personal experiences enhance their ability to support clients effectively.

Support Workers

Support workers provide hands-on assistance with daily activities, personal care, transport, and community outings. They are committed to enhancing the health and wellbeing of our clients through compassionate and reliable support. Their lived experiences and cultural awareness ensure they deliver services that resonate with our community's needs.

Queensland Community Support Scheme (QCSS) – Community Connections Team

The QCSS team focus on helping those who are not eligible for the NDIS but still need support. The community connections team facilitate our Elders, women's and men's groups, working with individuals to maintain or regain independence, ensuring they can live safely and actively participate in their communities. Their cultural sensitivity and personal experiences make them uniquely equipped to offer tailored support.



HIGHLIGHTS OF OUR WORK

This year, the Support Services team has been actively involved in several impactful initiatives and events. They expanded their integration and outreach efforts to engage more community members, enhance awareness and increase access to the NDIS and ATSICHS Brisbane's NDIS services. This initiative has been a key focus throughout the year, reaching various locations across Brisbane and Logan. Additionally, they introduced more training for their support workers, emphasising cultural competence and advanced personal care techniques.

They collaborated with other ATSICHS Brisbane teams to deliver very successful NAIDOC events. Staff at events yarned with community while connecting them with available support services. They also attended community workshops throughout the year, incorporating NDIS Partners in the Community, cultural experts, and community leaders to foster deeper cultural understanding among staff and local service providers.

The team has also formed new partnerships with local Indigenous and non-Indigenous organisations to strengthen community ties and improve service accessibility. This collaboration has been highly successful in the Brisbane and Logan region, where the women's and men's groups continue to grow, build and strengthen community connections.

Finally, they have prioritised professional development, attending advanced training sessions on the new NDIS guidelines. They also conducted intensive training for the QCSS team, focusing on enhancing cultural sensitivity and tailored support strategies for diverse community members.

OUR CLIENTS



308 ↑ **68% INCREASE**
NDIS PARTICIPANTS SUPPORTED

112 **NDIS ACCESS APPLICATIONS SUBMITTED** ↑ **30% INCREASE**

HOURS OF QCSS SERVICES PROVIDED:

3,992 + **3,428**
COMMUNITY CONNECTIONS IN-HOME SUPPORTS



10,685 ↑ **27% INCREASE**
HOURS OF NDIS SUPPORTS AND COORDINATION

OUR WORK IN ACTION

Daniel, a Gubbi Gubbi man, has been an NDIS participant since April 2023. Before that, he was part of the QCSS program, working with Community Connection Facilitator Corey, who tirelessly helped Daniel with his application. When the team first started working with Daniel, he faced many life challenges, including social anxiety. Initially, Daniel's activities were limited to outings at Zarraffa's Coffee.

By connecting Daniel with the ATSICHS Brisbane Friday men's group, they helped him build his confidence, and he even attended the group on his own a few times when his support worker was unavailable. This support transformed Daniel from an anxious and socially isolated young man into an outgoing individual who enjoys social interactions. He often shares how much he loved his visits to Australia Zoo and Currumbin Wildlife Sanctuary.

Daniel's growth is also evident in his ability to maintain two part-time jobs, working around people. He is a fantastic example of what the QCSS, NDIS and Community Connection teams can achieve when we invest in someone's future.



Housing Services

Our Housing Services provide high-quality, community-led accommodation and support for Aboriginal and Torres Strait Islander women and children experiencing or at risk of experiencing homelessness through our two services, Ngumpi Uruue and Mari-Mari-Ba. The teams currently manage 53 properties across the Brisbane and Logan region and they aim to expand to 1,000 properties throughout South East Queensland within the next 10 years.

HIGHLIGHTS OF OUR WORK



Over the past year, the Joyce Wilding Hostel at Eight Mile Plains has undergone a profound transformation. Once home to 18 modest rooms, the site has been reborn as Mari-Mari-Ba, now offering 32 thoughtfully designed units, ranging from studios to spacious three-bedroom self-contained homes. Mari-Mari-Ba, meaning ‘butterfly place’ in Yuggera language, embodies a deep sense of hope and renewal. It represents our commitment to creating a sanctuary of peace and support for women and children who have faced adversity and homelessness.

Since opening its doors in 2024, 18 families, once facing the harsh realities of homelessness, have stepped into a new chapter of their lives, surrounded by safety and security. Each new beginning at Mari-Mari-Ba is a testament to resilience and transformation, offering a warm embrace and a fresh start to those who need it most.

These families have blossomed into a close-knit community, where young mothers and their jarjums gather for weekend programs. They find not only joy and learning but also the comfort of knowing they are not alone. This vibrant community has become a sanctuary, offering both support and a deep sense of belonging.



*Credit: Photos by Lewis Bin Doraho
(Lewis James Media)*

OUR CLIENTS

39  **+** **81** 
WOMEN **CHILDREN**

92% OCCUPANCY RATE

39
WOMEN
SUPPORTED
WITH CRISIS
ACCOMMODATION

14
WOMEN AND CHILDREN
SUPPORTED WITH
TRANSITIONING TO LONG-TERM
STABLE ACCOMMODATION



OUR WORK IN ACTION

Chevette and her 3-year-old son Davari are among the first families to call Mari-Mari-Ba home since the facility opened to residents in April 2024.

Before finding safety and security at Mari-Mari-Ba, the road was rough for the Wiradjuri woman who had to navigate through a series of challenging circumstances and persistent housing instability with a toddler in tow.

At Mari-Mari-Ba, Chevette enjoys the quiet setting and has made friends with her neighbours.

“I love it here. One of my neighbours has a son who is a similar age to Davari and they play together all the time.”

Her gratitude to the team at Mari-Mari-Ba spurred a business venture that has already gained traction. Chevette surprised the housing team with some of her favourite baked dishes to say thank you, which led to her being supported to initiate her own business plan and encouraged to explore opportunities.

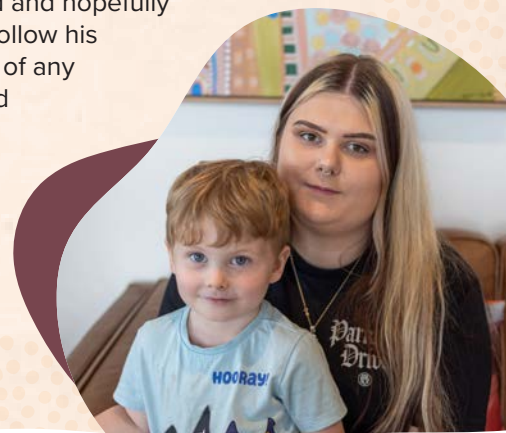
During regular meetings with her support specialist, Chevette set out her goals, along with a road map for achieving them and she is already receiving cake orders.

Born and raised in New South Wales on Country, Chevette said she was an ‘artsy kid’ who loved cooking with her dad and enjoyed studying hospitality and home economics. Soon after relocating to Brisbane while completing a hospitality program in her final year of high school, she learnt how to make layered cakes and fell in love with baking.

Chevette said she is feeling inspired to build a future using her skills and passion for baking with love.

“Moving forward, I’m excited to see what opportunities come to light for me and my business and I look forward to serving my community.”

“I want Davari to experience all the beautiful moments I did and hopefully inspire him to want to follow his passion too regardless of any adversities experienced growing up.”



Social Health



Our Social Health team is a trauma-informed, healing-aware, and culturally safe multidisciplinary team of psychologists, counsellors, care coordinators and case managers. They provide evidence-based social and emotional wellbeing services for Aboriginal and Torres Strait Islander peoples living in the greater Brisbane and Logan regions.

The team provides free social health services to children, young people and adults across the five ATSICHS Brisbane medical clinics and Jimbelunga Nursing Centre. Many of the social health clients access case management supports alongside psychology or counselling sessions. The care coordinators and case managers also support clients to address their social and emotional wellbeing needs, including housing support, food insecurity, redress support, vocational goals, substance misuse, domestic and family violence, safety concerns and financial stress.

HIGHLIGHTS OF OUR WORK

ATSICHS Brisbane Social Health successfully launched the Culture Care Connect program in Logan to address the significant impact of suicide and mental ill-health on community. This program provides intensive, culturally-informed case management support to community members following a suicide attempt or suicidal crisis.

Following the successful launch of the Commonwealth Psychosocial Support Program (CPSP) in 2023, Social Health team members based at our Woolloongabba and Logan sites deliver intensive case management supports to community members experiencing severe and persistent mental illness. This program has supported many community members to access appropriate, long-term supports through initiatives like NDIS and My Aged Care while maintaining their wellbeing.

The senior practitioner and senior psychologist supported the Social Health team to strengthen their clinical toolkits by rolling out a new social health care pathway, providing regular staff supervision, training and coaching, improving our onboarding processes, and reviewing client engagement experiences to help us to deliver high-quality services to community.

To increase their cultural and clinical knowledge, team members have participated in a range of professional development opportunities, including dialectical behaviour therapy (DBT) skills, motivational interviewing, Eye Movement Desensitisation and Reprocessing (EMDR), building trauma awareness, clinical supervision, trauma-informed care for alcohol or other drugs (AOD) practice, self-care, redress support, and schema therapy.

They continued their men's groups for Aboriginal and Torres Strait Islander men living in the greater Brisbane and Logan areas. The men's groups are designed to be a safe place where men in our community can meet to share stories, experiences, and culture, as well as discuss men's business.



OUR CLIENTS



1,989 CLIENTS SUPPORTED
↑ 77% INCREASE

20,274 EPISODES OF CARE
↑ 88% INCREASE

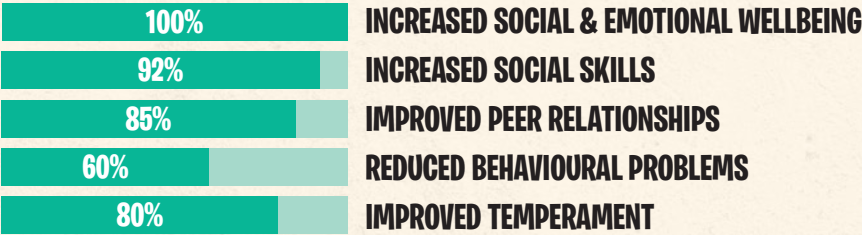
918 CLIENTS ENGAGED IN CASE MANAGEMENT



19,875 APPOINTMENTS BOOKED
↑ 25% INCREASE

MEN'S GROUP

DISCUSSION OUTCOMES



OUR PEOPLE

Gracie is a proud mother of three from Bundjalung Country. She began her professional career working with the Reconciliation Action Plan team for the Department of Tourism, Innovation and Sport during the Commonwealth Games, then moved into an administration position with the Department of Aboriginal and Torres Strait Islander Partnerships. She then ventured into the Building Better Lives for Ourselves program with the Department of Prime Minister and Cabinet.

“It was while in government roles and volunteering to support the Logan Elders I realised I had a passion for grassroots community work, and so I applied to work for ATSICHS Brisbane,” she said.

Gracie began her career at ATSICHS Brisbane at the Social Health Hub when it opened in Logan in 2021. Despite her success connecting with clients as a receptionist, Gracie felt a growing desire to pursue a career where she could have a more direct and profound impact on individuals in need. Gracie successfully obtained the role of care connect worker in 2024.

Alongside the care connect practitioner, the team has supported many First Nations people with their mental health concerns, networked with stakeholders and reduced the number of crisis presentations at clinics. This work includes providing emotional and practical support, facilitating access to resources, and linking people with social supports.

Gracie’s understanding of the unique challenges faced by First Nations communities, coupled with her respectful and culturally sensitive approach, allows her to build trust and make a visible impact. As Gracie continues her work with dedication and empathy, she remains committed to learning and growing in her field.

She is actively involved in professional development and seeks out opportunities to collaborate with other organisations and ATSICHS Brisbane teams to increase her contribution to community. Gracie’s future plans include expanding her outreach efforts and contributing to the development of programs that further support First Nations communities in crisis.



Jimbelunga Nursing Centre

Jimbelunga Nursing Centre is a 74-bed aged care facility located in Eagleby that provides residents with the highest standards of trauma-informed care in a supportive and culturally appropriate environment. We are focused on ensuring we continue to meet the growing demand for residential aged care services in Brisbane and Logan and increasing the representation of Aboriginal and Torres Strait Islander workers.

OUR RESIDENTS

71
RESIDENTS

 **41**
WOMEN +  **30**
MEN

70%
IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER



93%
ARE OVER THE AGE OF 60



20 ADMISSIONS

22 DISCHARGES

1 IN 2
OF OUR RESIDENTS WERE
PREVIOUSLY HOMELESS OR
AT RISK OF HOMELESSNESS



1 IN 5
OF OUR RESIDENTS ARE
FINANCIALLY CONTRIBUTING
TO THEIR OWN CARE



1 IN 2 HAVE A DIAGNOSIS OF DEMENTIA
↑ **13% INCREASE IN 2 YEARS**

1 IN 3 OF THE JIMBELUNGA STAFF IDENTIFY AS
ABORIGINAL OR TORRES STRAIT ISLANDER



HIGHLIGHTS OF OUR WORK

After 29 years of serving quality and delicious food to those in our care, the team are thrilled to unveil their new stainless-steel kitchen, made possible by a government grant. Equipped with a Bratt pan, two ovens, and stainless-steel benches, this upgrade ensures their new menu is prepared and delivered efficiently and tastefully to the residents.

The Maggie Beer Foundation visited in January 2024 to get some assistance in creating national training resources for chefs working in aged care facilities. The foundation reached out to Jimbelunga to learn more about the nutritional and cultural needs of First Nations people in aged care facilities and how best to train staff in other facilities to meet these needs.

We have also had visits from Deadly Kindy Jajumbora throughout the year. Our first interaction with the kindy staff was when they dropped off blankets for the residents and homemade biscuits for the staff as part of their 'Acts of Kindness' initiative. Since then, the staff and jarjums have spent another morning at Jimbelunga, playing games, telling stories, and singing with the residents.

Every Thursday, IUIH visits us for the 'Intergenerational Program'. During these visits, IUIH students and leaders plan morning activities that encourage resident participation. Some of the activities that residents have enjoyed include cultural bingo, learning different words and meanings, armchair travel, and learning the Poi Māori dance.

Jimbelunga residents have also been invited to join the women's group and men's group at Beenleigh Housing and Development Company Jinndi Mibunn, which meet fortnightly at their centre in Eagleby. This connection has also led to some of their group members visiting our residents, fostering social community connections that enhance health and happiness.

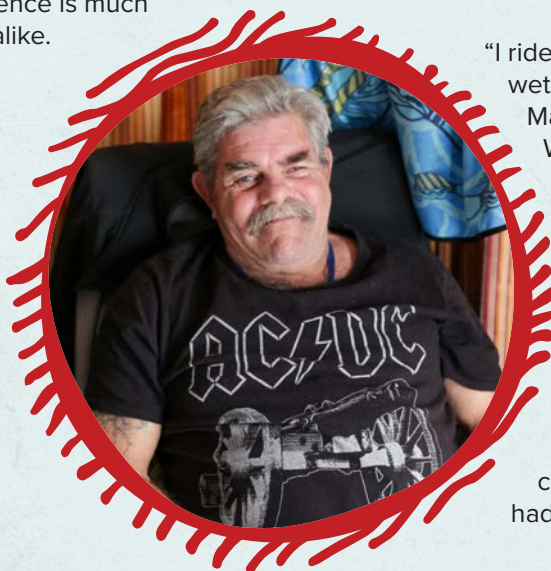


OUR WORK IN ACTION

Uncle John, a Wakka Wakka man with connections to Cherbourg, has been living with us for three years now and his positive and proactive presence is much appreciated by staff and residents alike.

He is on the Resident Advisory Committee, attending regular meetings and raising matters of importance to the people who call our nursing centre home. He also runs a rugby league footy tipping competition with around 20 residents involved.

Uncle John is a massive AC/DC fan with the theme running strong throughout his room, including an AC/DC bedspread, wall hanging, decorative plate, cups and clothing.



“I like living here, the residents and staff are great,” Uncle John said.

“I ride my bike 5 km around the wetlands every day, attend the Maibinyana men’s group every Wednesday and also spend time in the garden.”

“My tomatoes are growing so well and Cassandra who works here even gave me a jar of homemade tomato chutney when she saw how much I love tomatoes.”

“My Mum comes to visit every couple of weeks and we recently had a family reunion just nearby.”

OUR PEOPLE



Employee Engagement Officer Nicole came to Jimbelunga last August on a secondment and loved it so much she decided to stay here permanently.

A proud Anaiwan/Kamilaroi Koori woman, Nicole got her start as a teacher’s aide before making the transition over to the health care industry. She’s worked with ATSICHS Brisbane for over 13 years, starting off in reception, before moving into the allied health and specialist coordinator role and later taking on a practice support supervisor role. In her time with us, she has acted in manager positions at four out of our five medical clinics.

Since taking on the role of employee engagement officer at Jimbelunga, Nicole has been involved in managing and supporting the centre’s recruitment activities, including onboarding and offboarding of employees, identifying and managing training needs, creating rosters, coordinating payroll duties and building relationships with internal and external agencies.

“I took the position at Jimbelunga because I wanted a career change and something more challenging. I also wanted to be able to make a more profound impact in the lives of our Elders and here at Jimbelunga I am doing so every day,” Nicole said.

Corporate Services

The Corporate Services team, comprising the People and Culture, Learning and Development, Information Technology (IT), Safety and Quality, Project and Innovation and Marketing and Communication teams, supports the frontline teams in serving our community.

HIGHLIGHTS OF OUR WORK

As part of our Workforce Strategy, we have worked hard to develop more partnerships to grow our workforce, including engagement with the Murri School, local careers fairs and universities. The team has also improved the onboarding process for new staff, making starting a career with ATSICHS Brisbane easier than ever.

In addition, the team supported six trainees in completing their traineeships throughout the year, and they are proud to be part of their journey as they take their first steps into the community health space.

A key focus for Corporate Services has been building a data-driven culture that encourages informed decision-making. To support this, we partnered with QUT on a data literacy in community project and have also commenced work on our Data Governance Framework.

In May 2024, as part of our commitment to growth, our Corporate Services, Finance and Asset Management, and Research teams relocated to a new office in Murarrie. This modern, spacious workspace allows for team expansion and features additional meeting and training areas to support collaboration and efficiency.

Another key achievement was the successful transition of the organisation's phone system to Microsoft Teams, creating a more resilient and modern technology platform and making it easier for community to reach the staff member they need.

The safety of our staff was enhanced through improved safety and quality management, ensuring that we maintained accreditation and reaccreditation of our various programs throughout the past financial year.





OUR PEOPLE

Proud Torres Strait Islander woman and IT Admin Officer Ashleigh provides essential technical support across the organisation. Her role ensures that staff can quickly resume their work and continue delivering important services to the community. She also sets up hardware and handles software installations, updates, and troubleshooting.

Ashleigh has been working in the IT team for over 12 months and has demonstrated a keen determination to grow and learn in her role. During her time with us, she has shown a dedication to taking on new challenges and has adapted and thrived in the IT field.

“The most rewarding part of my role is knowing that my work contributes to the organisation’s success. When systems run smoothly, and staff can work without issues, it feels great to know I played a part in that,” said Ashleigh.



OUR SOCIAL MEDIA

Our connection with community continues to grow through our social media platforms and websites. Across our profiles and pages, we have seen solid growth in both following and engagement. Our team carefully crafts and curates content—including words, photos, videos and graphics—to share the stories happening around us every day.



ATSICHS BRISBANE

REACH

FOLLOWERS



LINKEDIN

23,161

2,735

↑ 31% INCREASE



FACEBOOK

651,659

↑ 17% INCREASE

6,443



INSTAGRAM

111,501

2,333



X / TWITTER

5,137

↑ 21% INCREASE

1,475



TIKTOK

16,620

247

↑ 25% INCREASE

DEADLY KINDY

REACH

FOLLOWERS



FACEBOOK

25,153

582

↑ 7% INCREASE



INSTAGRAM

8,156

↑ 77% INCREASE

294

↑ 37% INCREASE

JAJUMBORA CFC

REACH

FOLLOWERS



45,965
↑ 19% INCREASE

740
↑ 24% INCREASE



JIMBELUNGA

REACH

FOLLOWERS



32,591
↑ 146% INCREASE

807
↑ 33% INCREASE

OUR WEBSITE

74,875 ↑ 11%
USERS

241,902 ↑ 455%
PAGE VIEWS

113,808
SESSIONS



Research



The Research team is critical to supporting ATSICHS Brisbane's vision and purpose. The team works on research projects for internal purposes, such as evaluating services or better understanding the key needs or concerns of our clients. They also collaborate with external partners, such as universities and other research organisations, on a range of projects that lead to meaningful outcomes for community across Queensland.

All research undertaken is designed to be respectful of the cultural values of Aboriginal and Torres Strait Islanders and led and overseen by Indigenous researchers and community members through our research committees and governance processes.

HIGHLIGHTS OF OUR WORK

Kinship and Foster Care research project:

Funded by the Lowitja Institute, we took on a Kinship and Foster Care research project, seeking to understand what kinship care looks like for community and how ATSICHS Brisbane can create a robust and culturally appropriate kinship model. We yarned with 16 carers in Brisbane and Logan to hear their thoughts on the project and used that data to inform the development of a new kinship care program run by ATSICHS Brisbane.

During the project, our team travelled to Melbourne to share our progress with our funding body, the Lowitja Institute, who were impressed with our progress and the data we have been able to capture. We also created a monitoring and evaluation framework that will allow us to evaluate the success of the new program once it launches.

Alcohol-related Family Violence (ARFV) project:

Our ARFV project saw us conduct 300 surveys across the Logan region to understand the relationship between alcohol and other substance use and domestic and family violence. Our studies are still ongoing but we are looking forward to publishing our findings once the study is complete.

Housing project:

Recently, we also published a paper on the experiences of mob accessing housing services and stable housing options in Queensland. We are also working on having a second paper published that discusses clinical uptake and accessibility of clients housed through our Ngumpi Uruue housing service, and the benefits of wraparound health support provided by ATSICHS Brisbane.

Reclaiming Our Storyline:

Finally, we also conducted a survey in community to better understand child safety involvement in families and the impact it has. That survey data was analysed and disseminated to the relevant general managers at ATSICHS Brisbane and was subsequently used as evidence to support the formation of the new Delegated Authority program, Nyanya Munjindei.



OUR PEOPLE

Research Officer Cecilia is a valuable member of our Research team, contributing to the improvement of our programs and services through the coordination and preparation of research documentation, interview guides and data collection tools.

She assists with the collection of data through yarns, interviews, focus groups and workshops and analyses that data for application in our service provision. She is also responsible for supporting grant applications to fund the team's research, including the Lowitja Institute Major Research Grant, given to the team to conduct research into foster and kinship care.

“For me personally, the most rewarding part is being able to communicate and translate our research findings into service provision,” Cecilia said.

“Being able to do research about our programs and the amazing things we do motivates me to ensure that we are meeting the expectations of community, so that we can strive for improvement. For me, there is no better reward than knowing that our research is being translated into practice.”



The team has come a long way since their inception in 2021, hitting the ground running through partnerships with universities and receiving a number of valuable grants to fund their work.

“The growth our team has gone through has made me really proud to be a part of it, and I can’t wait to see all the amazing things we will be doing in the future.”

Connecting with our community

At its core, ATSICHS Brisbane is a community health organisation by mob, for mob. As we have continued to expand our services to promote the wellbeing of Aboriginal and Torres Strait Islander peoples, our community has come along on every step of the journey, and we couldn't be more grateful to walk this path, our way, together.

Our commitment to empowering and supporting community extends across a wide range of activities and initiatives. This year, mob came together at a wide range of events that celebrated culture, promoted the importance of a healthy mind and body and highlighted the fulfilment that comes from being part of a flourishing community.

From special events like holding NAIDOC Week stalls and an Elders lunch, running a Community Fun Day marking our 50 year anniversary and supporting the Queensland Murri Carnival, to our regular and ongoing community outreach activities like school health checks, Deadly Choices programs and dental truck visits, our teams always enjoy the chance to engage with community.

We also continued our sponsorship of the Logan City Hawks Rugby League Club, Brisbane Natives and Brisbane Pride.

Together with the Queensland Family and Child Commission, we awarded 43 Young, Black and Proud scholarships across South East Queensland and the Torres Strait. Now in its eighth year, the scholarship program supports young mob who demonstrate outstanding talent in the art, sport or academic fields to achieve their aspirations.



OUR PEOPLE

Proud Bundjalung woman and Loganlea clinic Community Liaison Officer Jesse plays a crucial role in bridging the gap between ATSICHS Brisbane and the community we serve. She focuses on building and maintaining strong relationships to ensure community needs are effectively understood and addressed.

Jesse started her journey with ATSICHS Brisbane as a receptionist at our Mums and Bubs clinic, now known as Jajumbora BiOC. She's been with us for nearly a decade, working alongside our NDIS, Family Participation Program, Family Wellbeing Service, Youth Service, Jajumbora Midwifery Hub teams, as well as our dental clinics. Each role has deepened her commitment to making a difference and ensuring our community has access to the care and support they need.

In her current role as community liaison officer, she engages with community members, organisations and Elders through events, meetings and forums, acting as a key point of contact for any concerns or feedback. She advocates for the community's interest within ATSICHS Brisbane, assists clients in accessing services and works with various departments to develop inclusive programs that address specific community challenges.



“The most rewarding part of my job is witnessing the positive changes in our community. Whether its kids seeking me out at school for their health checks or seeing families come in happy, health and thriving, these moments remind me of the impact we can have,” said Jesse.

Your feedback

Our commitment to continuous quality improvement is fundamental to developing essential programs and services for our community.

In return, the valuable feedback we receive from community through our 'Tell us what you think' initiative plays a key role in shaping our processes, systems, and strategic direction.

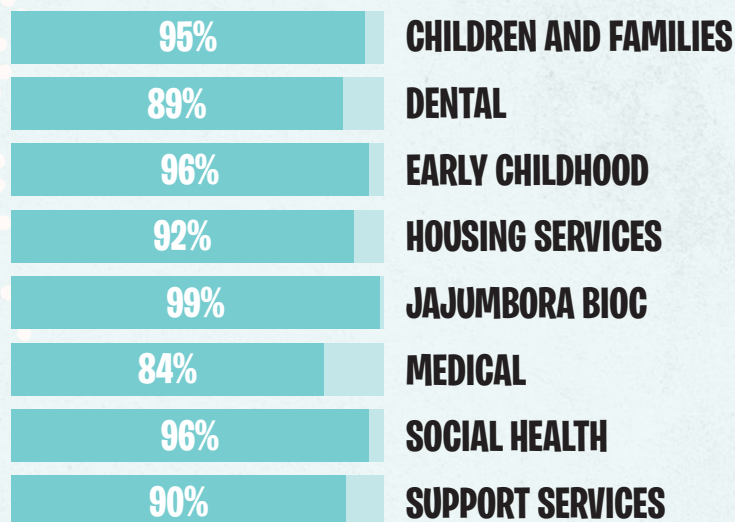
This past year we collected 1,830 responses from our services and programs.



OVERALL SATISFACTION

93%

SATISFACTION BY SERVICE / PROGRAM



Clients provided feedback on:

- communication and responsiveness
- feeling safe and supported
- culturally appropriate services
- wait time for services
- whether their voices were heard and respected
- Whether they would recommend us to a family member or friend.

WHAT YOU SAID

“The friendly team explained the entire process, making me **feel at ease**.

“All my questions were answered with **respect**, making me feel valued as a person.

“They made me feel welcomed and cared for and provided **informative support**.

“I would be lost without **ATSICHS**. The support I've received over the years has helped me feel **at home and safe**.

“They **listened and supported me** every step of the way.

“They provide an **amazing service**; it feels like being with your mob and family. Our home is the best, and I truly appreciate it after a long time without one.

“The centre provides solid community programs in a **safe space** that bring people together.

“They came up with **unique strategies** to help me cope, all while making me **feel heard**.

WHAT WE DID

Your feedback matters to us. We've made the following improvements based on what you shared:



EXTENDED TRADING HOURS

at all five medical clinics, offering more appointments both during and after business hours.



ADDED MORE OUTDOOR SEATING

at Logan clinic to make your wait more comfortable.

INTRODUCED A CENTRAL PHONE BOOKING SERVICE

at Woolloongabba and Logan medical clinics, giving our frontline team more time to connect with community.



REVAMPED THE DINING MENU

at Jimbelunga Nursing Centre, aligning it with residents' preferences.



Finance and Asset Management



Our Finance and Asset Management team oversees the organisation's financial health and efficient use of resources. They ensure its financial activities align with its mission while maintaining compliance with regulatory requirements and best practices for non-profit financial management. They also maintain our vehicle fleet and infrastructure.

HIGHLIGHTS OF OUR WORK

This year, our Finance and Asset Management team has expanded significantly to meet our organisation's growing needs and strategic objectives. We've undertaken numerous projects aimed at improving internal processes and systems, which in turn help us deliver better services for our mob.

One of our key initiatives has been the development of a grant management tracking system. This tool has streamlined our processes, enabling better tracking of grants and continuous review of financial reporting for effective fund allocation.

We also integrated new rostering systems with Jimbelunga Nursing Centre's payroll system, resulting in greater accuracy and efficiency in payroll processing.

In addition to these improvements, our team has benefited from digitising our fleet management processes. Transitioning to a digital system has led to smoother vehicle management, improved scheduling and enhanced service delivery for our staff and clients.

Lastly, we launched a digital facilities portal, transforming how we handle building and maintenance requests. This platform has not only improved efficiency and increased transparency but also reduced response times for facility-related issues.





OUR PEOPLE

Proud Na Marri Ngarr woman Katrina started her journey at ATSICHS Brisbane in 2004, working in accounts payable at Jimbelunga Nursing Centre. As Finance Manager, Katrina oversees our financial processes, ensuring that resources are allocated effectively to deliver our community programs.

Known for her attention to detail and strong leadership, Katrina is a dedicated and experienced professional committed to the financial wellbeing of the organisation and community.

“I’m proud to support our staff working on the ground in the community,” Katrina said.

“After 20 years in this field, I find it incredibly fulfilling to know that my role helps keep our programs and services running smoothly. Managing the finances means making sure our staff have what they need to do their jobs effectively,” she said.

Katrina’s commitment to community extends beyond service delivery. She is dedicated to professional development, having completed a Certificate IV and Diploma in Finance, along with gaining extensive experience working with senior teams.



OUR FINANCIAL HEALTH

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

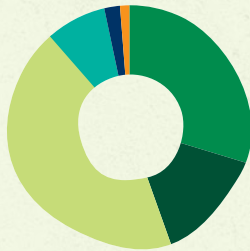
A major source of our funding comes from grants provided by the State Government, including the departments of:

- Child Safety, Seniors and Disability Services
- Employment, Small Business and Training
- Education
- Health
- Housing
- Youth Justice.

At a federal level, we are funded by the Department of Health and Aged Care and the National Indigenous Australians Agency (NIAA). Additionally, we receive funding for several programs from IUIH, the National Aboriginal Community-Controlled Health Organisation (NACCHO), Brisbane South Primary Health Network (BSPHN), the Lowitja Institute and the University of Melbourne.

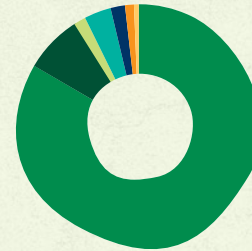
We also generate self-funded income, which includes Medicare, Jimbelunga Nursing Centre, NDIS services, Deadly Kindy fees, rent and investment funds.

REVENUE



What	Amount (\$)	%
State Government	20,051,307	34.72
Commonwealth Government	7,658,181	13.26
Self-generated	22,379,336	38.75
IUIH	6,128,800	10.61
Other grants	392,848	0.68
Capital	1,141,874	1.98
TOTAL	57,752,346	100

EXPENSES



What	Amount (\$)	%
Employee benefits	41,915,925	72.59
Other expenses from ordinary activities	7,421,300	12.85
Administration	1,560,675	2.70
Occupancy	3,611,543	6.26
Depreciation and amortisation	1,930,342	3.34
Motor vehicle	1,248,200	2.16
Assets write-off	54,719	0.10
TOTAL	57,742,704	100

FINANCIAL PERFORMANCE

What	Amount (\$)
Revenue	57,752,346
Expenses	57,742,704
Surplus	9,642

FINANCIAL POSITION

What	Amount (\$)
Assets	74,826,485
Liability	22,223,635
Equity	52,602,850



FINANCIAL STATEMENTS

A full copy of our 2023-24 Financial Statements is available on our website 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

 **29 Metroplex Avenue | Murarrie QLD 4172**

 **PO Box 528 | Cannon Hill QLD 4170**

 **admin.reception@atsichsbrisbane.org.au**

 **(07) 3240 8900**

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

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

     **atsichsbris**

