



 **YWIC**TM
ANNUAL
Impact Report

Year ending 30th June 2024

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Ara Harathunian

Family & Skin connections to Kabi Kabi, Taribelang Bunda, Gooreng Gooreng, Wongi, Noongar and Martu Director for 14 Years



Aunty Lurlene Henderson

Kabi Kabi & Wakka Wakka Director for 8 Years



Uncle Sterling Eggmolesse

Gurang Director for 21 Years



Aunty Jenny Springham

Gurang Director for 3 Years



Scott Webb

Director for 7 Years

MEET OUR BOARD

EXECUTIVE TEAM

Wayne Mulvany
Chief Executive Officer



Kathy Clarke
Chief Operations Officer



April Pattinson
Chief Financial Officer



Ryan Mulvany
Business Services Manager



OUR REACH



OUR JOURNEY

To transform the health and wellbeing of communities by a holistic approach. Our services consider whole of person wellbeing and are culturally appropriate, affordable and available to all.

OUR VISION

We aim to be the optimal service of choice, transforming lives where communities matter.

MESSAGE FROM THE BOARD


The directors are pleased to present IWC's Annual Report for the financial year that ended June 30, 2024.

In the past year, we have showcased our organisational resilience by adapting to the needs of Aboriginal and Torres Strait Islander people and the broader community. Our ability to thrive in a rapidly changing environment is evident through our exceptional client satisfaction, instilling confidence in our community and clients. We have remained committed to delivering responsible and comprehensive services in a complex economy, further tested during this period.

Despite the challenges posed by the current landscape, our services in North Burnett have been successful in empowering Aboriginal and Torres Strait Islanders. Our infrastructure project in Gayndah demonstrates our dedication to growth and service excellence. This step not only secures our position but also ensures our future growth. The expansion has resulted in our consolidated total assets exceeding \$22 million.

IWC is a core service provider, working with our clients, staff, and partners to improve their holistic wellbeing by providing high-quality health, psychological, community, disability, and aged care services. Our strategic plan is a living document that needs to be amended and adapted to the environment in which we live in the NOW.





We review our corporate strategic plan annually and monitor and adjust it so that we are current and providing services in the NOW moment. By learning from the lessons of the post-pandemic period and addressing current inflationary pressures, we are ensuring the sustainability of our strategy.

“We are dedicated to providing quality services for the highest good of our clients, staff, and the community.”



Mr. Ara Harathunian
On behalf of the Board



MESSAGE FROM THE CEO

The 23-24 financial year was one of achievement and challenge for IWC and the communities in which we operate. While the wider community faces a "cost of living" crisis and continued barriers to access to health and wellbeing services, IWC has been an anchor, seeing growth in demand for our services.

One of the main achievements has been the development of our services for the North Burnett Community. The organisation was able to reopen and start operating the purpose-built Health and Wellbeing Centre in Gayndah. The medical centre also achieved AGPAL accreditation, and allied health services expanded. Progress was made towards infrastructure for accommodations for health professionals, and finally, the sports stadium adjoining the health and wellbeing centre is nearing the completion of the upgrade which will be operational in the new financial year.

IWC successfully gained contracts for additional and returning service offerings in the Bundaberg region. First is Connected Beginnings, a program that delivers the best start for First Nations children aged 0-5. The St. Johns Eye Van and BreastScreen Van have returned, providing vital health services to the community. Lastly, IWC was one of two Aboriginal Medical Service (AMS) nationwide to be selected to deliver a Medicare Urgent Care Clinic (UCC).

The initial concept of the UCC as a 'hybrid' cross-over between the acute Hospital Emergency Department and General Practice was a valuable addition to the medical services provided by IWC, filling a gap in the region's current service offerings. Getting this program up and running occurred with strong community support, involvement from other key health organisations, and the dedicated employees of IWC.

Another key achievement for the Bundaberg region was launching the IWC disability support service, LifeAware. This service has already positively impacted the community, with stories shared by clients that are a true credit to the dedication and passion of the team. LifeAware has progressed to the final stages of Quality Accreditation and expects to become a registered NDIS provider next financial year.

Also, during this period, the Aged Care Safety and Quality Commission completed a review of our Home Care Service (IWC CHSP), reflecting IWC's model of care and containing various aspects of community considerations.

IWC re-entered the community events space with the inaugural Block Party in celebration of NAIDOC Week. This event was so successful that the decision was made to make it the organisation's flagship event every year moving forward.

All of these developments and achievements led to IWC's largest employee growth in its history. Having a large dedicated team allows IWC to demonstrate real and tangible outcomes for our communities. Our progress and many achievements reflect the overall significance and impact representative of strong organisational values.



Mr. Wayne Mulvany
Chief Executive Officer





KEY HIGHLIGHTS



Total Clients / Patients



22.10%
% Change YOY

First Nations Clients / Patients

34.52%
% Change YOY



OTHER KEY HIGHLIGHTS



Hi-5!
I had my 715

722
715 Health Assessments Conducted

4.49%
% Change YOY



CONNECTED BEGINNINGS

In early 2024, IWC proudly launched the Connected Beginnings program, a significant milestone in our commitment to advancing the health and wellbeing of First Nations children and families. This new initiative reflects our dedication to assisting every child, particularly those from Indigenous communities who face unique challenges in accessing early childhood, maternal, and child health services, to receive the best possible start in life.

Connected Beginnings is a culturally responsive program focused on Aboriginal and Torres Strait Islander children aged 0 to 5 and their families, carers, and guardians. The program aims for jarjums (children) to be healthy and developmentally ready for school. We aim to improve health and wellbeing outcomes by providing access to child health checks and integrating holistic health, wellbeing, antenatal and postnatal supports, both internally at IWC and externally in the community.

More than a program; Connected Beginnings is a critical component of our strategy to challenge and shape the future of health and wellbeing services for First Nations communities. By focusing on early childhood development and culturally responsive care, we are addressing the disparities in health outcomes and empowering families with the tools

and resources needed to facilitate transformation. Our Connected Beginnings teams are committed to working for the highest good of our First Nations families and children.

The impact of this program is expected to be profound and long-lasting. By starting early with our children, the program can identify gaps in learning and developmental milestones, referring them to appropriate services before they risk falling behind in education. For many years, IWC has identified and advocated for this need, recognising the positive transformation and generational impact that occurs when families and children are supported across all holistic domains.

The strength of Connected Beginnings lies in its grassroots approach, tailored to meet the needs of our community, individual participants, and families. By getting it right for our community now, we are ensuring that the next generation has the best start in life and is strongly supported as they move towards being ready for school, instilling hope for a brighter future.

"We're committed to working alongside children and their families to facilitate appropriate supports, referrals and connections - improving outcomes for each and every jarjum"



BUILDING TOMORROW'S LEADERS WRAP-UP



The Building Tomorrow's Leaders program offered alternative interventions to Indigenous youth of Bundaberg aimed at diverting high risk youth to positive and prosocial activities through engagement in education, employment, and community. Delivering support through three separate pathways, at the time of finalisation on April 30, 2024, the program had successfully achieved all milestones within the agreed timeframes.

Community-based Outreach

The team's outreach activities resulted in a community referral network to over 171 regular connections with services that interact with high-risk youth. These activities also offered an opportunity for engagement to learn about health, education, employment, and culture.

Cultural connection was facilitated through visits to cultural sites of significance, accompanied by local Elders, allowing the participants to explore and learn about their cultural heritage, helping to shape their self-identity and heal as a community.

One of the program's youth workers commented on the role of connecting with culture in its successes:

“Using the IWC Cultural Knowledge program to re-connect individuals with their culture and the opportunity to get to know their families has made a big difference to them. We have connected them with Elders who know which mob they are from and who their family is, and we have created connections for them.”

Development Program

The development program formed an essential part of the Building Tomorrow's Leaders support, delivering capacity-building programs aimed at inclusion, enhancing life skills, and resilience through a series of 4 – 8 week long education sessions. Over 2470 client group contacts occurred, covering topics such as alcohol and other drugs, self-respect and healthy relationships, mental health, social media, cultural identity and connection, and racism.

24

Months (program length)

109

Clients (ex-groups)

24

1150 Episodes of Care (ex-groups)

Individualised Case Management

Finally, one of the program's greatest strengths was in the provision of holistic and comprehensive case management services focussed on addressing the precipitating factors of homelessness, health issues, complex family and social situations and addressing the ongoing lack of employment and vocational prospects in our regions.

This support pathway was crucial to achieving positive outcomes and wellbeing for the young program participants and their extended family. Out of 1360 culturally defined individual case management sessions, 95% of clients saw improvement across educational engagement, cultural connections, employment, social and health determinants and increased prosocial behaviour.

As clients transitioned to other avenues of support available through internal IWC programs and services or exited to appropriate external pathways, the team is proud of what they have achieved alongside the youth of their community.



NOW MORE THAN EVER

Reconciliation Week 2024

Reconciliation Week is an important reminder that reconciliation is not merely a moment in time but an ongoing commitment to dialogue, understanding and action. This year's theme of "Now, More Than Ever" provided a platform for discussion on the significance of reconciliation in action and offered insights on how individuals and communities from all backgrounds can actively engage together for the greater good. Over the course of the week, IWC put on a series of activities and events with the aim to shed light on healing and unity.

Yarn Time

IWC and over 70 community members gathered for a diverse panel discussion, and members of the panel responded to questions from the public about reconciliation and other topical areas, fostering an open and respectful dialogue. With a panel consisting of Elder and board members Aunty Jenny Springham and Aunty Lurlene Hendersen and IWC staff members Ryan Marsh, Shani Haworth, and CEO Wayne Mulvany their answers offered differing perspectives on reconciliation, and a meaningful discussion ensued.

Cultural Tours

Throughout the week, Traditional Owner Byron Broome led tours for community members and staff through the IWC building, highlighting stories from the region's history and explaining the wide range of artefacts on display throughout the Health and Wellbeing Centre.

Cultural Knowledge

An invitation was extended to Walkervale State School to attend a special session of Cultural Knowledge, led by Uncle Stirling Eggmosses. Engaging in discussions and responding to meaningful and insightful questions from students, the cohort left this session with a deeper understanding of First Nations culture and the significance of reconciliation in action.

Reconciliation Video

In 2023, IWC produced a Reconciliation Video showcasing the views of local First Nations women from different generations on Reconciliation, its past, and the future they want to see. This video was screened throughout the Health and Wellbeing Centre throughout the week, ensuring all visitors could take a moment to consider what reconciliation meant for them and how they could put it into action.

"IWC is proud to have hosted 'Now, More Than Ever,' as part of our ongoing commitment to reconciliation and community engagement," said Wayne Mulvany, IWC CEO. "This week serves as a reminder to everyone to make meaningful conversations happen and take a collective action towards a more inclusive and equitable future for our region."

Across the week
of events

120

people actively engaged with
event activities

+ 1266

patients and clients had
the opportunity to view the
reconciliation video around
the building.

NORTH BURNETT

A Year of Reopening, Accreditation and Expansion

Nearly two years after a burst pipe caused the North Burnett Health and Wellbeing Centre to shut for repairs, the centre reopened in 2023. With its return to full service in this purpose-built centre, the team have not only been able to return to delivering healthcare services for the community but has achieved full accreditation, expanded service offerings, and the organisation has begun an exciting project to enhance accommodations for health professionals.

Reopening and Service Expansion

With the reopening of the North Burnett Centre, IWC has begun to introduce a broad range of medical services to the community. At the heart of these offerings is our General Practice, which remains the cornerstone of our healthcare delivery. A team of highly skilled nurses and committed Indigenous Health Workers and Practitioners support the General Practice, delivering comprehensive and culturally responsive care to our patients.

The expansion of service offerings is focused on the diverse needs of the North Burnett community. Services added this financial year include physiotherapy and exercise physiology, which complement the existing midwifery, dietetics, and diabetes education services. Our approach remains patient-centred, with a strong emphasis on holistic care that addresses our patients' physical, mental, and spiritual wellbeing.

Achieving Full Accreditation

In August 2023, the North Burnett Centre embarked on the important journey of seeking accreditation. Our team worked diligently to prepare for the process, which involved a comprehensive review of our practices and systems to ensure they met the highest standards of care.

In October 2023, following an on-site survey, we were proud to be awarded full accreditation against the Royal Australian College of General Practitioners (RACGP) Standards of General Practice. This achievement is a testament to our entire team's hard work and dedication and reflects

our commitment to delivering exceptional healthcare services to our community.

Health Professionals Accommodation Project

IWC has initiated an exciting new project to enhance our service capabilities even further with The Health Professionals Accommodation Project. This development includes the construction of a duplex with two 3-bedroom units and a 4-bedroom shared accommodation, complete with ensuite facilities. The shared accommodation will be utilised by visiting health professionals and IWC staff, providing a comfortable and convenient place to stay. This initiative will assist in attracting specialist services to the region, enabling the expansion of healthcare services to the area.

The duplex will provide permanent accommodation for General Practitioners, helping to increase the continuity of care offered at the North Burnett Centre. By providing stable and attractive housing for our medical professionals, we aim to build a stronger, consistent team of healthcare providers deeply integrated into their community.

As we move forward, the IWC North Burnett Centre is committed to continuing its mission of providing high-quality, culturally respectful healthcare services to our community. Our centre's reopening, full accreditation achievement and the development of our Health Professionals Accommodation project are all steps towards a brighter, healthier future for the North Burnett Region.



lifeaware
Disability Support Services





EXPANDING HORIZONS

In late 2023, IWC expanded its service offering to include LifeAware, a disability support service with a difference. Adopting a skill-based approach, LifeAware is dedicated to encouraging individuals to manage life's everyday activities confidently on their terms and at their own pace.

Offering a fresh perspective in the disability support landscape, LifeAware is committed to redefining the ways individuals receive support. With a mission to foster self-confidence, skills development, and autonomy among the community, LifeAwares participants face their challenges with determination and pride.

LifeAware offers highly personalised NDIS support plans tailored to each person's requirements and aspirations. Extending beyond individual support, participants are actively encouraged to engage with their community, ensuring they live active and enriched lives.

An example of this community engagement can be seen in Gordon, a participant looking for and finding his mob with the LifeAware team. Encouraging him to be active in his community and culture, his support

team facilitated Gordon's handing out jerseys to the South Kolan Rugby League Club, which embraced him as a team member.

This is just one of many examples of how the team of 17 disability support workers are highly compassionate and dedicated to providing holistic care for the 25 participants currently working with LifeAware. The team understands how important a holistic approach is to the overall wellbeing of their clients.

Ryan Marsh, LifeAware Service Delivery Manager, said:

“At LifeAware, we want to provide a culturally responsive place where individuals with all disabilities can confidently manage their daily lives and engage with many different communities, with the vision of getting the most out of life. We are proud to be part of a collaborative industry that centres on providing the best NDIS disability services for individuals and helps create opportunities for all involved.”







BUILDING CONNECTIONS

Delivering the IWC model of care for health and wellbeing means ensuring service offerings extend beyond medical treatment to include social, emotional, cultural, and spiritual health. Creating opportunities for connection can build stronger, healthier communities where everyone feels supported, and overall health and wellbeing is improved.

Eight local women in Gayndah demonstrated this when, in early 2024, they took a funded group initiative and turned it into real friendships that extended far beyond scheduled meet-ups.

IWC secured funding to facilitate a women's group after the success of a similar program in Bundaberg, encouraging community ties and combating the pervasive issues of loneliness and isolation.

Meeting regularly, the group engaged in a variety of activities, such as painting, listening to music, needlework, yarning, weaving, and tackling crosswords in magazines.

These seemingly small acts of creativity and companionship became the foundation of something much larger—a network of support that extended

beyond the group's scheduled and IWC-facilitated meetings.

The successful outcomes of this group speak volumes about the power of community, which is tied to the relationships it forged. Participants began to visit with each other, share transport to community groups, shopping trips, and appointments, and add each other on Facebook. The women checked in on one another, offered support over the phone, and met up for coffee.

This group has been a stepping stone to a more connected and supportive community. The women involved are now actively engaged in their community and better equipped to offer each other support in times of need. This kind of peer support is invaluable in rural areas, where access to health and social services can be limited.

The friendships that have emerged from this group are not just about companionship—they are about building resilience, improving mental health, and embracing a sense of belonging, a key aspect of the successful delivery of the IWC holistic model of care.





BUNDABERG MEDICARE URGENT CARE CLINIC

IWC is proud to have been chosen as the medical provider for Bundaberg's Medicare Urgent Care Clinic (UCC), a much needed service devoted to extending healthcare for our local community.

6,000⁺

Patients Served

15,758

Episodes of care

Since opening its doors in November 2023, IWC has made significant strides in providing essential care. In this financial year alone, the Bundaberg Medicare Urgent Care Clinic has seen over 6000 patients, operating seven days a week to alleviate pressure on local hospitals by addressing non-life-threatening injuries and illnesses.

The Bundaberg Medicare Urgent Care Clinic serves as a crucial extension of GP practices, offering care to patients who require out-of-hours assistance or are unable to secure timely appointments for urgent health concerns. By providing this service, IWC plays an important role in supporting the local healthcare infrastructure, enabling hospitals to prioritise critical emergencies.

The achievements of the clinic are a testament to the dedication and compassion of our hardworking, talented team, who embody IWC's model of care for everyone who walks through our doors.

As IWC's CEO, Wayne Mulvany, reflects: "Taking on the UCC service reflects our deep commitment to serving Bundaberg by providing access to a wide range of medical care services. We are immensely grateful to our amazing staff and community partners, whose tireless efforts have been instrumental in delivering this important healthcare service."

"Facilitating the UCC service has not been without its challenges, with a well-known nationwide GP shortage, especially affecting rural and regional areas, coupled with escalating business costs, IWC, its staff, and the community have been flexible and understanding as we navigate these turbulent times."

We are also thankful to the community for their continuous generous support, which has been invaluable in our journey to make healthcare more accessible and culturally safe. Together, we are creating positive change in Bundaberg, with the benefits of these enhancements resonating throughout the region.

medicare

Urgent Care Clinic

SOCIAL HEALTH & WELLBEING

With a cost of living, mental health and housing situation reaching critical levels over the past year, IWC's Social Health and Wellbeing teams have focussed on transforming the physical, emotional, cultural, spiritual and social health and well-being of our First Nations communities. This work has been driven by IWC's ongoing mission to transform the health and wellbeing of our communities for the "highest good", including fostering relationships with other service providers to open dialogue about some of the barriers to accessing culturally responsive care.

ITC and Stepped Care

The Integrated Team Care and Mental Health Stepped Care programs have had a successful year working with our First Nations clients to assist them in navigating the complex healthcare and mental health systems that create barriers for our First Nations people. Over the past year, the team have assisted clients to accessible and affordable mental health and health care services empowering clients to reach their full potential across all facets of wellbeing.

2,234

Total Clients that have been supported by ITC and Stepped Care Programs

6,641

Total Episodes of Care

Alcohol and Other Drugs

As IWC's AOD service wraps up another year of service delivery, our team have confronted the highs and lows of frontline service delivery in a climate where there are no locally available rehabilitation and detox supports and increased community pressures from the cost of living and social determinant factors, including homelessness and mental health reaching critical levels. Throughout this, the dedication of our IWC AOD team members is notable following a whole of person and family approach to achieve positive outcomes for their clients.

155

Total AOD Clients

1,300

Total Episodes of Care

150

Total Families and Wellbeing Clients

1,704

Total Episodes of Care

Families and Wellbeing

The Families Wellbeing team has worked tirelessly with families over the year to facilitate school and daycare enrolments and access to paediatricians, NDIS, medical, psychological, community, cultural supports and a safe living environment all of which are essential to improving the wellbeing of our families. 100 percent of participants reported that working with the Families and Wellbeing team improved their families wellbeing and access to services.

310

Total Youth and Communities Clients

2,223

Total Episodes of Care

Communities Youth Program

Reconnecting with culture has been a highlight of the program during the past year. The team organised various outings to significant cultural sites and other local areas including the Ration Shed Museum at Cherbourg, Wyper Park, Woodgate, Mon Repos, Riverview, Gin Gin and Cedars and Smiths Crossings. Offering a vital platform for engagement and bringing together First Nations youth and Elder generations to connect and learn in an inclusive, supportive, and culturally responsive environment.

FOCUS ON A SKILLED WORKFORCE

Our team is our greatest asset, and in the past year, we have made strides in further enhancing the skills and knowledge of our workforce, a cornerstone of our organisational strategy.

Investing in professional development, we provide diverse learning opportunities for our staff, which resulted in five trainees completing traineeships with Certificates in Business, Aboriginal and/or Torres Strait Islander Primary Health Care, and Individual Support.

These traineeships provide hands-on training and mentorship from experienced staff members, bridging the gap between academic learning and real-world application. This approach ensures our staff deliver the same quality of care to their patients and clients.

In addition to our trainees, ten other staff members have enrolled in or completed various certificate programs. Covering multiple specialties within the health and wellbeing sector.

Four staff have completed their Certificate III in Aboriginal and/or Torres Strait Islander Primary Health Care and are subsequently moving onto their Certificate IV.

The remaining six staff have commenced certificates in Business, Human Resources, and Community Services, empowering staff in all areas of the organisation to contribute their best in their field. Their ability to undertake further study reflects the continuous learning culture fostered within IWC.

We are particularly proud to highlight that two of our staff members are currently studying for their Diploma in Management, positioning them as skilled leaders within their departments. Their enhanced knowledge and skills contribute to our overall goals of delivering exceptional care and transforming the lives of the community.

By investing in the professional development of our team, we ensure that IWC remains a leader in health and wellbeing and delivers high-quality care to our community.



“Being given the opportunity to study through IWC changed my life. I would encourage anyone who thinks they aren’t capable or would fail to give it a go.” Kyle.

“The work environment is very supportive, which helps to feel encouraged to keep going and achieve your goals” Larissa





CONNECTED COMMUNITY

Celebrating culture together

IWC held its first NAIDOC Block Party at Boreham Park, marking an important moment in our community's calendar – a meaningful celebration of Aboriginal and Torres Strait Islander culture that invited everyone to enjoy together.

True to its values, IWC went beyond putting on festivities, carefully curating a range of traditional activities to provide opportunities for people from all walks of life to connect, learn and appreciate Australia's Indigenous culture in the spirit of NAIDOC.

Children immersed themselves in cultural activities like painting boomerangs and clapsticks, learning traditional artistic methods that told stories through their designs. The creativity continued with jewellery beading, where kids made necklaces and bracelets, engaging with cultural traditions through hands-on crafting together with IWC staff.

IWC provided a free community feed creating an inviting environment for community connection through yarning and cultivating shared experiences.

For our Elders

A special lunch was held by IWC to honour our community Elders, celebrating their wisdom and contributions. We welcomed 25 Elders from the Bundaberg region to IWC Home Care, coming together to commemorate this meaningful day.

IWC's Home Care team served up a mighty three-course feast, blending native delicacies like kangaroo and crocodile with familiar favourites such as meatballs and mash, and skewers with chutney. To add a touch of fun, the lunch was spiced up with a lively trivia game, where Elders joined in, bringing their laughter and a competitive spirit to the event.

Adding depth to the occasion, a specially produced IWC video titled "For Our Elders" was unveiled. This tribute captured the essence of NAIDOC 2023, paying homage to the Elders' invaluable contributions to our community and serving as a powerful reminder of their enduring influence told through the eyes of their community.

As we reflect on the success of both IWC's NAIDOC events, it's clear that such gatherings play a vital role in nurturing community connections and celebrating our cultural heritage. IWC remains committed to supporting and empowering our community, ensuring that the celebration of Aboriginal and Torres Strait Islander culture continues to inspire and unite us all.





ALL ABILITIES RUGBY LEAGUE

In 2023, IWC proudly sponsored the All Abilities Rugby League program, an initiative born from the passion and vision of local community spirit in the wider Bundaberg region. Recognising the alignment between the program's goals and IWC's commitment to fostering inclusive communities, IWC offered its support.

A simple yet impactful program, the All Abilities Rugby League is a four-week rugby league competition in which children of all abilities can play together. Players whose physical or cognitive differences might see them sidelined in a mainstream competition can engage in Queensland's most loved sport.

Offering more than a financial contribution, the NDIS Local Area Coordinator (LAC) team provided on-field Mentor Training for the 2023 season, ensuring that participants receive the guidance and support they need to enjoy the game safely and confidently.

In May 2022, The Queensland Rugby League (QRL) recognised the program and awarded it the Auswide Bank Community Program award.

Since then the program has also earned praise from participants, their families, and spectators, highlighting how co-founders Sonya and Judy's inclusive environment allowed everyone to enjoy the game.

IWC is proud to partner with programs like All Abilities Rugby League, whose work contributes to the health and wellbeing of the community. By offering an inclusive and supportive environment for children to be physically active and engage socially, the program is promoting a holistic approach to community wellbeing.

The IWC team attended the 2023 Come and Try Day and filmed some of the action which you can watch below.



WATCH VIDEO





DISASTER READINESS

NDIS LAC and Bundaberg Regional Council team up for Emergency Preparedness.

Starting in February, approximately 20 NDIS participants engaged in a four-week Participant Emergency Preparedness Program presented in partnership with Bundaberg Regional Council's Disability Inclusive Disaster Risk Reduction initiative. The success of this program is a testament to the strength of the Disability Support network, including IWC, Carinbundi and other organisations, to support vital education services.

The IWC NDIS Local Area Coordinator (LAC) team was passionate about delivering this program to the community, knowing that someone with a disability may need more time, additional resources, or support during a crisis. Holding this program allowed our team to facilitate participants' development of a Person-Centred Emergency Plan (P-CEP), ensuring their readiness in a disaster situation.

Over the four sessions, the group learned how their strengths and daily support requirements affected their personal emergency plans, how they should communicate during an emergency, and who their emergency contacts are. Each attendee developed a comprehensive plan to address potential disasters, equipped with an emergency kit starter pack provided by the Bundaberg Regional Council to kick-start their emergency preparedness.

The knowledge gained during the program was further enhanced by the active involvement of local emergency services, Queensland Fire Services, Queensland Police, and Queensland Ambulance, who gave additional insight into what should be included in their P-CEP.

The IWC LAC team continues to focus on capacity-building events and programs. Through outreach activities such as this the team is extending the service's impact beyond administrative plan coordination to a vital part of the local disability support network - transforming the lives of participants and their families.



STAKEHOLDER ACKNOWLEDGEMENT

IWC's programs and services are supported in part by funding from the following departments and agencies.



Australian Government



Australian Government
Department of Health and Aged Care



Australian Government
Department of Social Services



Australian Government
Department of Industry, Science,
Energy and Resources



Australian Government
Department of the Prime Minister and Cabinet



Australian Government
Indigenous Land and Sea Corporation



The ILSC GROUP



Queensland Government
Department of
Employment, Small
Business and Training



QUEENSLAND
GOVERNMENT
Department of Justice and
Attorney-General



Queensland Government
Department of Communities, Housing
and Digital Economy



Queensland
Government
Queensland Health



NACCHO
National Aboriginal Community
Controlled Health Organisation



ACCREDITATIONS

- ISO 9001:2015 (Quality Management System) – IHCA
- RACGP Standards 5th Edition (Bundaberg & Gayndah) – AGPAL
- National Safety and Quality Health Service (NSQHS) – QIP





**Where
communities
matter.**

