



# **MOORUNDI**

*Aboriginal Community Controlled  
Health Service Inc.*



Annual Report 2018-19:

**Working towards a connected,  
healthy community**

# What's inside

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### Acknowledgement of Traditional Owners Lands

We respectfully acknowledge the Ngarrindjeri peoples as the traditional owners and respect their cultural heritage, beliefs and spiritual connections to the land on which we live, work and meet.



**For more information, or to talk to one of our team, contact Moorundi on the details below:**

☎ : 1800 023 846 (toll free)

✉ : [admin@macchs.org.au](mailto:admin@macchs.org.au)

📍 : Lot 1 Wharf Road, Murray Bridge  
(Administration Office)

🕒 : Open Mon-Fri, 9am to 5pm

Photography note:

**WARNING:** Aboriginal readers are warned that the following publication may contain images and commentary of deceased persons.



# Who are we?



At Moorundi, we are a passionate and committed team of professionals who strive to deliver holistic health care through programs, events, clinical support, allied health and a range of other cultural community connections. These efforts work together to support the improved wellbeing of our Ngarrindjeri community.

## OUR VISION:

**Our lands, our waters, our people, all living things are connected, we long for the health of our ancestors to guide us in providing a focal point for all to connect to holistic and integrated health services**

The vision for MACCHS is based on who we are and where we want to be. Moorundi is not separate to the community, we are a part of the community and as such we have responsibilities to our culture and our lands. We are proudly Ngarrindjeri, and we have a responsibility to provide a safe place and space for our community to engage in health services that meet their needs. We envision providing that safe place of healing, in being a focal point for people to access health services that incorporate their **spiritual, cultural, social, emotional, mental** and **physical** wellbeing. This safe space of healing will focus on holistic wellbeing - including preventative health measures, not only on clinical care.

## OUR MISSION:

**Taking control to holistically improve the health of our community from a cultural perspective.**

Our mission speaks to how we want our health services to be delivered and why. Within this mission we share how we view our health, in that central to our health is our culture. There are three key interconnected ways of being for the Ngarrindjeri people. Our Ruwe (Land), Our Culture and Our Community. They cannot be separated.

## OUR VALUES:

**Culture, Community and Yarluwar Ruwe are at the forefront of everything we do.**

This incorporates being:

- **Welcoming and inclusive:** Ensure that every person who walks through the door, feels like they belong and are connected with their community and health service.
- **Respectful:** Every person has the basic human right to be respected as a person. In return we ask for respect to be shown to us.
- **Understanding and non-judgemental:** Always seek to understand our clients and families. We will not judge people based on their situation or any health care need and will work to dispel stigma associated with their situation.
- **Trust and honesty:** Be honest with our communications. We will not mislead, misinform, misdirect or shirk responsibility. We will work to gain our clients' trust to deliver the health service that they expect and treat people with the utmost respect and concern. We will treat clients' confidential information with the utmost care and ensure we adhere to National Privacy Principles.
- **Proud of who we are:** We are part of the Ngarrindjeri community and we are proud of our heritage. We will take pride in everything we do and always work to deliver our service to the highest quality standard that our community expects from us.

# Our goals and objectives



## Bringing community together

Our first goal, which is central to all others, is bringing community together. We cannot deliver health services merely from a clinical care perspective. The health of our community depends on the health of our culture, which connects directly with the health of our lands. When our culture is not well, our community is not well. We are strong when we are together and weak when we are disconnected. Ensuring that we, as part of our community, are focused on the health and wellbeing of our community and our culture, will ensure improved health outcomes for all Aboriginal and Torres Strait Islander people on Ngarrindjeri Ruwe.

## Quality, integrated and holistic health services

Our second goal is to deliver quality, integrated and holistic health services to ensure an improvement in the health outcomes for all Aboriginal and Torres Strait Islander people on Ngarrindjeri Ruwe. 'Quality' means we will deliver services to the expectations of all industry standards, and to the standard expected by our own organisation and community. 'Integrated' means we will work with - and connect to - the health and support services available on Ngarrindjeri Ruwe. This will ensure we ascertain the best services available for our people. 'Holistic' means we will listen to what our clients tell us about their overall health, situation and environment – ensuring we can use different strategies to achieve improved health outcomes, through understanding all health determinants.

## Growth, partnerships & opportunity

Our third goal is to grow our organisation, our service and our infrastructure to support our first two goals (*as mentioned left*). Moorundi is a newly established organisation with minimal service delivery. Therefore, in order to reach our goals and improve health outcomes for all Aboriginal and Torres Strait Islander people on Ngarrindjeri Ruwe, we need to grow and expand. We want to expand in service provision, grow our organisation's capacity and need the right infrastructure to achieve this. We recognise we cannot do this alone, and so a key part of our work is to establish long-lasting and trusting relationships with our partners; and be prepared and responsive to opportunities that arise.

## OUR OBJECTIVES

Our organisation's core objectives are based around the following key result areas:

1. Management
2. Clinical Governance
3. Workforce strategy (human resource management)
4. Service models
5. Finance management
6. Information and communications technology management
7. Quality and risk management
8. Monitoring performance

The health of our community depends on the health of our culture, which connects directly with the health of our lands.



# Our leaders



## A message from our Chairperson

Dear members,

On behalf of the Board I would like to thank you for supporting Moorundi and accessing our services on a regular basis. Our data continues to show growth in client numbers and episodes of care, which means we are reaching a larger number of people in our catchment area.

I would like to also thank the CEO, executive team and all staff for their continued commitment to delivering best practice primary health care and social and emotional wellbeing services. I would also like to thank our Board members for their commitment and tireless work in ensuring we meet all necessary governance requirements and ensure our community has access to quality health services.

As Chairperson it has been an honour to lead a group of passionate Board members to develop a strategic vision, which will guide sustainable growth for Moorundi and increasing viability as an Aboriginal Community Controlled Health Service. I acknowledge and thank those Board members who have unfortunately had to resign in 2018-19 due to a range of personal issues – and wish them all the best for the future.

The future is bright for Moorundi and I am pleased to witness the constant growth and improvement, and equally look forward to challenges and successes ahead.

**Vicki Hartman**  
Chairperson

## A message from our CEO

As Chief Executive Officer, I am forever thankful for the opportunity I have been given to drive the growth and sustainability of our Aboriginal Community Controlled Health Service. I am incredibly fortunate to have a committed group of Board members, who are driven to provide a strategic vision, which prioritises positive health outcomes for our Ngarrindjeri people. The Board has been committed and selfless in its endeavours to always remain proactive and advocate for our community's benefit, improved engagement, safety and integrity.

The Board, together with our community, has ensured that any growth of our organisation will always be driven by the community. This has been enacted through maintaining their sovereign rights and self-determination by voting to move from the Incorporations Act to the Corporations Act in March 2019. Following this, the Moorundi Administration, Integrated Team Care, Social and Emotional Wellbeing and Education programs all relocated to 1 Wharf Road (Ninkowar) and the new location has been well received with community access at an all-time high – and feeding back into our goal on better connecting with Aboriginal people.

Our clinical model has been reshaped by recruiting our own General Practitioners (GPs) to deliver our client-centred primary health care services. This year we've had a number of our team complete their Aboriginal Primary Health Care Certificates and graduate as Aboriginal Health Practitioners. I cannot thank my extended team enough for their unwavering commitment, dedication and professionalism in providing the community with a service founded on a holistic model of care. The outcomes they have delivered on the ground in the early stages of our organisation's establishment have been exceptional.

Moving towards 2019-20, we will continue to follow the vision of our Board in the best interests of our community and work towards growth and sustainability of services, well into the future.

**Steven Sumner**  
Chief Executive Officer

The future is bright  
for Moorundi.

# Our 18-19 highlights



## A connected community and strong, skilled workforce

During 2018-19 our team grew, not only in numbers, but in our wealth of knowledge, community connections, skills and qualifications. Going into the next year, we are more confident and capable than ever of delivering exceptional services to Aboriginal people on Ngarrindjeri Ruwe. The absolute highlight for our team has been almost doubling the number of community members we are engaging with, and this has come largely due to the hard work of our team to increase community awareness of who we are and what we do.

Key highlights of the year are mapped out below:



**SKILLS ARE UP:** All of our staff have undertaken professional development and training this year, growing our capability into 19-20 and beyond.



**2 NEW DOCTORS:** There are now two new GPs who spend their time working between our three clinics in the region providing increase and more accessible service for the Ngarrindjeri region.



**WELCOMED JAWUN EXPERTISE:** Two experts spent 12 weeks with our team, helping us with Shared Services and setting up online business data tools.



**NATION-LEADING DEADLY NANNAS:** Local and State awards for our Deadly Nannas, plus national recognition when they were invited to speak at a national wellbeing conference.



**ENGAGEMENT UP 40%:** Overall, the team has supported activities and episodes reaching more than 9000 people.



**GROWING TEAM:** Due to the increasing demand for our services, our staff number **DOUBLED**, from 18 to a team of 36 people.



**28 PLAYGROUP SESSIONS:** The NDIS team established a new playgroup program in Raukkan, reaching families in need who were disengaged with health services. These were run in addition to playgroups already underway in Meningie, Murray Bridge and Goolwa.



**800+ TRANSPORTS:** Supporting our Moorundi clients and ITC clients to access their appointments and events.



**COMMUNITY EVENTS:** Coordinating health-focussed events for our community. This included NAIDOC, Art Workshops, Victor Harbor Opening Day, Women's Pamper Day and many others (with more to come next year).



**NEW WELLNESS CENTRE:** Team moved from Clara Street location to larger facility at 1 Wharf Road.



# What's next?



## Growing our capability in 2020 and beyond

With a team of emerging leaders, expanding knowledge, increasing skill-sets and strong community connections, we're looking to grow our services in 2019-20. What we've seen in 2018-19 is a real thirst from our community for improved preventative health services, through tailored and culturally-focussed programs. Our community has shown it is most engaged in wellbeing education and action when it's executed in a style that specifically relates to the Ngarrindjeri culture. This is where we are leading the way over and above other practitioners.

This in mind, our stakeholders can look forward to seeing our continuing exceptional service and support to the local Aboriginal community, but also growth in what we offer. This may be providing services which reach new Aboriginal families in the region, or it may be through providing more support to our existing clients.

If you, or an organisation you know, believes there is merit in connecting with Moorundi on new, targeted programs, contact our team, and we can set up a meeting. We're always looking to engage with new people.



What we've seen in 2018-19 is a real thirst from our community for improved preventative health services, through tailored and culturally-focussed programs.





# Our community



Our growing network of clients and stakeholders across the whole Ngarrindjeri Ruwe community are engaging with (and understanding) the impact of Moorundi more than ever before. With this, we've received a range of positive feedback, with a small sample set out below.

*"It is a shame that community don't attend the sessions that Moorundi put on, these seasons are great and relevant to our community's health."* – **The late Aunty Sandy, inaugural Board member**

*"Coming up here and being part of The Deadly Nannas is one of the best things that happened to me. Being with the women and their help and support has lifted my spirit and has kept away the doom and gloom. Also the song-writing and language helps me to connect with my Ngarrindjeri culture... Having access to the Art Room at Moorundi and being part of the programs and visiting artists, allows me as an artist, to explore and try other mediums of art which I just love."* – **Lena Rigney**

*"I rang Moorundi to thank everyone for their help. It was good I got my eye done through you (Moorundi support teams), it would have cost a lot of money. Thank you all for your help."* – **Local Ngarrindjeri person (name withheld)**

*"ITC have helped me for three years now. The teams at Moorundi are all professional and easy to talk to, know their roles and very knowledgeable. They have definitely supported me, I have various chronic conditions including cancer. I have had no issues either with any of the doctors, Aboriginal health workers and nurses at Moorundi. Moorundi has met all my needs, I have stage four cancer and have found Moorundi have all the service delivery I need to maintain my health. I always talk about the service to community."* – **Local Ngarrindjeri person (name withheld)**



*"Since I had my health check at Raukkan, I didn't know (found out) about other services I could get. Now I will be getting dentures and glasses."* – **Local Ngarrindjeri person (name withheld)**

*"I got everything I need. I'm happy with the service I get through you Dorothy (ITC Program)."* – **Local Ngarrindjeri person (name withheld)**

*"I'm happy with the services at Moorundi. I was able to get petrol vouchers to get my kids to their specialist appointments."* – **Local Ngarrindjeri parent (name withheld)**



# Our teams



## Tumbetun Namawi Mi:Wi (Healing our Spirit) team

The Tumbetun Namawi Mi:Wi (Healing Our Spirit) team has been working hard this year to bring the community a broad range of programs and activities. With the additions of the new Alcohol and

Other Drugs Councillor position, the team grew and began looking in to working more closely with *Lakalinjeri Tumbetin Waal* (family healing place) and the Leila Rankine House of Hope – supporting our long term partnerships goal.

Tumbetun Namawi Mi:Wi continues its commitment to providing language classes, building partnerships with schools, art and music workshops and art classes – this has included refurbishing the newly-revived art room at the Wellness Centre in Murray Bridge. Connection to Culture and Language cannot be separated from health and wellbeing and this will be the focus of the team in the coming year.

The team welcomed the return of Diana Murphy after her time in the UK, and she has since spent significant time building the platform for our popular yarnning circles and Aboriginal Women's Leadership Workshops – again being held in our new home at Ninkowar. The focus going forward will be on establishing cultural determinants of health, which will more accurately reflect the needs of our community.

Along with the Ngarrindjeri Grandmothers Singing Project funded by the Office for Ageing Well held in Victor Harbor, the music ventures of the Deadly Nannas went further this past year and across the country – it was an absolute highlight for our organisation and the broader Ngarrindjeri community. Some members of the Deadly Nannas have even been invited to speak at the *Lowitja Institute International Indigenous Health and Wellbeing Conference* in Darwin in June 2019. At this event, they did so well that they were invited to speak at the 4th National Social and Emotional Wellbeing Conference in early November 2019.

Further supporting our connections, partnerships and relationship building goals, the team also welcomed the addition of Xing - a social work student who completed her placement hours with us during the first six months of 2019.



## Piltenggi-Walun Po:Rlar (Becoming Strong Children) team

The Piltenggi Walun Po:rlar TOCS (together our children succeed) and Po:rlar Ka:ngkun Tainkuwalun (PKT) (Children laughing and

playing) make up our PILTENGGI-WALUN PO:RLAR (Becoming Strong Children Team). The Becoming Strong Children Team has been with us at Moorundi since January 2019 and delivered exceptional work within the community, providing a range of supports for the children.

PKT continues to provide playgroups for the Victor Harbor, Goolwa, Meningie and Murray Bridge areas. PKT has been working closely with our NDIS Team in Raukkan to provide further opportunities to access services through their program. With a focus on school readiness, they provide enrollment support, advocacy and assistance in school attendance up until the age of seven years.

The TOCS program is based on school aged children only. Its aims are based around school retention and workforce readiness, holding homework groups and using book-making to enhance aspects of their learning outcomes. This is done while the TOCS team also dedicates time in the Just too Deadly program for middle and high school students, a program that promote primary school and high school graduation.

# Our teams



## Clinic team

Each year our Clinic teams continue to develop their own qualifications and experience, which allows them to provide our community with a wider range of services, while also building the skills of our local Aboriginal health workforce. In addition to this, as a clinic and as part of our commitment to optimal health care for our clients, our staff undertake Continuous Quality Improvement (CQI) of all of our systems and processes.

During 2018-19, we have opened our new clinic site in Victor Harbor, adding to the ones at Murray Bridge and Raukkan. To ensure these clinics are appropriately serviced, we have supported two staff members to complete their Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care training – growing our internal expertise. Further, in a major highlight for our community, we have secured two part-time Moorundi doctors, who move across all three of our sites. We are proud of the dedication shown from all of our clinical staff this year in supporting Community to continue their health journeys.

Over the past year, we have seen a consistent rise in client numbers and episodes of care (approximately 40% increase) showing that our team's prevalence, trust with community and relationships with partners is working to engage more Aboriginal people in proactive health services."

It's not just the elderly that the NDIS team works with either, it has also started to engage young families through hosting a weekly playgroup in Raukkan.



## National Disability Insurance Service (NDIS) team

The NDIS team has provided a wide variety of services since its inception this year, kicking off with activities and community events, which have started to grow awareness of what the service can offer. This program is new for the whole of Australia, and so significant work has been delivered in terms of education and engagement with our Aboriginal community.

The NDIS team specifically helps the community to understand the role NDIS can play in improving their lives, and this work has gained great traction in 18-19, as Aboriginal clients are now engaging with the team, who help them navigate their way through the NDIS, linking them with appropriate providers, creating strong service plans and supporting them to understand the financial support provided by the NDIS for some of our most vulnerable people. Following the rise in client servicing for the NDIS, the team grew this year – welcoming an additional staff member to take on the role of NDIS Community Engagement Officer.

It's not just the elderly that the NDIS team works with either, it has also started to engage young families through hosting a weekly playgroup in Raukkan – with a speech pathologist and occupational therapist visiting fortnightly and monthly. This is an opportunity for all family members to speak with health experts and understand if and how they need to access disability support services, and provides a way for our NDIS team to begin engaging with families who need support.

Overall the NDIS team has achieved a huge amount in their short time with Moorundi and we look forward to seeing new projects come to life in the next financial year.



# Our teams



## Integrated Team Care (ITC) team

Our ITC team spends a significant amount of time on the road travelling across our Ngarrindjeri Ruwe to support more than 130 clients collectively in the Riverland, Murraylands, Fleurieu Peninsula and Kangaroo Island. The focus of this team is delivering comprehensive primary health care services and support to people with chronic diseases, helping to improve the lives of people suffering from a range of conditions.

The team works with community members and partners to support clients to take control of their diseases, and live a longer, more enjoyable life. Understanding the rapid increase in Aboriginal people with chronic conditions over recent decades, the ITC is integral in support Moorundi's overarching goals.

In 2018-19, the team has delivered more support than ever, including transport activity, rolling out the use of increased Webster-pak® medication packs and growing access to subsidised allied health support for our community. The team has also been committed to improving health knowledge and professional skills, ensuring members can provide the best advice and support to clients. This has included attendance to various conferences on chronic health conditions and our Chronic Condition Manager completing her Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care.

In order to build trust and partnerships with our region's other health providers, the team gained an Integrated Health Project Officer (IHPO) role – with this position helping to reach out to almost 100 GP clinics in the region.

Overall, the team has reached more than 2100 people in 2018-19, almost doubling its reach from the year prior. This growth will be further buoyed by increasing our engagement in to Kangaroo Island during 2019-20, as we look forward to discovering more way to provide support to our community over there.

## Transport

Supporting our ITC team is our transport team, which has once again grown in 2018-19 with the addition of two new casual drivers to support our growing number of registered clients. The transport team has had one of its busiest years on record, with more than 800 transports across the region.

The transport team works hard to ensure there are processes in place which ensure that all of our clients reach their appointments. This may be through our casual driving pool and vehicles (owned and managed by Moorundi) and through strong partnerships with other transport providers.

In 2018-19, we developed a new transport policy, which has been a helpful tool in increasing the understanding of what our team does for community and also making the community transport booking process a lot simpler.

**The team has reached more than 2100 people in 2018-19, almost doubling its reach from the year prior.**

# Our Members and Supporters



## We encourage feedback from our community

Our team is committed to the needs, desires and feedback from our members and stakeholders. As part of our quality service goals, we want to ensure our strategic actions and day-to-day activities are servicing the needs of our local Ngarrindjeri community specifically. As a team, we believe that it is only through providing a strong feedback loop and progressive culture of learning from each other, that we can continue to improve our holistic service model.

It's important to note, that Moorundi is a Community Controlled Health Service, and therefore the voices and wisdom of people across our community is vital to our existence and successful operations. We are run by Aboriginal people, for Aboriginal people.

With this in mind, we provide a range of feedback opportunities and interactive forms that provide various opportunities for our members to provide feedback to all/any members of our team, and our Board. Some of the ways people can engage with us on these matters includes:

- Website feedback form (<https://www.moorundi.org.au/feedbackform>)
- Website contact form (<https://www.moorundi.org.au/contact>)
- Facebook page (comments or messages): <https://www.facebook.com/moorundiACCHS/>
- Meeting with one of our team leaders (arrange via phone or email – see below)
- Phone discussion with one of our team leaders - ☎: 1800 023 846
- Email to our team - ✉: [admin@macchs.org.au](mailto:admin@macchs.org.au)

## We want you to join us

If you're interested in finding out more about becoming a registered client and/or member of Moorundi, then we'd love to hear from you. You can either contact us via phone, email or website form at the details above, or follow the four simple steps to start the process:

1. Drop in to one of our offices/clinics or head over to our website to access the Membership Form; (<https://www.moorundi.org.au/information>)
2. Fill out the Membership Form;
3. Return it to Moorundi, PO Box 1214, or drop it back to us at 1 Wharf Road, Murray Bridge;
4. Encourage others in our community to become a member so their voice can be heard too.

From here, new members will be notified, and encouraged to attend the Community Meeting in February 2020. All members are also welcome to attend our AGM held in March 2020, where they are eligible to vote on key priorities and positions for the year ahead.

## Confirmation of Aboriginality

For those who need them, we can also provide Confirmation of Aboriginality. There are also available from all of our clinics and offices, or can be found on our website here (<https://www.moorundi.org.au/>). People should follow the same process as above to fill out and return these forms to Moorundi so we can assist in the official certificate being finalised.



# Community events



## Community events

Supporting our key focus on connections and culture, all of our teams have continued their commitment to providing the community with events and new opportunities to develop their own knowledge of health and what it means to them.

This year Moorundi hosted the inaugural *Aboriginal Health Fair Day* at Ninkowar in late November which attracted more than 200 people. We also held support days, such as *RUOK? Day*, with a focus on cultural connections and the impact they can have on our community's mental health.

Our team also attends other regional events to provide support, information, education and awareness to our community on the services Moorundi provides, but also to advocate with the Aboriginal community on cultural connections, improved health and wellbeing. These events include (but are not limited to) the *Victor Harbor Family Fun Day* and the *Mental Health Fair Day* in Murray Bridge.

We plan to continue being a source of information/awareness at regional events into the future; as well as growing our own events calendar for our increasing number of clients and stakeholders.





# Our locations



**Wellness Centre (Head Office)**  
1 Wharf Road, Murray Bridge



**Raukkan Clinic – Raukkan**  
16 Lealinyeri Street, Raukkan



**Murray Bridge Clinic**  
11a Standen St, Murray Bridge



**Victor Harbor Clinic**  
56 Bay Road, Victor Harbor

Given the large expanse of our Ngarrindjeri Ruwe, we have established four offices – including our Wellness Centre right on the Muray River in Murray Bridge, plus our Murray Bridge clinic, our combined office and clinic at Raukkan and our new addition being the Victor Harbor clinic.

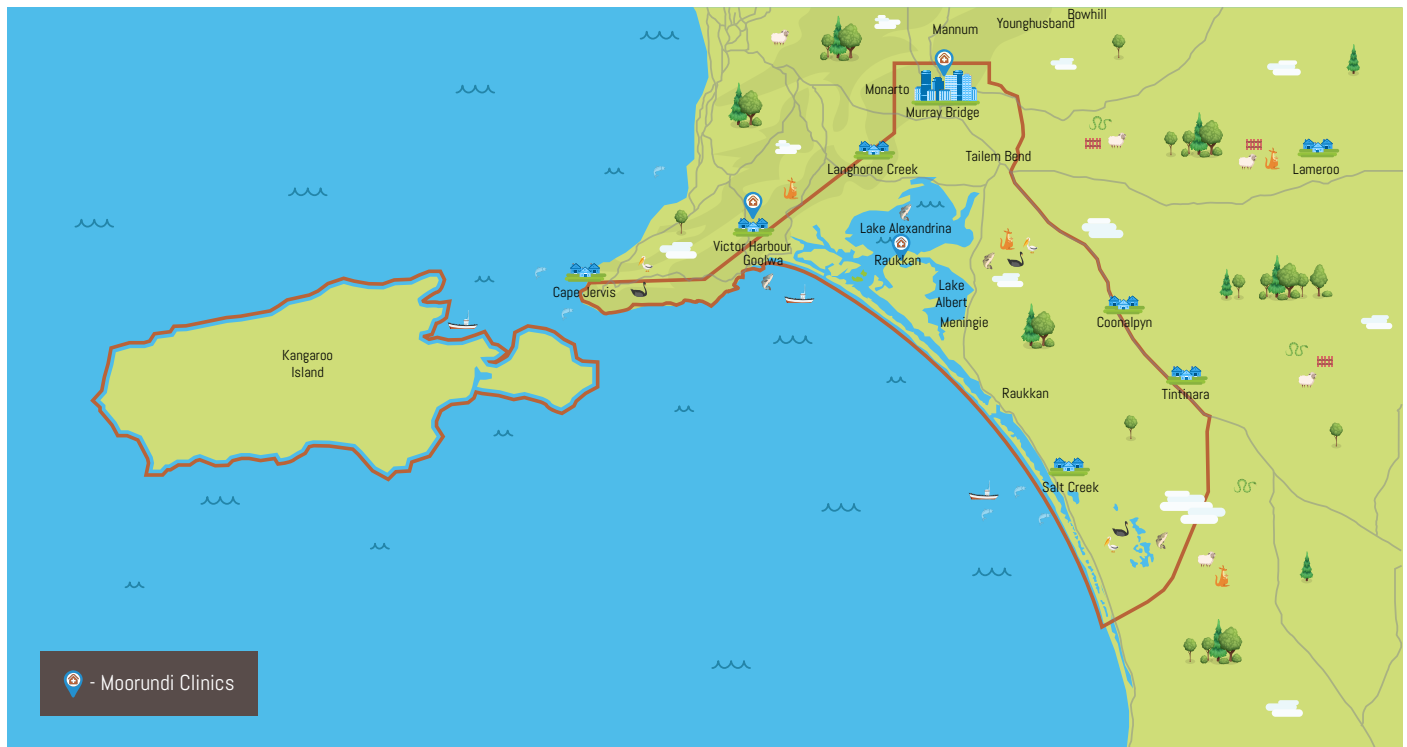
All of our clinics and offices are serviced by skilled and experienced staff, including two full time General Practitioners who spread their time evenly across three clinics, with support of our Aboriginal Health Care Workers and clinical team.



Image provided courtesy of artist Guido van Helten who painted the mural, in collaboration with Aboriginal artist Damien Shen.



# Our Country – Ngarrindjeri Ruwe



## The areas we service

Our country, which is covered by the Moorundi health service, includes the townships of Murray Bridge, Taillem Bend, Coonalpyn, Tintinara, Meningie, Salt Creek, Raukkan, Narrung, Victor Harbor, Goolwa, Kangaroo Island and other smaller communities within the demarked areas on the map above. We support all Aboriginal and Torres Strait Islander people who live in, or travel through this area and spend significant time travelling throughout the region to ensure we engage with isolated and disconnected families.





For more information, or to talk to one of our team,  
contact Moorundi on the details below:

☎ : 1800 023 846 (toll free)

✉ : [admin@macchs.org.au](mailto:admin@macchs.org.au)

📍 : Lot 1 Wharf Road, Murray Bridge  
(Administration Office)

🕒 : Open Mon-Fri, 9am to 5pm



## Acknowledgment of funding bodies

Moorundi would like to acknowledge and thank the following partners for their ongoing support to deliver this important work. Without the collective efforts and advocacy of all levels of government, we cannot create healthy changes amongst our communities, and we look forward to their ongoing commitment to ensure our level of servicing is sustainable.

