

# Annual Report



2017/2018

**Ngoonbi Community Services Indigenous Corporation**

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# BOARD OF DIRECTORS

Chairperson: Donna O'Chin  
Deputy Chair: Brad Grogan  
Treasurer: Thea Buthmann  
Secretary: Sandra Levers  
Director: Zami Coleman



## ACKNOWLEDGEMENTS:

Annual Report: Sandra Levers, 2018.  
Photographs: Sandra Levers, 2018.

Platypus Illustration: Leandra Cannon

**From Left to Right:** Sandra Levers, Donna O'Chin, Thea Buthmann, Zami Coleman, Brad Grogan



# WHO WE ARE AND WHAT WE DO

## MISSION STATEMENT

Our mission is to provide flexible and responsive services to our communities and encourage self-reliance, empowerment and improved life and wellbeing.

## VISION STATEMENT

The Ngonbi Community Services Indigenous Corporation believes services should be provided using a team of highly competent and caring staff who recognise and respect client individuality, dignity, confidentiality and cultural beliefs. Clients are encouraged to participate within the decision-making processes of services.

Some of our Organisation Members are also our CSHP Clients and Staff Members:-



Back Row: Rose Richards, Elvyna Hunter, Tania Hunter (Staff Member), Minnie Maggale.  
Front Row: Florence Brim, Joyce Hudson



# CHAIRPERSON'S REPORT

DONNA O'CHIN

Dear Members

I would like to thank Ngoonbi members and staff for their input and participation within the 2017/2018 period. This year has brought challenges and commitment to hard work practices. Ngoonbi's operations have enabled the organisation to continue to operate successfully. There have been many obstacles to overcome, and I am pleased to advise, we are at a point where policies and procedures are now in place.



The Board of Directors and Management have been instrumental in securing new and existing funding for programs. The transitioning period has contributed to successful and positive changes benefiting the Organisation, Staff and Community Members and Community overall. Ngoonbi's programs have built capacity in the ongoing development of Social and Emotional Well-Being, Community Home Support Services, Community and Youth Empowerment program, Sports and Recreation, Alcohol and other Drugs programs, Housing, Construction, Mechanics, Employment and Educational programs, like Bibi Yungan.

Ngoonbi prides itself in building positive partnerships and relationships with members and the wider community. We have been approached by successful businesses to form partnerships to create further employment and services within the Kuranda and District regions. This is looking promising for Ngoonbi's ability to support the community further.

I wish to sincerely thank the Board of Directors for the sound decisions that have been made to ensure that Ngoonbi's financial position continues to be strengthened and viable for future generations.

If you would like to discuss any of the Ngoonbi's projects with the Board of Directors, we encourage this, as we wish for members to be informed.

To be nominated as a Board of Director, refer to Rule 5.2

Eligibility of directors

A director must be:

- An Aboriginal and or Torres Strait Islander member residing within the precincts of Mareeba Shire Council (excluding independent or specialist nonmember directors appointed in accordance with rule 5.6)
- Required to undergo an Australian Federal Police check.

Yours Sincerely

Donna O'Chin  
Chairperson

# INFORMATION & TECHNOLOGY

BRENT HAMMOND

## Overview

From the outset the plan with Ngoonbi Community Services Indigenous Corporation's computer hardware and software was to ensure that our directors, staff and clients had reliable and secure computer and telephone services. Key software and hardware was identified and earmarked for upgrade, or replacement.



## Outcomes

Our computer systems are now protected by commercial grade antivirus software which has detected and cleaned both existing and new computer viruses. The software provides reporting of detections and the status of all computers via email and dashboard.

A number of suitable grade multifunction printers have been acquired to provide fast, high quality prints while ensuring that the cost per print was kept as low as possible. At the time of writing there only remains a couple of low volume / high cost per print machines, which will be phased out in coming months.

Where available our Internet services have been upgraded to NBN. Power and network upgrade has been performed at 36 Coondoo Street. Also a Wi-Fi network bridge has been installed between the 36 and 40 Coondoo Street properties, this enables phone and Internet service sharing between the two properties.

The Community Home Support Program sites of Kuranda, Mareeba and Mount Garnet have had thirteen new computer systems installed (including seven new computer screens). These computers are business grade with solid state hard drives, which are a vast improvement on the system replaced and ensure our staff have reliable computer access.

Surveillance hardware have been installed at select sites to ensure the safety of our clients and staff.

Ngoonbi vehicles have had tracking hardware installed to maintain the safety of our clients and staff.

## The future

Future plans involve the upgrade of the existing server and a move of email host to provide a more robust and secure system.

Ongoing reviews of hardware and software will be conducted to ensure that our directors, staff and clients continue to have reliable and secure systems. There are other programs earmarked to have their computer systems upgraded or replaced within the year (as budgets permit).

# HUMAN RESOURCES REPORT

KEN COX

Financial year 2017/18 has probably been the most challenging year in Ngoonbi's history.

There was a walk-out of the whole executive management team, most between October 2017 and May 2018. All seven (7) members of the management team left the business in questionable circumstances and went on to lodge workers' compensation claims.



All seven claims were initially successful however four have been overturned by the Workers' Compensation Regulator, three of which require WorkCover to make fresh decisions. Of the remaining three, one is currently being reviewed and the remaining two are the subject of special scrutiny by WorkCover Queensland.

To date, these claims have added over \$350,000.00 to Ngoonbi's claims experience which means that our WorkCover premium will increase by 30% per annum, accumulatively, for the next 3 insurance years.

The following positions have been filled on a permanent or temporary basis;

- Chief Executive Officer
- Senior Finance Officer
- Building and Construction Coordinator
- CHSP Coordinator
- Human Resource Officer

The Human Resources Officer's position is being covered on a part time basis.

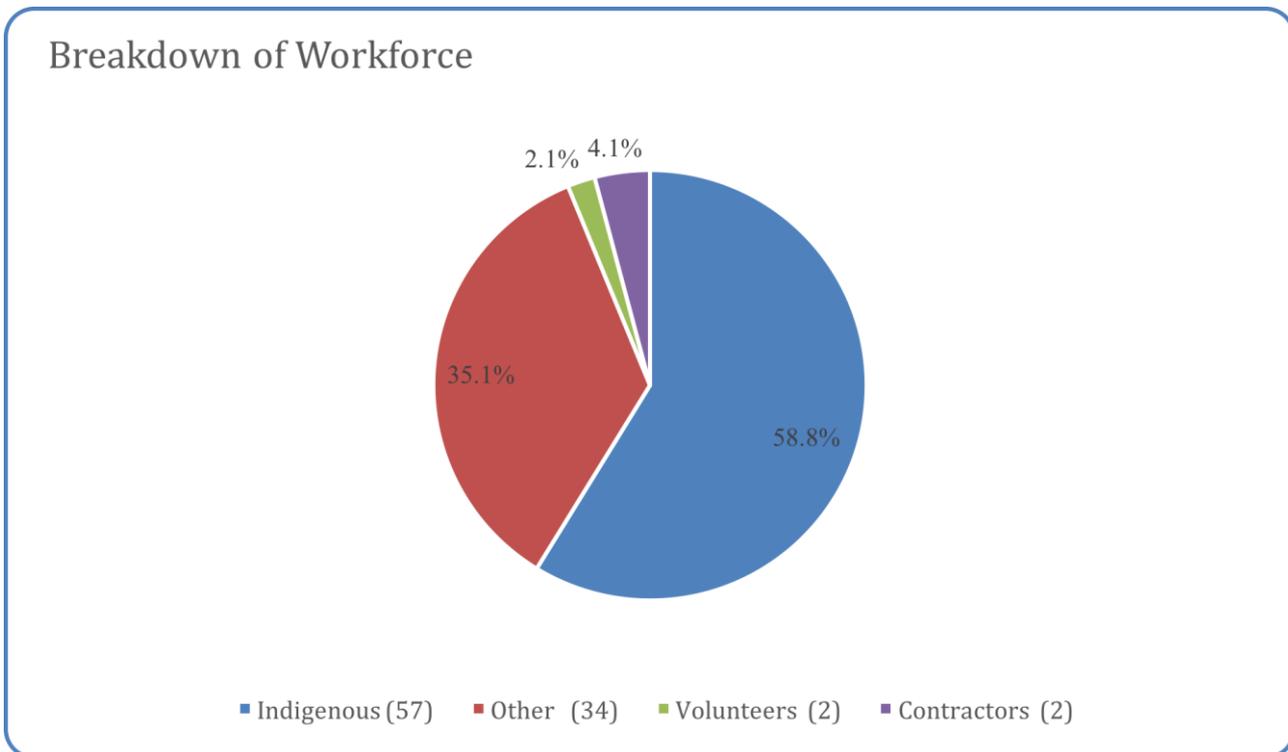
The Project Officer and Executive Assistant positions have been left vacant until an organisation review is completed and the ongoing need for the positions established.

Our overall staffing levels have remained static since June 2017. The numbers to October 2017 reported in the last Annual Report cannot be substantiated.

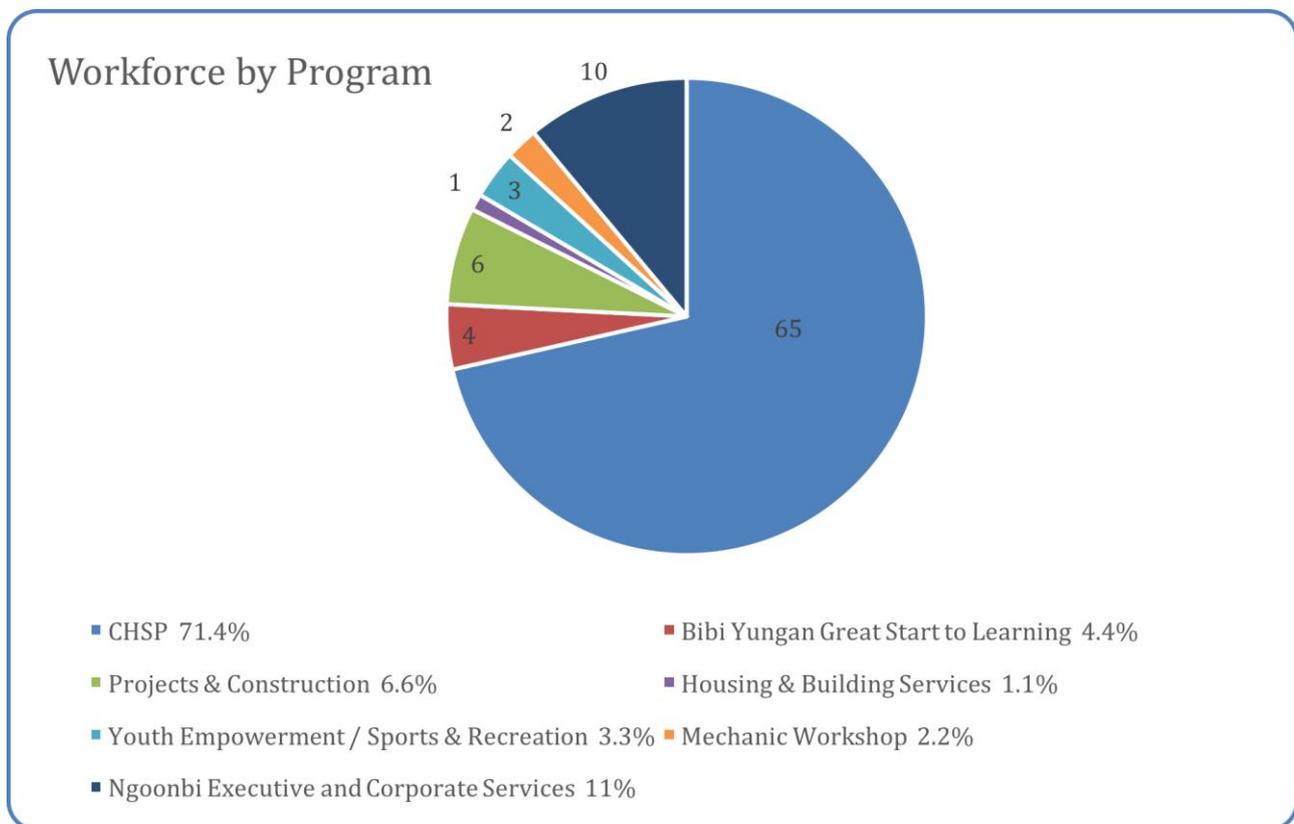
The graph below shows the total number of staff as at 30 June 2018 with some historical data and actual staffing levels as at 13 November 2018.



It should be noted that these figures include three (3) full time employees on long term leave.



The chart below shows the breakdown of Ngoonbi's workforce as at 30 June 2018.



Our Workforce by Program as at 30 June 2018 was as follows;

Note: The former Chief Executive Officer did not seek funding for the National Empowerment Program beyond 1 January 2018 and employees from that program moved into other parts of the business or left Ngoonbi.

### Training:

Ngoonbi has invested a considerable amount of time and money to develop our ever changing workforce so that we can continue to be the provider of choice, and the employer of choice, into the future.

A total of \$38,960.78 was paid to external providers to provide training services to Ngoonbi employees. Training costs exclude;

- the cost of wages to attend training
- travel and meal costs
- accommodation costs
- costs paid directly to a training provider by a funding body.

In the 2017/18, our training investment was typically in the following areas;

- First Aid
- CPR
- Certificate 2 in Cleaning Operations
- Certificate 3 of Business Administration
- Certificate 3 of Independent Support (Ageing) and similar programs
- Certificate 4 of Business Administration
- Certificate 4 of Ageing Support
- Diploma and Advanced Diploma in Leadership & Management

We cannot compare costs with previous years as we don't know the basis for past reporting. We are working towards collecting and reporting all these costs in the future.

For the future, we have established a partnership with Australian Training Works (ATW), a 100% Indigenous owned and operated Group Training Organisation based in Far North Queensland.

We will partner with ATW to provide more apprenticeships and traineeships across all areas of our business. We currently have 6 fully indentured apprentices working in Ngoonbi;

Building & Construction	4
Mechanic	1
Chef	2



# COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)



Ngoonbi Commonwealth Home Support Program (CHSP) continues to provide services in

Services provided are:

- Domestic Assistance
- Transport
- Individual and Group Social Support Programs
- Administration
- Other Food Services
- Respite
- Personal Care
- Home Maintenance



Our Supervisors in these areas are:-

- Kuranda            Leandra Cannon
- Respite Centre   Michael Irving
- Mareeba           Robert Grogan
- Atherton           Grace Richards
- Mt Garnet         Raelene Collins



CHSP Supervisors have a number of staff under them and is responsible for staff and client services in each area. Coordinators have regular meetings with each supervisor, and site visits ensuring compliance with the HACC/CHSP standards and providing appropriate services.

All Supervisors report to the Coordinator and each Supervisor and staff do an awesome job with clients and go over and above in assisting and ensuring clients' needs are met. I hear comments from clients who say that they would be lost if they did not have Ngoonbi staff to assist them with services. Services are provided to over 500 clients across our region.

All staff members working with clients are being trained in Certificate III and Certificate IV in Aged Care, Food Handling Courses, Certificate II Cleaning Operations Course, First Aid/CPR, BCA National Training Group have provided training in management. Most of our staff has been through the training process. We are continually improving skills for all workers.

Ngoonbi is fortunate to have on board Lee Yeatman who comes with expertise in Aged Care background and Audit knowledge. The coordinators will be responsible for bring CHSP into the new program delivery of Queensland Community Social Service Program (QCSS) and update to the National Disability Insurance Scheme (NDIS). CHSP is funded up to 2020. It is important that the process is completed as soon as possible.

Ngoonbi is currently looking at new premises for the offices at Mt Garnet, Atherton & Mareeba. These properties will be owned by the organisation.

### **Key Milestone:**

During the process of filling the Application for Approval to Provide Aged Care (New Applicant), I have found that Ngoonbi currently is not an aged care provider under the ACT, and that this application process if approved will initiate the Approved Aged Care Provider status.

If approved, Ngoonbi will be recognised officially through the Aged Care ACT, and by the Department of Human Services, as an Aged Care Provider. This essentially means that once Ngoonbi is recognised officially under the ACT, and by the department, we can start the process of applying through the Aged Care Approval Round (ACAR) for;

1. Capital funding for Building, and infrastructure (Residential Aged Care)
2. Subsidised beds for the Aged Care residential facility. (Residential Aged Care)

Hoping that you are happy with the progress to date, which is occurring in leaps and bounds to becoming a recognised Aged Care Provider through the Department of Human Services, and being able to start the process of applying for Residential Services Provision.



**To do this NDIS/QCSS will require Key Personnel, and Good Financial Management in Place.**

All Key Personnel must have National Police Check dated after 10 October 2017. Ngoonbi will identify key personnel to run with the new CHSP ways forward in the New Year.

1. The organisations' Policies and Procedure around Financial Management.
2. Staff Managing Finances, and
3. Their qualifications

This should include an outline of the risks faced and how they would be overcome, financial statements of a related entity, line of credit, financial business plan, a letter from a financial institution in the name of the applicant which confirms current or previous financial sustainability (this may include bank statements).

Looking forward to changes in the future that will be exciting for both staff, clients and community, to whom we will improve and provide services to keep clients living independently in their own homes.

Lee Yeatman                      CHSP Coordinator  
Thea Buthmann,                CHSP Coordinator





# NGOONBI COMMUNITY PROGRAMS

## Bibi Yungan Program



### Bibi Yungan Program Great Start to Great Learning

*Djabugay Elders of the Kuranda SDA Church  
coined the phrase Bibi Yungan  
which means "Train up a child".*



Since 2016 the Bibi Yungan Great Start to Great Learning Program is 'Closing the Gaps' in Bama Education. Bibi Yungan is a culturally responsive support and motivational service that supports families in teaching values, lores, life skills, literacy and numeracy in developing strong and resilient children, youth, adults and families to take their place in community and beyond.

Bibi Yungan Outputs for 2017-2018				
Total Participation/Contacts	11,924+			
Case Management Outcomes	Adults / Families	Children	Youth	Total
Re-engagement of children, youth and adults in learning	36	29	24	89
Early Years education	14	22	-	36
Reengagement of children/ youth in mainstream schooling	12	18	8	38
Youth Leadership, Apprenticeships & Mentoring, Training, Employment	25	0	24	49
Transportation	327+ bus and vehicle trips 2686 + transport provided			
Volunteers and Helpers	43			
Delivery of Chillagoe Family Caving Camp, Easter Kowrova Kids Club, Tableland Family Camp, Community Fun Day Activities				



### Real Outcomes

The GOAL is Stronger Families, resilient children, youth and adults

Better employment, apprenticeship and training outcomes for Bama youth, Year 12 graduates & adults

Providing a supportive space & experiences to improved literacy and numeracy skills

Mentoring and facilitating leadership and life-skills devt

Supporting re-entry into mainstream education

Engaging parents and families in education and the direction of their child's education

Delivering workshops, activities and family camps

Engagement of over 40+ volunteers & helpers



# Community Youth Empowerment Program

## Arnold Stewart

My name is Arnold Stewart and I am a Wiradjuri man born in Wellington, Central West NSW. I have worked as a youth worker for a big part of my life and came up through the system myself giving me an intimate understanding of youth issues. I spent six years as a young man in the Australian Army and changed jobs to the correctional services and worked in youth detention for a further five years. I then worked for the Dharruk Aboriginal Medical service in western Sydney and for the Derrubin Aboriginal Land Council western Sydney from 2004-2007. I left the Land Council and worked for Qantas Airlines full time and worked casual as a youth worker in Sydney before making a move to Cairns for a better lifestyle. I wanted to work with an Aboriginal community and found this opportunity with Ngoonbi where I am most grateful and really enjoy being involved with this community.



## Drop In Centre

We have seen 475 people of all ages attend the Drop in Centre over the 4 months. The breakdown is as shown 391 males and 84 females. Of these numbers, the 0-19 age group clearly utilises the Drop in Centre the most. The other age groups are as follows; 20-29 only 33 used the Centre and only 2 people in the 40-59 age groups and 0 in the higher age groups.

These numbers have been collected over the 4 months that I have been employed at Ngoonbi and it takes into account school holidays where the activity usually picks up. There are other times when there are ups and downs of community life like sorry business and just ordinary lulls in everyday life that effects attendance at the Drop In Centre. We have taken the liberty of not using the games console room during school hours for the kids not attending school that day until 3pm when school is finished and shifting their attention to a more **educational activity**.

## Boxing (NEXUS)

I linked up with Jesse Martin of Youth of The Streets Movement (NEXUS) in Cairns and started a boxing program free of charge within the community for boys and girls who wanted to train in the discipline of boxing to get fit and feel the discipline that is required to partake in such a physical demanding sport. It is a chance to get the kids out of community for a few nights during the week and train and or supplement their existing training i.e. football, basketball etc. in an attempt to get them motivated and fitter. We have partnered with Sport and Recreation Program and just recently Ngoonbi Alcohol & Other Drugs (NAOD) to identify any young people who may benefit from this program.

The boys started slowly and we had our first boys boxing session on the 10/9/2018 with only 5 boys. At present we are having a transport issue not enough seats on the bus to cope with demand and this is having a negative impact on the kids of the community as well. We are limited to only one night each due to budget requirements at present and due to sorry business and other factors in the community it was hit and miss for a few weeks but has picked up considerably. The breakdown is as follows: Boys attending Boxing is 14. Girls attending boxing for the same period is 137 participants.

## **School Visits**

School visits are offered every Friday at Kuranda High School and was devised by Suella Wason (CYEP) to bring in a person from the Indigenous community usually a high achiever to address students about their particular expertise. This is hoped to encourage and inspire our future generation of young people to go out and chase a dream. Over a few months, with Coordinator Judi Enoch we have devised a list of people who have volunteered their time to come out and engage with the students and this will continue to the end of the school term.

## **Community**

With cooperation from Suella (CYEP), community is where we target our clientele, usually visiting families or individuals who may need assistance or just a yarn. We offer assistance on any level and also it is important to be seen in the community as a positive influence for my role and Ngoonbi as an Organisation. Suella and I work closely together and attend all community events whether it is for the school, school holiday program or just community gatherings. We work in with our co-workers from Sport and Recreation and utilise our resources together as a unified team.

## **Deadly Treadlies**

This is a new program involving Cairns Area Health and Ngoonbi which involves a targeted group of young girls who are not engaging in school or are having difficulty at home or both. This is primarily a mountain bike program to get these young girls inspired to ride to participate in mountain bike courses in Smithfield to build up to a challenging ride from Cairns to Cooktown next year. Watch this space.

## **Men's Group**

This program is in the process in cooperation with CYEP and with NAOD who are now on board and we should have this up and running in the near future.



## Suella Wason

### Women's Group

The Women's Group enjoyed an outing to Yorkeys Knob – getting communities engaged and socialising with each other. After a lovely lunch we took a stroll on the beach to gather 5 items that best describe themselves and later talked about each item in a yarning circle which was so overwhelming that everyone went home with a good feeling and less stressed!!!



Every fortnight we go shopping, performing life skills, social gathering and interacting with other ladies

### School Holiday Program

This September/October holiday was a shared program between CYEP, Sports & Recreation and Bibi Yungan. The second week of the holiday, on a Wednesday, we took families to Mossman, but before we went to Mossman George for a swim the families got to taste a lovely feast of sea food which was gathered and cooked by the Walker family at Cooya Beach.



Most of our family don't really get to taste and see how seafood is cooked which was great experience for them. It was also good to sister Karla Riley and family come along for a great day out.

The last day of the school holiday on a Friday, we spent at Fitzroy Island. It was a great day for all who came along especially great to see Shanie Wason, Lawrence Hunter, Brad Grogan and Justine with their family. The boat cruise to the Island was a smooth ride and when we got there we feasted on a lovely healthy lunch. After lunch we spilt up into two group. I was in the 1<sup>st</sup> group which went on the snorkeling boat trip which took 10 -15mins around the south side of the Island.

The 2<sup>nd</sup> group went for their cruise while the other group got to enjoy the rest of the afternoon swimming. After all the fun activity on the beach it was time to go home, the journey home was a relaxing trip; there was not a pin drop of sound in the bus except snoring as the family were all sleeping.... shhhhh!!

## Indigenous Driver's License Unit

We have been working closely with Jasmine Cavalliotis at RISE sharing information with participants who want to get their license. Arnold sent numbers to the License Unit and now a date is set for the 30<sup>th</sup> and 31<sup>st</sup> of January 2019. I have organised vehicles for the test on that day with RISE and Ngoonbi. The venue was booked for that day as well to be held at the Ngoonbi HACC Respite Centre for those two days.



Working in and out of the Communities engaging with Families and getting their children back to school, doing a lot of home visits and seeing how everyone is coping in the communities. I have also been working with two clients and signed them both up for a 6 weeks' program doing a 'Life back Program' through Shanty. This course will see them into the New Year which will help with an application that I am working on with them.

CYEP, Sports & Recreation officers, YEP and NAODS have started the NEP program every Wednesday morning through to 1pm. It's good to refresh our memory as I have already done the program. All the team members are planning and working together to engage with our mob in the park after our Wednesday NEP session. One of our aims is to get our mob active in sports, even if we take a football in the park and have a kick around or just throwing a football around is all a part of it. This would suit well as our mob can't access purchasing a certain alcohol at a certain time and this is where we as a team step in and take charge with our deadly choices that we have planned.

Suella Wason,  
Ngoonbi, CYEP



# Sport and Recreation Annual Report

## 2017/2018

### Sport and Recreation Program

A healthy lifestyle is one which helps to keep and improve people's health and well-being. ... Healthy living is a lifelong effect. The ways to being healthy include healthy eating, physical activities, weight management, and stress management.

The Sport & Rec program offer a wide range of Activities to the community of Kuranda ranging from Babies, school age children, Youth, Adults and the Elderly, with our services offered from Monday to Thursday.

Participants	12,371
Hours of Delivery	1,401
Number of Session	765



#### Sporting Activities

- Boxing & Fitness
- Fitness Program
- Touch Football
- Traditional Indigenous Games
- Basketball
- Walking Program
- Healthy Lifestyle Program
- Afterschool Program
- School Holiday Programs
- Rugby League
- AFL



#### Programs

- School Lunch Activities (Senior & Junior)
- After School Program- Kuranda, Kowrowa & Mantaka
- Boxing & Fitness-Cairns (Male & Female)
- Ladies Social Basketball Mareeba & Kuranda
- Fitness Program - Bartley Park, Kuranda
- Rugby League-Ivanhoes
- AFL—Trinity Beach

The team at Ngoonbi Sport & Recreation program have had a great year providing all range of sporting events for the community of Kuranda and surroundings. Our team has had an excellent time helping our people within the community to try better themselves in sporting areas and to live a healthy life. We try to provide as much sporting activities as we can to be an active community.



### Pirates Touch Football – Aeroglen, Cairns

Each year we put 2 teams in the Pirates Touch Football Comp. The teams were Kuranda Warriors (Open Team) and Din Din Barron Falls (15+). We had a huge number of Adults play for our Open team, which was great to see community members taking up the opportunity to represent our community and be role models for the younger people of Kuranda.



### Ivanhoes Junior Rugby League – Smithfield

Every Tuesday and Thursday afternoon our program has supported the young from Kuranda by taking the boys to and from Smithfield to train each week. We had the boys play for the U15'S and U10'S team playing each Saturday in the local league. By supporting them each week we saw the U15 boys take out the 2018 Grand Final.





### Trinity Beach Bulldogs AFL – Trinity Beach

We had the girls play AFL with the U14'S and U17.5'S each week. On Monday and Wednesday afternoon our team took the girls to training. The girls enjoyed bonding with their team mates. Which took them to play in the 2018 Grand Final which they won with pride.

### Walking Program – Kuranda

In 2017 we started our Walking Program for our Mums and Bubs. On Monday and Wednesday morning we would do our Walking Program. We would start with warm up's and go for a walk, yarn and end with healthy snacks. The program was so good to see our Ladies getting back into fitness by walking each week.



### After School Programs – Kowrowa, Mantaka and Kuranda

The Afternoon Program in our Communities of Kowrowa, Mantaka and Kuranda is going great on an afternoon with a lot of interaction with families. We play a huge role in the Communities by playing a wide range of sports. We provide sporting equipment, fruit and water for all participants. At the end of the session we leave with big waves and smile from each and every child.

### NEXUS Boxing and Fitness - Cairns

Monday and Wednesday we travel to Cairns for Boxing and Fitness for both Youth and Adults. On arrival we do warm up's, we start with a Fitness Circuit and work out sessions, then do a boxing session. The participants enjoy the challenge each week and always look forward for the next week. We have had a lot Improve over the time. Each week we give fruit and water for our participants.



### Kuranda Fitness Crew – Kuranda

2018 Has been an exciting year for Fitness as we have had 324 participants, participate in our sessions. We have offered Body weight circuits, Cardio session, running drills, Boxing & Personal bests, all while having fun and challenging ourselves. We are looking at offering Aqua Tonics to the community in the New Year subject to gaining the Qualifications needed.

## School Holiday Programs

Each Holiday we do a range of activities for the Community ranging from Pool Parties, Camping, Cooking, Art & Craft, Sporting Activities, Family Fun Days, Family Days Out, Water Parkes, Reef Trips, Fishing, Cultural Activities, Team Building and Recreational Activities. Every holiday we have a lot of families attend which is exciting to see community enjoying as it is very difficult with transport for our community.



## Zumba – Kowrowa

Zumba was held in the community of Kowrowa each week. We had both Indigenous and Non Indigenous participants attend. The program went for 8 Weeks, within the few weeks we had a huge number of participants. Zumba was enjoyed by the young and old of our community.



## PCYC Programs

PCYC Cup Mareeba - We had the Kuranda Cassowaries U16'S and U18'S male team participate in this event. It was a deadly event for our youth to join. This event is an annual event. All enjoyed playing against different teams from the Cape York Region.

Deadly 3'S Edmonton - The Deadly 3'S is on every year held at the Edmonton PCYC. Kuranda had a mixed team of male and female. All played an excellent game and really enjoyed the event.



## Kuranda Cassowaries Touch Competition - Kuranda

On Wednesday Evenings we ran our local Touch Comp at Bartley Park. We had 10 team within the comp, we had community members volunteer their time to help in the Canteen, Ref games, Scoring, sitting up the field and packing equipment. The comp was held over 12 weeks. It was great to have all community involved in this event. There was smiles and laughter all around, had a huge success with this event.



## School Lunch Activities – K.D.S.C

On Monday, Tuesday and Thursday we go out to the Kuranda District State College during lunch and do range of sporting activities with the children. The first lunch we visit the Senior campus and the second lunch is at the Junior campus. We also assist in the Swimming Carnival and Sports Days. They enjoy spending their time playing sports with our team. Helping them to be active and have fun with us is a bonus for both.



# Alcohol and Other Drugs Program

## NEW PROGRAM IN 2018-2019

The Ngoonbi Alcohol and Other Drugs Service (NAODS) is in full swing with the appointment of three new staff.

The service works with Aboriginal and Torres Strait islander community members to:

- Reduce the harm associated with alcohol and other drug use
- Strengthen cultural, social and emotional wellbeing (CSEWB)
- Reduce psychological distress

For further information, please contact Colin Phillip (pictured below)



# COMMUNITY HOUSING PROGRAM

WENDY PRITCHARD

Ngoonbi Housing is a registered Community Housing Provider complying with the National Regulatory System of Community Housing.

All tenants must be eligible according to the Department of Housing and Public Works eligibility criteria and Ngoonbi's policies. Tenants must remain eligible throughout their tenancy. This is undertaken with annual rent reviews and housing eligibility. Ngoonbi's Social Housing is to provide housing assistance to Aboriginal & Torres Strait Islander people who are low income earners in greatest need.



The Housing program consists of myself as the Coordinator and Ngoonbi's Handyman, Eric Bulow, who attends to all the general repairs and maintenance. Maintenance is identified on 3 monthly inspections or when tenant's report them. The larger upgrades that are identified, will be attended within Ngoonbi's Asset Maintenance schedule, they include new roofs, kitchens, painting, driveways and bathrooms. Responsive Maintenance is on-going in the Housing program which includes the office buildings as well as the tenanted properties.

Currently there are 21 social housing properties comprising of two bedrooms to 4 bedroom properties + 1 Shared Disability House and 2 Private rental properties. Three vacant blocks of land are under building construction, a three-bedroom house is nearing completion on one, two townhouses are being built on another and the remaining block has not started building. There is still one property awaiting demolition. Ngoonbi has offices in Kuranda, Mareeba, Atherton and Mt. Garnet. Only Kuranda has a housing program.

The target group in the shared disability house in Kowrowa is for an Adult aged 25 years and over who have a disability and are being cared for by their elderly parents aged 60 years and over, or 50 years and over for Indigenous elderly parents. The EPCIT program requires a minimum of 50% of the tenants with a disability to be drawn from the priority target group. The property has no vacancies with all three suites being occupied.

The future direction of the housing program is to grow and obtain more properties to provide tenants with a high standard of housing in the community. Also to continue to communicate that all tenants attend regular Tenant Meetings for information on rights and responsibilities and input into the housing program. All tenants are sent monthly newsletters with their monthly rent statements. It is important that all tenants meet their obligations by paying their rent on time, keeping their properties clean, tidy and undamaged, respecting neighbors' peace and quiet and paying any repair debts owing.

# CONSTRUCTION

JOHN MURISON



The construction projects currently underway are:

- 20 Barron Falls Road is approx. 100% completed, with a completion and handover date set for the 04/12/2018.
- The town houses at 2 Kullaroo Close is approx. 67% complete as of 21/11/2018.
- 8 Kullaroo Close was due to start approx. 1<sup>st</sup> October 2018. With the demolition of the existing residence. See further report below.
- 11 Kullaroo Close was due to start approx. 1<sup>st</sup> October 2018. With the site preparation. See further report below.
- Mechanics Shed – Due to engineers’ failure to supply required documents we have been unable to make any headway on this project, but further negotiations are under way.
- Construction Shed work is scheduled to begin in 2019 when an appropriate site/location is finalized.

## **20 Barron Falls Road –**

3-bedroom single story dwelling. This residence is now complete and awaiting final inspection from BAS (Building and Asset Services). it is hoped hand over is completed by the 4<sup>th</sup> December 2018.

The only problem we have with the handover is the escape screens from the windows have been constructed with a one handed operation required to open the screens but both the building certifier and BAS Building and Asset Services require a 2 handed operation to prevent small children opening the escape hatch. We are waiting on the window company rectifying this problem.

**The cost to construct this dwelling has ballooned out to \$600,000.00.**



**2 Kullaroo Close** – 2 x 3 bedroom double story apartments. The construction of this dwelling is progressing reasonably well at present the external cladding and external painting to the top level of this home are completed. Both units are running about the same level of completion.

- The plastering contractors have completed the plastering to both units and our workers are underway with the finishings such as doors, skirting, architraves etc.
- The external scaffolding was removed on the 12<sup>th</sup> November and therefore removing a costly item. With the scaffolding gone we are now able to commence some of the external ground and landscaping works and preparing for driveways.
- The painters will commence internal works on Monday 26<sup>th</sup> November.
- Ceramic tilers will be commencing works on the floor tiles to kitchen and laundry areas and bathrooms for Thursday 22<sup>nd</sup> November.
- Kitchen Cupboards are booked for installation on the 1<sup>st</sup> December this may vary slightly depending on tiles.
- Internal wood stairs are to be delivered Thursday 22<sup>nd</sup> November and installation will begin immediately.
- Handrails to patios and steps are ready for pick up and should be delivered on Monday 26<sup>th</sup> Nov.

**The costs in the construction of this dwelling are on target.**

**If there is an overrun at the end of the program, then this would be due to having to carry out rectification work on works already done. These were not the fault of the trainees or apprentices but should be laid at the feet of the previous construction management for their poor supervision and management of the project.**

**As you probably noticed the scaffold around this dwelling was in place a long time due to failure to have the roof structure in place as soon as the walls were constructed.**

**This scaffolding was costing Ngoonbi \$4000.00 every month.**

**We are also very lucky we did not have to replace all the roof structure and timber wall framing due to the long exposure to the weather. This again was poor management.**



### **11 Kullaroo Close** – 2 x 3 bedroom single story duplex.

Start date was scheduled for 1<sup>st</sup> October 2018. The scheduled finish date is 16<sup>th</sup> July 2019. Clearing of site and initial earthworks will commence before the end of September. The date of commencing this dwelling has been put back several times due to the need to provide a more suitable dwelling with room sizes a big issue. The land has been cleared and as soon as we have working drawings, the excavations will start.

We have a new plan sketch for this 2 x 3-bedroom duplex dwelling which will give larger bedroom and living areas. A rough sketch of the plan proposed for this site is accessible.

**8 Kullaroo Close** - 2 x 3 bedroom single story Duplex. Start date is scheduled for 1st October 2018. The existing house on this block will be demolished after the tenants have moved. The design of this duplex residence will now be similar to the residence at Number 11 Kullaroo Close. The commencement of this construction will commence as soon as working drawings are available and also the need for the existing tenants to move to enable the demolition of the existing dwelling.

### **Mechanics Shed**

Unfortunately, due to the height of the shed required to suit the hoist for servicing under vehicles, the type of construction originally proposed is not sufficient. The design is now in the hands of a structural engineer.

There has been a major misunderstanding between Ngoonbi and the engineer in relation to the type of construction as the engineer thought we needed a gantry type hoist system in the shed and this was why he said we cannot use a portal frame construction. This was not the case as the only hoist needed is a vehicle hoist which is anchored to the floor and does not need heavy post construction.

The mechanics shed will be a portal frame construction due to the financial constraints on this project. The cost of the shed is \$19840.00 including GST and also includes free Delivery. Details of the shed plan is now available.

Requests have since been made for a break down to basically purchase a section of the shed possibly 2 of the bays and then progressively purchase the remainder as and when funds are available. The initial portion would be adequate to cover the car hoist area.

In order to complete the shed, plans and details of the whole shed is needed to allow for building approval from Mareeba Shire Council.

Awaiting a reply from the supplier at this date 21/11/2018.

Additional funds are required to pay for concrete and to construct retaining wall and fencing between the mechanics shed and the Barron Falls Hotel. To enable the project to proceed with complete shed and infrastructure we need approx. \$30000.00.

### **General.**

Construction is now progressing well under the site supervision of Dale Oliver.

Hunter Richardson, Carpentry apprentice is travelling well under Dale Oliver's supervision.

The other previously trainees: Kurt hobbler, Jordan Mitchell and Ruben Nolan are all now Apprentice carpenters and also progressing nicely.

We have an attendance problem with two Apprentices but hopefully they will commit themselves more as we enter into the new year.

ATW Australian Training Works (ATW) are now the official employer of the apprentices with Ngoonbi being the host employer. ATW arrange all training for the apprentices with both on site and technical training. Just recently they have completed their assessment of the apprentices to know what level they are at. We will soon have a copy of the report.

Sub-contractor Jack O'Chin is working well with his apprentice Brayden on the projects. Jack is also hands on with the supervision and training of all apprentices.

**The water tanks at Kowrowa** are now fenced to prevent further damage to the shed between the tanks and the water pump that services the housing in the area. This was constructed as training and work experience under the supervision of Lance and Adric of RISE Ventures CDP program. These works are now completed.

Ngoonbi will be looking at future house and duplex designs that will be more in keeping with what the community would like.

**Unit 3 / 3 Barron Falls Road** – A new kitchen has been installed at this unit with Mossman kitchens winning the contract. This company which uses primarily Aboriginal workers completed the project and workmanship was excellent.

**Break and enter Construction Site 2 Kullaroo Close.**

The container located at 2 Kullaroo Close was broken into over the weekend of 9<sup>th</sup> to the 12<sup>th</sup> November and a number of items were stolen – specifically battery operated power tools.

The items stolen were identified and listed for insurance purposes.

As a non-profit organisation, to lose equipment by theft especially equipment which is expensive to replace is not good. These tools were supplied by Ngoonbi so that trainees have the equipment to carry out necessary works.

The incident was reported to police at the time.

**Summary:**

I could say a lot about the previous management good or bad but now prefer to look back at what the construction gang has achieved since I started here in June this year and what we (Ngoonbi) will achieve in the future with this construction gang at the core of Ngoonbi Constructions. They will be very proud of their achievements further down the track when they can look back from where they will be as fully qualified carpenters working as the main core of the Ngoonbi constructions to the time when they were apprentices.

Thank You  
John Murison  
Construction Coordinator



# NGOONBI MECHANICAL WORKSHOP

NEIL DAVIS

Over the past 12 months the whole of Ngunnubi has experienced much change and growth and the mechanical workshop is no exception. The installation of a hoist late last year and the introduction of new invoicing software in mid-2018 have drastically improved our efficiency and professionalism.



In the latter part of 2018 we were given the task of installing GPS tracking devices to Ngunnubi's entire fleet. We are almost complete, and once the system is up and running, we will have a much better system for monitoring vehicle mileage to stay up to date with scheduled servicing and keep our fleet in top condition.

One of the biggest highlights of the year was the signing of Marcus Hunter as an Apprentice Mechanic, hopefully just the first of many. With a bit of support and encouragement from us, and some commitment from him, I can see a great future for Marcus in the automotive trades. We have also started to develop a relationship with the high schools having hosted Leon from KDSC and Zabian from Steiner for their year 10 work experience placement.



In the last year our workshop has helped dozens of local community members with free advice and small after-hours odd jobs. If we weren't here, many underprivileged and elderly would find themselves being over charged or ignored by larger workshops or having to travel out of their community. Word of mouth being our

main source of business, this has really helped to establish our reputation as an honest, approachable and reliable service.

In 2017-2018 Ngunnubi mechanical workshop has bloomed into something much bigger than anyone could have expected. In the last 6 months alone, since the adoption of our new Mechanix Desk invoicing software, we have served more than 200 individual customers and worked on nearly 300 different vehicles. We are engaging new clients every week with some of them coming from as far away as Hopevale, Ravenshoe and even Hughenden (although we still find the odd local who says they "didn't know we were here"). We have had many customers tell us that we are their first and often only consideration for their car repairs and servicing. Our primary parts suppliers have said that we purchase more goods from them than many larger shops with three and more mechanics.

With further improvement in our systems, our practices, our equipment and our facilities, I can't see any reason why we couldn't continue to develop and become a true local success story.

**For further information, please contact Neil Davis.**

# ACTING CEO REPORT

GLENIS GROGAN

## Organisation/Governance

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### Board

#### 2 Members Resigned off the Board

Wilma Donahue - became a full time employee in the Finance Department and  
Beatrice Sam - for personal reasons

#### 5 remaining members of the Board appointed last AGM

Donna O'Chin (Chairperson)  
Brad Grogan (Deputy Chairperson)  
Sandra Levers (Secretary)  
Thea Buthmann (Treasurer)  
Zami Coleman (Director)



### Information & Decision Making

Continues to meet monthly or as required.  
Are aware of the operations of Ngoonbi.  
Activity involved in the decision making process.

#### *To name a few examples*

- Financial delegations over \$10,000
- New developments
- Organisation Restructure, Direction, Policy & Procedures
- Housing Matters & Regulation Requirements
- Senior Staff appointments
- Construction
- Decisions re Human Resources
- Receives monthly reports from all programs and or projects

### Tough Decisions

- The current Board made tough decisions throughout their term in relation to Human Resources and adverse activities and effects due to the dysfunctional nature of operations and board activities since the 2016 AGM and the improvements made since the 2017 AGM.
- The adverse activities and effects included physical and verbal abuses that resulted in Police Charges, DVOs, Senior Staff walkouts and legal dealings with WorkCover, FairWork, QCAT and the legal system. The current Board in addition to the regular Board responsibilities presided over these matters responding in a professional manner at all times.
- The Board also ensured that all Board Members and the majority of Ngoonbi Staff were taken through workshops and information sessions to identify what “Bullying and Harassment”, meant, how to identify it and ways to stop it from happening.
- The Board had to respond to intense scrutiny from a number of Regulators and funding bodies after attempts were made to attack Ngoonbi funding.

Some examples are:

- 3 Quality Audits were help by Commonwealth Home Support Program (CHSP) funders.
- A teleconference and meeting was held with the NRSCH Regulators to do with the Social Housing Systems.
- The Department of Housing and Public Works visited Kuranda to ensure that all works will continue to operate to schedule.

Ngoonbi came through all with flying colours. The Board with operations staff also had to manage the impact that all this had on Staff in general and the divided community.

## **New Developments**

*On a new note - developments include:*

- Negotiations are in place for the purchase of 5 new buildings to be funded by the Bendigo Bank and repaid over 25 years for an office in Mt Garnet, Atherton & Mareeba. The other two are the old house behind 36 Coondoo Street and the empty block beside it for the Construction Shed. The building of the shed will commence after January, 2019.
- Ngoonbi currently pays rent in Mt Garnet, Atherton and Mareeba and it would be more economical to pay for something that Ngoonbi owns.
- The purchase of the old house behind 36 Condoos Street and the empty block beside it for the Construction shed will pay for itself from rent received from Construction, Community Programs and the Mechanic Workshop.
- Negotiations for 2 new business opportunities are underway and if successful will enable Ngoonbi to work towards financial stability rather than depending on Government project funding. These businesses involve retail, training and employment and if successful should enable Ngoonbi to pay off the housing loan within a shorter period of time.

## **Compliance & Upgrades**

*In 2019*

- NRSCH compliance report is due by end of February 2019.
- CHSP Audits are due in January 2019.
- Updates to Ngoonbi Policy & Procedures need to be finalised in January 2019.

## **Submissions - Current Work**

- NDIS registration.
- Registration to be an Aged Care Provider to ensure that we are ready for the transfer of CHSP current funding of client directed packages.
- ACAR funding for capital support for cars, new building upgrades and a 21+ Aged Care Residential Care Facility.
- Funding will be sought in the new year to build single studio apartments on the empty block at 5 Barron Falls Road.
- Government housing projects that the Construction team can work on when there is a lull in building the current new houses to be identified.
- Application to be submitted on Monday for the MIMASO program for the Alcohol & Other Drugs (AOD) Program.
- We will soon seek funds for an overall Ngoonbi management program.

## **Housing Project**

### *20 Barron Falls Road*

20 Barron Falls is nearly finished and ready to tenant.

We have been working out the costs to date to build - over \$600,000 - the rooms are very small - other living spaces may compensate.

## *2 Kullaroo Close*

2 Kullaroo Close units have some weeks and may be more to complete.

The costs of building these units is also up to nearly \$600,000. Tenant choice is critical for these properties as it has a high indoor stairway, very small rooms upstairs, no balconies and will require 'fire escape ladders'.

An additional driveway has been applied to ensure privacy and safety for each unit.

## *Design*

There are so many problems with the design of both structures, a lot of mistakes had to be rectified and the phenomenal cost is mostly associated with wages and delayed project.

The designs are being changed as we speak to increase size and ensure it caters for appropriate living.

## *11 & 8 Kullaroo Close Duplex*

No works will begin until 8 Kullaroo Close is vacated.

We are having problems with the current person who refuses to vacate the premises.

## **Finances**

*Has been a nightmare*

- We now know all budgets.
- We have a full complement of Finance Staff and a Change Manager.
- CHSP is funded to 30 June 2020.
- Bibi Yungan has just been approved funding up to 2021.
- CYE is funded to June 2019.
- Sports & Recreation is funded to June 2019 - Funds are received from Prime Minister & Cabinet and PCYC.
- AOD funded by the PHN is funded to June 2019 however, it is expected to be funded beyond this date.
- Emergency Relief is funded to December 2022.
- CentreLink continues as is and VET services has been extended already for 2 x 6 months funding periods.
- A number of one-off applications has been received and will continue to be applied for.
- Income continues to be received from Housing, Office Rentals, Car Rentals & Administration Fees.

## **Human Resources**

*Major changes and staff upheavals occurred in the last financial year.*

- 1 Senior Staff member was stood down by the board.
- 1 was already on WorkCover as a result of events from the 2016 AGM.
- 4 other Senior Staff members walked off their job on workers' compensation.
- The above incidents followed with a second Senior Staff member being stood down, followed by the dismissal of a Senior personnel within the construction area.
- These matters required intense investigation, response and hearings with the individuals concerned and the relevant entities i.e. WorkCover, FairWork and QCAT.
- The results are 5 resignations, 1 dismissal and 1 Senior Staff Member still to respond to the Board or resign.
- Major effort and consultation with WorkCover to minimize the impact of increased premiums to Ngoonbi is still in process.

## **Improvements**

New uniforms have been ordered.

All personal Contracts are being made consistent and compliant with the SACS Award and funding received.

There will be a corporate branding of all documentation throughout Ngoonbi.

## **Apprentices & Training**

*We now have*

- 5 formal Apprentices in Construction, 2 Apprentice Chefs and 1 Apprentice Mechanic.
- Relevant training remains consistent for CHSP and other staff members.
- Training is being identified for staff in Administration and Finances.
- It is intended that young adults and school leavers will be encouraged into training programs when established within Ngoonbi.

## **Information and Technology**

*Computerized Systems*

- Ngoonbi now have legal programs and not the pirated version of the past. All viruses have been removed.
- The server may need to be upgraded to manage all data at a later date.
- Security Cameras have been installed within the main office.
- GPS trackers have been installed in most of the Ngoonbi fleet cars for safety and management purposes.
- The MYOB accounting system is now safe, secure and store in the “Cloud”.

## **Programs and Projects**

*Are within the Annual Report*

# **In Conclusion...**

*Ngoonbi’s vision for the future still centres around social equity for Aboriginal and Torres Strait Islander people in and around Kuranda. It has come from very humble beginnings and has expanded into a Facility that we can all be very proud of. We will continue to strive toward excellence and within that framework educate, train, house and instill a strong sense of community and belief in our young people and include the wisdom of our Elders.*

*Ngoonbi wishes to thank everybody involved in all work and programs this year and we encourage that involvement to continue.*

*Thank you especially to all staff, clients, volunteers and directors for their commitment to this end.*

