



2023-2024 Annual Report

Ngoonbi Community Services
Indigenous Corporation





Ngonbi Service Catchment Area

- Kuranda
- Mareeba
- Atherton
- Mount Garnet
- ...and surrounds

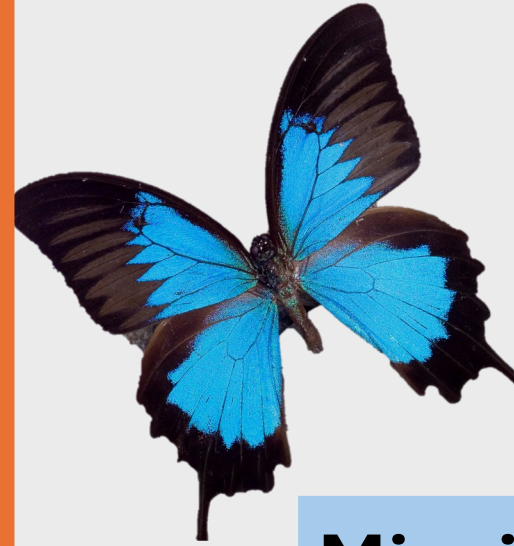
Tribal Acknowledgement

Ngonbi acknowledges and pay our respects to Elders, members and descendants in our service areas. Servicing Elders, families and communities across the district of Kuranda – Djabugay/Bulwai, Mareeba - Muluridji, Atherton – Yidiny, Malanda - Ngadjan, Mt Garnet - Jirrabal



Vision Statement

Ngoonbi seeks to empower individuals, families and the community towards achieving their fullest potential in all areas of spiritual, cultural, physical and emotional health and wellbeing; through wealth creation, housing, employment and education.



Mission Statement

To provide responsive and flexible services to the community.

To encourage empowerment, resilience and improve the quality of life and well-being of Aboriginal & Torres Strait Islander peoples and community.

Ngoonbi Chairperson - Kelvin Coleman

I wish to acknowledge our Elders past and present, traditional custodians of the country, Ngoonbi Board of Directors, Ngoonbi clients, employees and families where Ngoonbi has a strong presence in our communities, in striving to deliver quality services and supports to our people.



As the Chairperson of Ngoonbi and a member of the Board, our role is to provide assistance, direction and advice to management and to position our organisation in meeting current and future trends of service excellence to our community.



Strong partnerships and collaboration with valued stakeholders including business partners TRACQS CDP, government and non-government agencies, local and regional Indigenous organisations, not-for-profits organisation including the Kuranda Seventh-day Adventist church, Mulungu Aboriginal Primary Health Care Service, Tableland Justice Group, Kuranda Amphitheatre, Kuranda Neighbourhood Centre, and other community groups.



2023-2024 Highlights

Looking after our Elders and Disabled members of community with services and accommodation needs

Redeveloping the original office at 36 Coondoo Street, Kuranda

Preparing for the new Age Care Reform

Supporting local not-for-profit organisations

Having an active role in the delivery of the TRACQS Community Development Program

Construction of 4 homes in 2025

Cyclone Jasper
Response before, during and after with
Emergency Relief, food parcels, gas, petrol, water and ice deliveries

5 Spot Housing Purchases

Funding extensions

Upgrades to our IT and data software programs

Vehicle upgrades across all sites

Staff graduations completing apprenticeship and traineeships

Staff nomination for Bob Marshman – Regional Trainee of the Year

Continuous staff training and professional development

Supporting families during sorry business and times of crisis

Maintaining ISO9001 International Accreditation Standards

Maintaining financial stability.

OUR VALUES

Caring for Community

Respect

Accountability

Quality

CEO Message...from Judi Enoch



We pay our respects and gratitude to Ngoonbi CEO Ms Glenis Grogan who worked tirelessly to strengthen and extend Ngoonbi's reach and resources within our communities.



Ngoonbi's aim is to provide quality, caring and client-focused services to our communities across Kuranda, Mareeba, Atherton and Mt Garnet site locations.



We thank the dedication of Ngoonbi's 75 staff members comprising 71% Indigenous and 29% non-Indigenous, for maintaining Ngoonbi's reputation for delivering caring and quality services.



We thank our Elders past and present, current Board of Management and members for their enduring vision to maintain a community focused and community driven service provider for **"our community and by the community"**.



Ngoonbi strives to maintain a community development focus to train and employ our own and deliver services within culturally designed Aboriginal Terms of Reference.

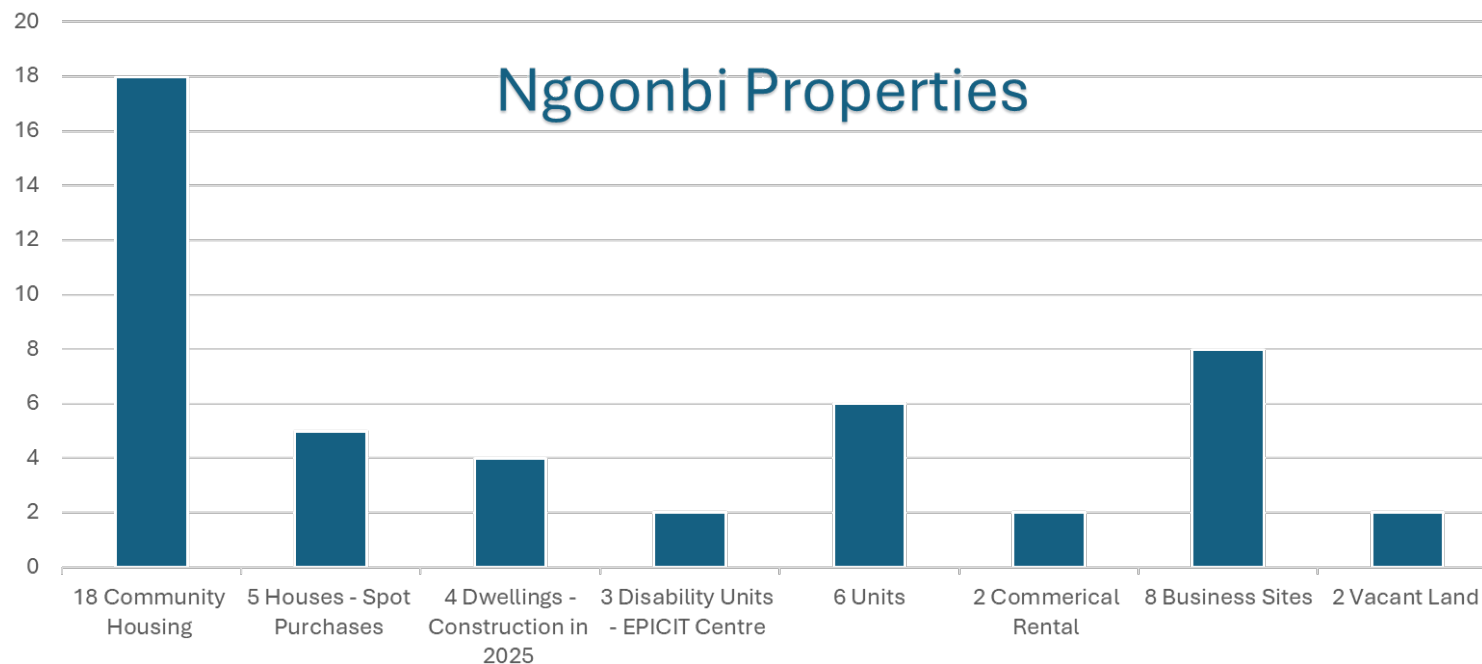
Ngoonbi's 2023-2024 Focus:

- Providing cultural and specialist client focused services for all ages
- Empowering and developing resilience within the family circle
- Improving quality life outcomes and opportunities for members of our community
- Growing and developing a caring, culturally competent and skilled workforce to deliver quality community-led services
- Developing leadership for future sustainability of Indigenous community services
- Seizing opportunities and investments for the benefit of individuals, families and our community
- Maintaining effective and excellent communication standards across the four sites and with our stakeholders
- Meeting the new Aged Care Reform, funding KPIs, legislation, quality standards and all compliances
- Maintaining International Accreditation in Quality Management Systems
- Being an Employer of Choice.



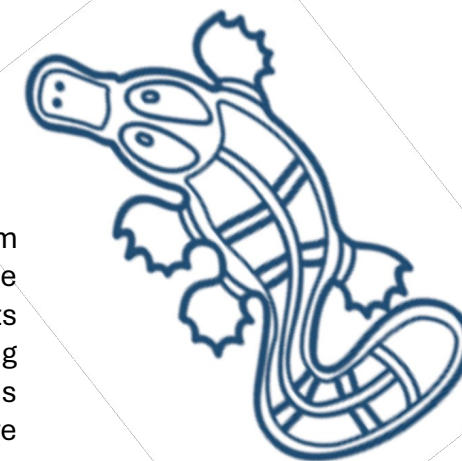
2023-2024 Ngoonbi Staff





2023-2024 Housing

Ngoonbi Community Housing is a registered Indigenous Community Housing Provider and a member of the National Regulatory System of Community Housing (NRSCH). Ngoonbi supports tenants who meet eligibility criteria, as outlined by Ngoonbi's Housing Policy and the Department of Housing and Public Works. To maintain tenancy, tenants must continue to meet Ngoonbi eligibility requirements throughout their residence. This ongoing eligibility is verified through annual rent reviews. The housing program consists of a Housing Officer working closely with the Construction Team, which handles all general repairs and maintenance. The Financial Manager ensures that the rental entries are in order. The graph following outlines the number of properties owned and managed by Ngoonbi. Our future direction for the housing program aims to purchase more properties, allowing us to provide tenants with a high standard of housing within the Mareeba Shire Council Region. Additionally, our goals are to ensure all tenants, fulfill their obligations by attending Tenants' meetings, paying their rent on time, keeping their properties clean, tidy, and undamaged, respecting their fellow neighbours by living in harmony and settling any outstanding rental and repair debts.



Human



Our most valuable asset is the staff of Ngoonbi, without them none of the goals of the organization could be reached. Human Resources endeavours to promote a happy and safe working environment for all staff and to assist them with reaching new personal heights via training.



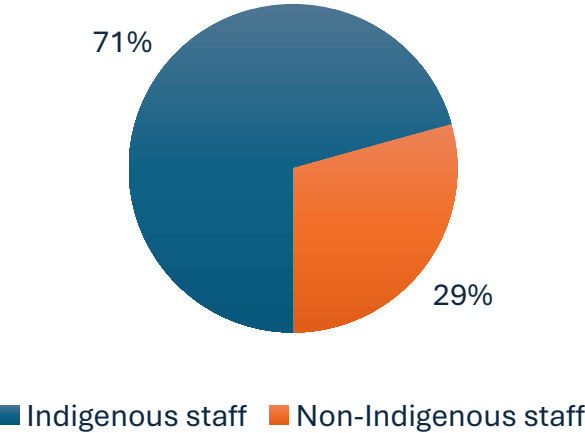
This past year has been our busiest year of training, and we have seen very good outcomes because of the training that the organisation has invested in.



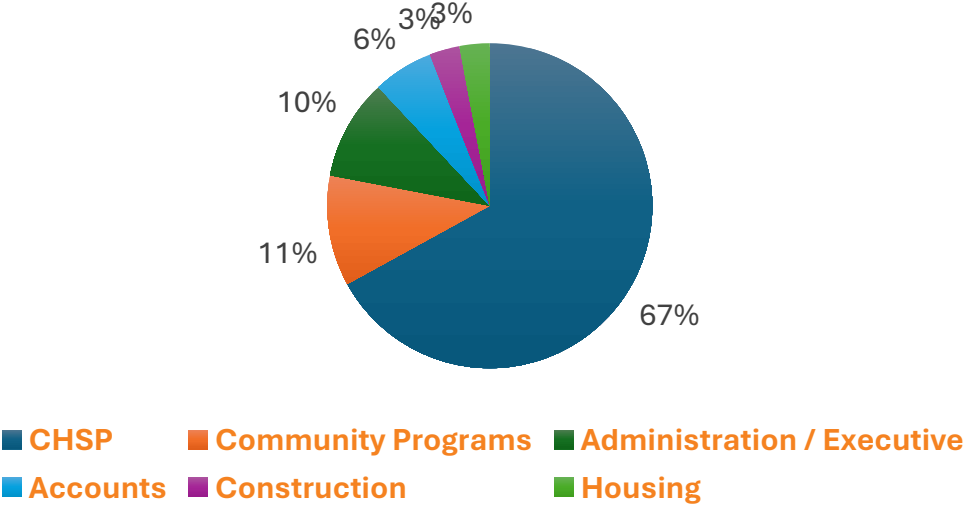
Ngoonbi currently employs 75 staff spread across Kuranda, Mareeba, Atherton and Mount Garnet.

2023 / 2024 Workforce Breakdown

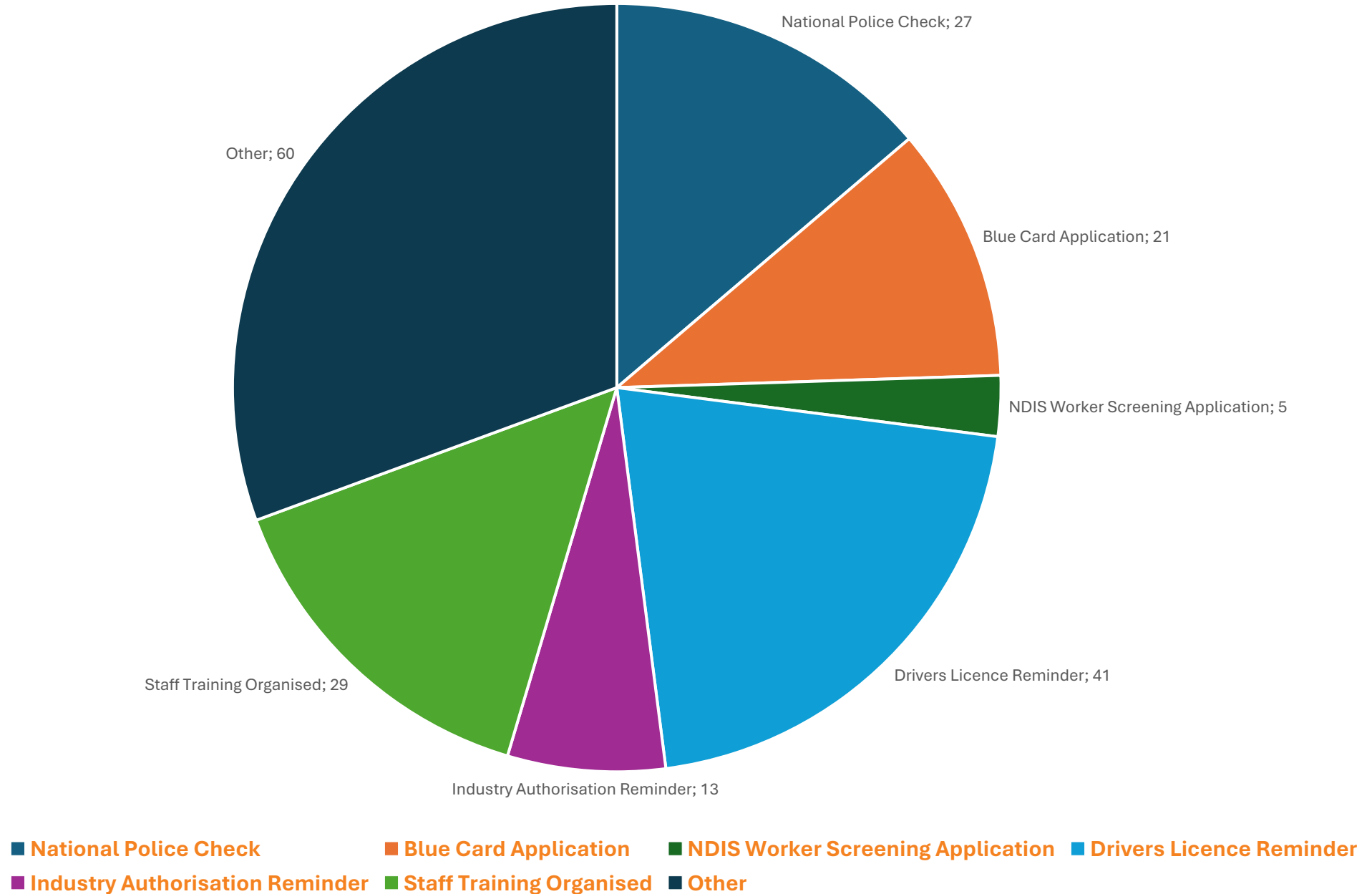
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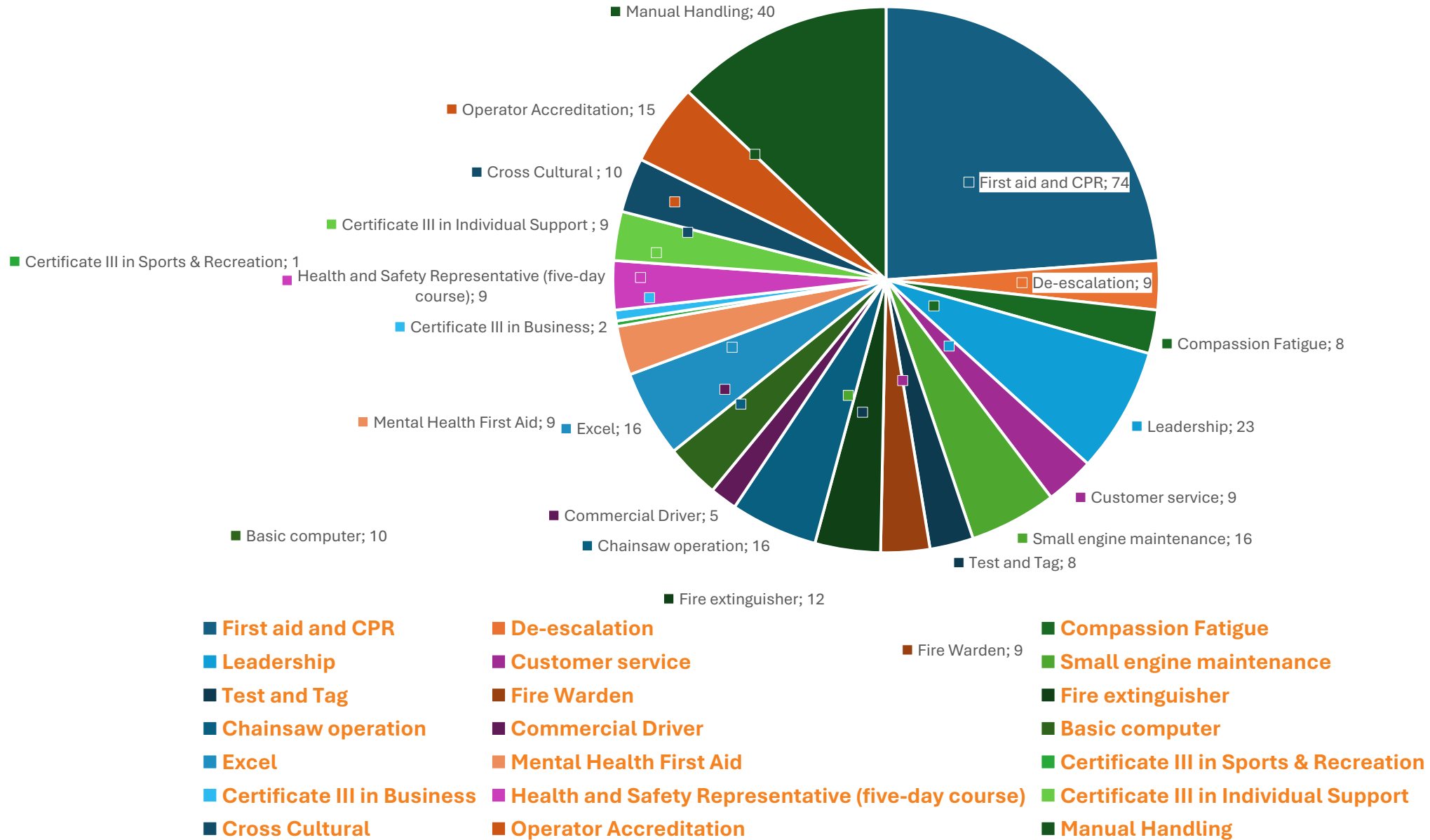
2023 / 2024 Workforce by Program %



Human Resources Assistance Provided



2023 / 2024 Training breakdown (our busiest period for training ever)





Information Technology



The Information Technology of Ngonbi is quite complex as we have several interconnected sites located at Kuranda, Mareeba, Atherton and Mount Garnet. As you can imagine with the Increasing threat of cyber security attacks managing the security, function and effectiveness of Information Technology systems can be demanding.

This year several projects were undertaken to ensure that Ngonbi has industry leading technology that is secure and fit for purpose.

Major projects undertaken this year were:

- Upgrade of cloud based VOIP phone servers at Mareeba, Atherton and Mount Garnet.
- Finalisation of migration of email from IMAP to Microsoft 365 Exchange on-line.
- Replacement of seven multi-function printers which saved money.
- Set-up of ten training laptops for staff to use for on-going training.
- Upgrade to larger Network Storage device for back-up data storage.

ADMINISTRATION

DEPARTMENT

Overview

The administration department team are the face of Ngoonbi and work well to interface between the stakeholders and the employees of the organisation.

There are various aspects of the role of the team, however the primary function is to provide support to the staff of the organisation, the organisation itself and to clients.

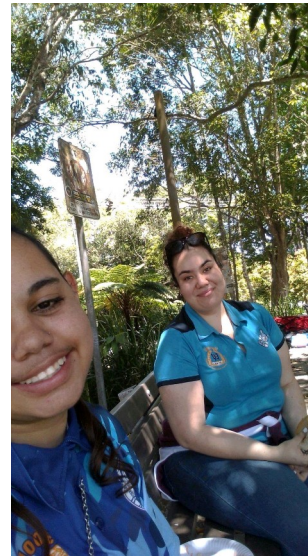
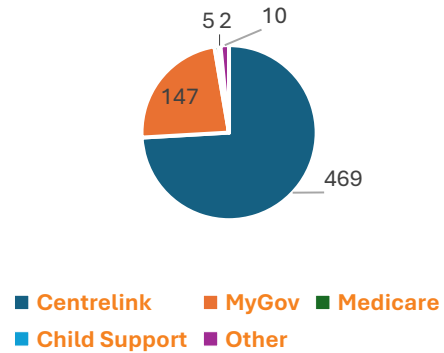
Outcomes

The team has been very focused on continual improvement and constantly we are reviewing our policy and procedures to make improvements. We look hard at what we do and consider if we were receiving the level of service we provide, would we be happy.

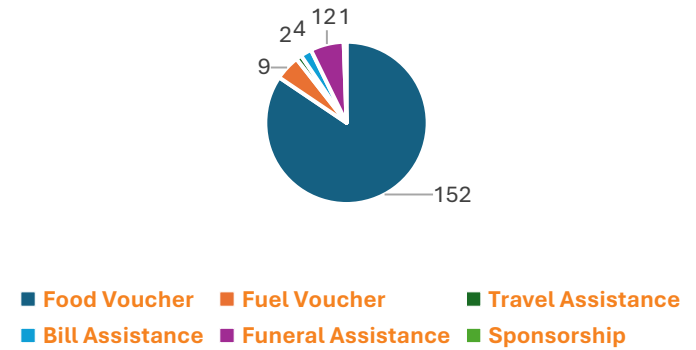
A number of improvement have been made and we will continue to improve so that we can better serve our community.



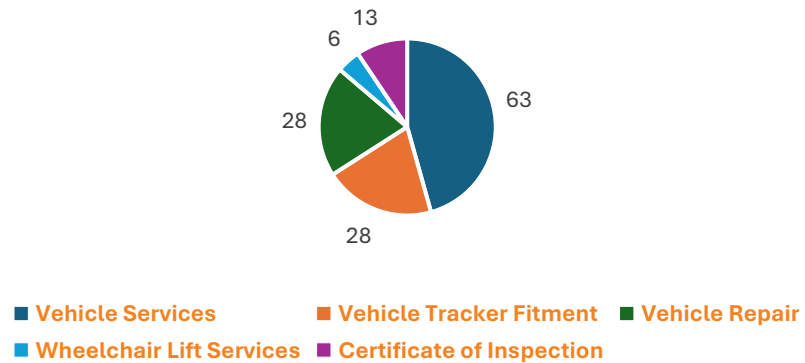
2023 / 2024 Centrelink Agent Assistance Provided



2023 / 2024 Emergency Relief Assistance Provided



2023 / 2024 Fleet Man- agement



Community Programs

- ❑ **NAODS** – Ngonbi Alcohol and Other Drugs
- ❑ **Bibi Yungan**– Great Start to Great Learning
- ❑ **CYEP** – Community and Youth Empowerment Program
- ❑ **S&R** – Sport & Recreation, Kuranda
- ❑ **FNS&R** – First Nations Sport & Recreations, Kuranda, Mareeba, Atherton, Mt Garnet





Training	Events & Activities	Workshops	Responsive Care
First Aid & CPR	Family Healing Camp	Red Dust Healing	Referrals to: Clinical services Specialists Hospital care Allied health Counselling Dental
Insight AOD Training	Men's Group	Winter School Conference	
Customer Service	Women's Group	Aboriginal Mental Health First Aid Training	
	NAIDOC Celebration Community Fun Days R U Ok Day Cultural activities	Therapies Music and Art Yarning Access to AOD resources	

Ngoonbi Alcohol and Other Drugs Program

Funded by North Queensland Primary Health Network (NQPHN)

Program Objectives:

- Minimizing and reducing harm from Alcohol and Other Drugs
- Providing ongoing support and care to clients and families
- Reduction of drug, tobacco and alcohol use within the Kuranda district
- Improving health and wellbeing
- Education and self-awareness



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- ❑ NAOD creates referral pathways to medical appointments, counselling, dental appointments, educational programs, AOD clinical and therapeutic treatments, designed to be culturally engaging.
 - ❑ Demonstrating NAODS' strong footprint and connections within community, local and regional key stakeholders and numerous service providers to deliver culturally responsive and evidence based AOD support services.
 - ❑ Maintaining a strong Governance Framework and ongoing establishment and maintenance of a culturally responsive, evidence based NAODS service delivery model for Indigenous adults and families within the Kuranda District.

BIBI YUNGAN (TRAIN UP A CHILD)

Great Start to Great Learning

- ☐ Giving your child the best start to life
- ☐ Improved early childhood development
- ☐ Health and nutrition
- ☐ Advocacy and support
- ☐ Family Care and Support
- ☐ Access to all levels of education
- ☐ School and employment readiness
- ☐ Access to training and employment
- ☐ Building strong, resilient families is our goal





Playgroup
Swimming Sessions
First Five Forever
Bulkaway Muruku
Story Telling

Fun Learning Activities

Reading Groups
Community Fun Days
Under 8's Day
Library visits
Excursions

Engaging...

- Yarning Groups
- Gulgi-Barra Performance
- Mother's Feeding workshop
 - Mentoring sessions
- Healthy food demonstrations
 - Parenting sessions
 - Women's Groups

- Girls High School group
 - Deadly Girls Program
 - Role Model Sessions

School Engagement

Reading Intervention

Homework Support

Girl Groups (Role Model Talks)

Year 10 Work Experience for
Students

Feedback

Students are making connections
and growing in confidence to make
informed choices.

Workshops

Creative Minds

Awareness of phonemes,
digraphs and trigraphs to
present to students.

Strategies to enhance
reading levels

Financial Counselling

Responding to
Positive Behaviours

Training and Employment

Mentoring

Traineeships
School Work
Experience

Tutoring



Community and Youth Empowerment Program - CYEP

- ☐ Holistic support to obtain housing and employment
- ☐ Promoting health and wellbeing
- ☐ Preventing self harm and criminal activities
- ☐ Engaging with youth to provide support, intervention and care.
- ☐ Referrals to various services and programs have been provided to promote
- ☐ Social and emotional well-being support
- ☐ Assistance is provided to help clients access Centrelink, MyGov accounts
- ☐ Licensing and paying fines support
- ☐ Obtain Tax File Numbers, Birth Certificates, Blue Cards, Bank Accounts
- ☐ Assisting with job applications and resumes to seek employment
- ☐ The importance of an education
- ☐ Life after schooling
- ☐ Further education and vocational training
- ☐ Expected Behaviour in school and in society
- ☐ Drugs and Alcohol harm minimization
- ☐ Mentoring and setting goals
- ☐ Healthy pursuits – mind, body and soul



Training	Community and Youth Activities	Workshops
Aboriginal Mental Health First Aid Training	Indigenous Driver's Licensing Unit	Red Dust Healing
First Aid & CPR	Men's Group	Distress Brief Support
Insight Training	Women's Group	Family and Domestic Violence
Red Dust Healing	NAIDOC Activities	Healthy Eating & Exercise
	RU OK?	
	Work Experience Students	
	Career Expos	

S&R – Sport & Recreation

School Holiday Programs

Community Fun Days
FNQ Touch Football Carnivals
Soccer Clinics
Multi-Sports
Trampolining – Defy Gravity
Excursions to the beach, Lake Eacham,
Yorkeys Knob, Golf

KDSC School Engagement

Basketball, Touch Football, Handball,
Dodgeball, Golf and TIGS (Traditional
Indigenous Games) during NAIDOC
week.

Ngoonbi's Sport & Recreation in Kuranda, Mareeba, Atherton and Mt Garnet promotes active and healthy lifestyles, encouraging all age groups to participate.

Stakeholder Engagement

Mulungu, Deadly Choices, MSC/ TRC,
Youth Link, PCYC, Bungaru Aboriginal
Corporation, Kuranda Neighbourhood
Centre, John Moriarty Football

•Activities aim to:

- **Decrease Stress**
- **Increase physical, social and emotional wellbeing**
- **Promote mental health and wellbeing**
- **Enhances positive social interactions**
- **Set personal goals to meet challenges**

•**Ngoonbi's Sport & Recreation** program for youth in Kuranda

•**First Nations Sport & Recreation** programs in Kuranda, Mareeba, Atherton and Mt Garnet

•The Sport & Recreation program delivers active and cultural programs to promote health and wellbeing. The communities have benefited immensely, opening up doors for physical engagement, partnerships with local sporting clubs and services, encouraging participants of all ages to participate.



Multi Sport Activities

Basketball, Dodgeball, Handball, Cultural Dancing, Touch Football, Boxing, Volleyball, Swimming, Canoeing, Hiking, Table Tennis, Fitness & Health Sessions, Cultural Sessions, Arts & Craft, Lets Glow Disco, NAIDOC celebrations

2023-2024 Community Program Engagement

