



KALWUN



www.kalwun.com.au

*Kalwun would like to acknowledge the Traditional Owners of the land in which we stand today,
pay our respects to our Elders, past, present & emerging*



INDIGENOUS HEALTH PROJECT OFFICER

- Foster collaboration and support between the mainstream primary health care and the Aboriginal and Torres Strait Islander health sectors
- Identify and address barriers faced by Aboriginal and Torres Strait Islander people when accessing mainstream primary health care services, including but not limited to primary care, pharmacy, allied health and specialists
- Improve the capacity of mainstream primary care services to deliver culturally appropriate services to Aboriginal and Torres Strait Islander people
- Support mainstream primary health care services to encourage Aboriginal and Torres Strait Islander people to self-identify
- Delivering or coordinating cultural awareness training activities
- Increase the uptake of Aboriginal and Torres Strait Islander specific Medicare benefits schedule items including MBS 715 Health Assessments, for Aboriginal and Torres Strait Islander people and follow up items.



INTRODUCTION

Kalwun is an Aboriginal and Torres Strait Islander community-controlled corporation that started as a housing co-op in the early eighties and incorporated as Kalwun Development Corporation Ltd in 1994.

Kalwun has actively partnered with Elders, community, funders and key stakeholders to improve a wide range of outcomes for all people.

As a company Kalwun provides services from nine sites across South-East Queensland, offering a range of services to support the physical, social, emotional and cultural wellbeing of all people but more specifically the Aboriginal and Torres Strait Islander people residing on the Gold Coast and in surrounding communities.

HEALTH CLINICS & STAFFING

HEALTH CLINICS located at Bilinga, Miami and Coomera

STAFFING - 68 staff, working either full time, part time or casual across the 3 locations

Hours of operation for all clinics: Monday to Friday 8.30am – 4.30pm

- ▶ **GPs**
- ▶ **Nurses**
- ▶ **Midwife**
- ▶ **Health worker / health wellbeing worker**
- ▶ **Reception**
- ▶ **Transport officers**
- ▶ **Social and emotional wellbeing team**



IUIH

Who is IUIH? – Institute for Urban Indigenous Health.

IUIH was established in 2009 by the four Aboriginal and Torres Strait Islander community-controlled health services in SEQ to provide for the health needs of our population. Today IUIH offer a wide range of services and for Kalwun clinics they provide a variety of allied health services



ALLIED HEALTH & SPECIALIST SERVICES

Kalwun Health clinics provide a range of allied health and specialist services

- ❖ Audiology
- ❖ Dermatology
- ❖ Diabetes Educator
- ❖ Optometrist
- ❖ Exercise Physiologist
- ❖ Occupational Therapist for adults and children
- ❖ Speech Therapist for adults and children
- ❖ Dietitian from Qld Health
- ❖ Psychiatrist from Qld Health
- ❖ Pediatrician
- ❖ Physiotherapist
- ❖ Podiatrist
- ❖ Psychologist



*Frequency and availability per clinic varies

PROGRAMS & GROUPS

Student placement
in partnership with
Griffith, Bond &
Southern Cross Uni

Integrated
Team Care

Social &
Emotional
Wellbeing

Mums & Bubs
Program

Programs

Deadly
Choices

Health
Checks in
Schools

Groups – Men's,
Women's &
Elders



INTEGRATED TEAM CARE PROGRAM

The Care Coordination and Supplementary Services Program aims to provide better access to coordinated and multidisciplinary care for Aboriginal and Torres Strait Islander people who have chronic conditions including:

- Access to specialists, allied health services and other support services
- Access to specified medical aids that are needed to manage clients condition effectively
- Provision of appropriate clinical care
- Arranging services
- Assisting patients to attend appointments
- Ensuring medical records are complete and current
- Ensuring regular reviews are undertaken by the patient's health care team

Eligibility

- To be eligible for this program you must:
- be of Aboriginal and/or Torres Strait Islander descent
- have—or be at risk of—chronic illnesses
- be a registered patient in a Mainstream General Practice
- require assistance with attending medical appointments.



INTEGRATED TEAM CARE TEAM

Your Local **Integrated Team Care Indigenous Project Officer** is Paul Roberts

Email: Paul.Roberts@Kalwun.com.au

Mobile: 0417 216 620

Your Local **Integrated Team Care Coordinator** is Kylie Duke

Email: Kylie.Duke@iuih.org.au

Mobile: 0435 772 900

Your Local **Integrated Team Care Indigenous Outreach Worker** is Nathan Slater


Email: Nathan.Slater@Kalwun.com.au

Mobile: 0439 908 281

All Integrated Team Care Outreach & Indigenous Project Officer Referrals & support requests to be emailed to integratedteamcare@kalwun.com.au

REFERRAL PATHWAY

This service was jointly funded by the Australian Government and The Institute for Urban Indigenous Health



Integrated Team Care (ITC) General Practitioner Referral Form Care Coordination and Supplementary Services

The ITC program provides assistance for Aboriginal and Torres Strait Islanders with a chronic disease who require help in coordinating their healthcare and/or require help in accessing services and medical aids not available through other funding sources, or not without lengthy delays.

Client eligibility

Does the client identify as Aboriginal and/or Torres Strait Islander?
Aboriginal ☐ Torres Strait Islander ☐ Both ☐

Does the client have a current 715 ATSI Health Check?
Yes (If yes, please attach 715) ☐ No ☐

Does the client have a current GP Management Plan and Team Care (721+723)?
Yes (If yes, please attach 721+723) ☐ No ☐

Does the client have a chronic disease?
Yes ☐ No ☐
Please specify:

Referring GP details


Name :

Phone number: Fax:

Practice name:

Practice street address:

Please fax this form to: (07) 3205 8666 or Email: ITC@iuih.org.au



The GP must provide

- A signed CCSS consent form
- GP management plan and team care arrangement (MBS 721 and 723)
- Indigenous Health Assessment (MBS 715), with allied health follow up

Social and Emotional Wellbeing

INCLUSION

- Aboriginal and or/ Torres Strait Islander person.
- Aged between 0 - end of life.
- Clients are not required to be Kalwun patients.
- Low intensity to complex intensity.
- Mental Health, AOD and / or suicide prevention

EXCLUSION

- NDIS
- My Aged Care
- Individuals better supported by acute services.
- Young person's with early psychosis or risk of early psychosis.

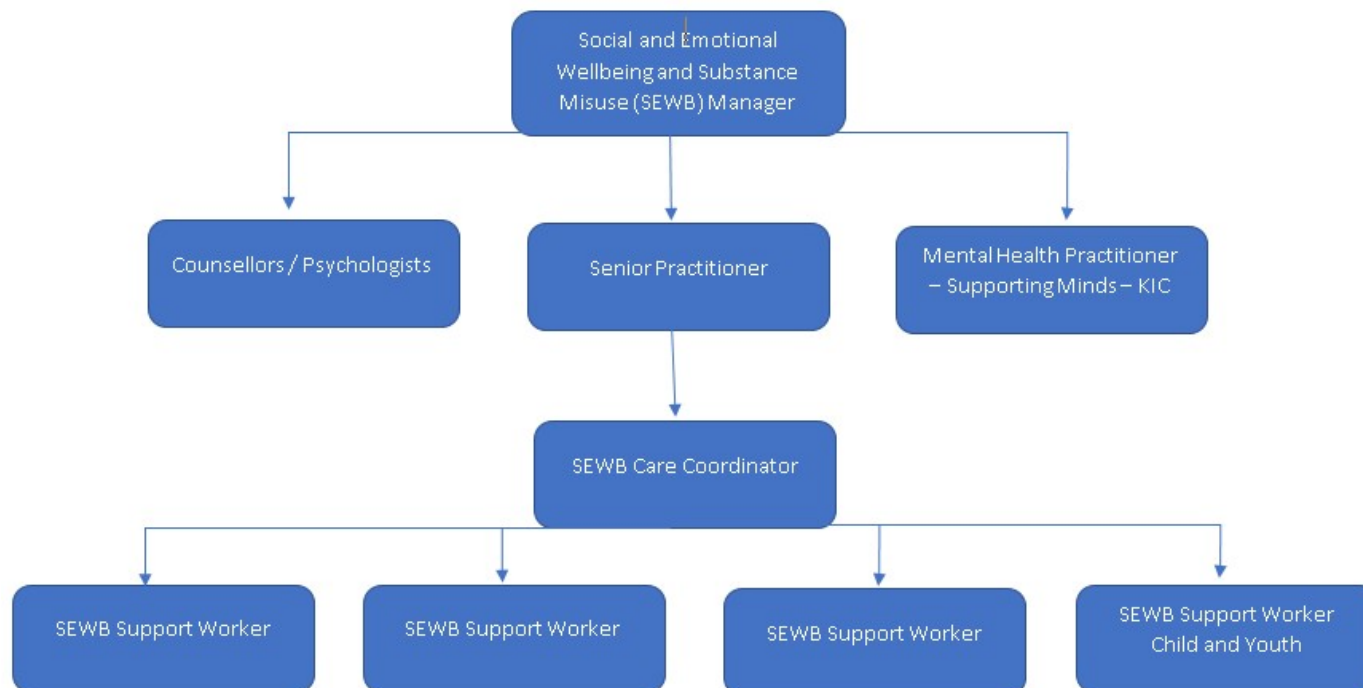
FAMILY SERVICES

- The SEWB work with family members through separate caseworkers
- Or refer to our Kalwun Child and Family Support Service.

YOUTH WORKER

- Focuses on youth specific programs focusing on mental health, AOD use and / or suicide prevention.
- The youth worker offers a mixture of group and one on one case management.

Social and Emotional Wellbeing



SEWB REFERRAL PATHWAY

Social & Emotional Wellbeing Program REFERRAL FORM



Phone: **Biling** 07 5589 6500 **Coomera** 07 5514 7100 **Miami** 07 5526 1112 Email: SEWB@kalwun.com.au

The Kalwun Social & Emotional Wellbeing (SEWB) Program is a Gold Coast PHN-funded service that provides comprehensive support to all Australian First Nation individuals and partners/carers, residing in the Gold Coast community. SEWB Team works within a social and emotional wellbeing framework to support individuals and/or families struggling with mental health, alcohol, and other substance issues, or who are seeking suicide prevention. Referrals are accepted from individuals, families, health professionals and other community organisations. The SEWB Team provide clinical and non-clinical casework and case management intervention, ranging from low intensity to severe and complex. The service aims to empower individuals and families to be able to self-manage and make decisions about their physical and mental health at their own pace.

Please note the SEWB Program does not provide crisis or acute intervention.

Client Details

Name: _____
Date of Birth: _____ Age: _____ Sex: ☐ Male ☐ Female ☐ Other
Address: _____ Suburb: _____
What is the best contact? Mobile: _____ Home: _____ Work: _____
Best time to contact: _____ Email: _____
Medicare Number: _____ Reference No.: _____ Expiry: _____
Client is: ☐ Aboriginal ☐ Torres Strait Islander ☐ Both ☐ Carer, parent, or partner of First Nation person

Referrers Details

Name of person completing the form: _____ Date: _____
Organisation or Service Provider: _____
Position of person referring (if applicable): _____
Phone: _____ Email: _____

Reasons for Referral (Must be completed)

The GP must provide

- Please ensure consent has been obtained and relevant assessments above have been completed.
- Incomplete referrals will be returned to referrer.
- Please send completed referrals to SEWB@kalwun.com.au

Our vision
“Our people live long, healthy, prosperous and happy lives”

Thank You