







# SIX YEARS OF MOORUNDI



## 2017-18

Clients - 639  
Episodes of care - 3742

## 2020-21

Clients - 973  
Episodes of care - 8529

## 2016-17

Clients - 324  
Episodes of care - 1134

## 2018-19

Clients - 929  
Episodes of care - 4917

## 2021-22

Clients - 1009  
Episodes of care - 8410



## Growth Overview

Number of Clients

211%

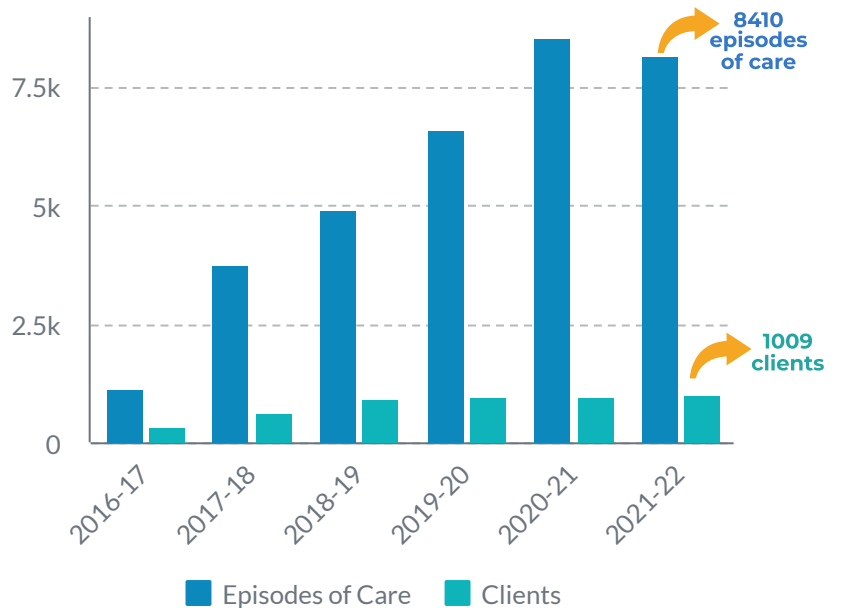


Episodes of Care

618%



## Reflection of Growth





# SIX YEARS OF MOORUNDI

Our Health Promotion Officer asked a few staff members who have been with Moorundi since 2016/2017 about what they have experienced over the last 6 years whilst working here.

## WHAT ARE SOME HIGHLIGHTS YOU HAVE SEEN YOUR PROGRAM(S) ACHIEVE?

The sheer growth of the organisation. It started with 6 staff and has grown to 33 employees across 3 sites. The fact that it has stood strong for the past 5 years going from strength to strength and all those involved along the way.

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Since starting with Moorundi in early 2017 and fresh out of high school, I have had first-hand observations of Moorundi expanding and growing our services

I have had many highlights with my time here, including:

- Working with some of the most amazing people I've ever met and being able to call them life-long friends and family
- Having the opportunity to find my feet in the professional field and build a career in health.
- Contribute to building up a clinic which is aimed to support clients with a holistic perspective

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Since 2016 until now I have seen so many clients access and receive assistance from the ITC program like transport, attend medication appointments, receive medical aids and have always appreciated the service.

Client's have become more self-managed and less reliant on the workers, we have been able to engage with GP Practices and have positive relationships with stakeholder and service providers to ensure the clients receive the best care possible. We have had staff changes however we have also had staff still here since the start of the program (myself & David) and have grown and learnt along the way and become more confident.

## WHAT MAKES MOORUNDI DIFFERENT TO MAINSTREAM HEALTH SERVICES?

We look at our clients/patients as people not as a number or a box ticked – the individual is what is at the centre of the care and what we are here for. Not a statistical benchmark.

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For me what I love about Moorundi is that it's welcoming, comfortable, family friendly, but also their dedication to service their own community. They are passionate about educating clients to take care of their own health (preventative health through encouraging 715 Health checks).

They are very community orientated, bring community together through the limited funding available (community events). Being able to come up with an idea and roll with it without the red tape but feeling like you can contribute at all levels.

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At Moorundi we are community controlled and focused. Everything we do is in the best interests of our community. Specifically from a clinic perspective, we not only attend to our client's physical health but are able to consider the spiritual, mental and social wellbeing of our clients.

## WHAT DO YOU SEE FOR MOORUNDI AND OUR COMMUNITY IN THE FUTURE?

I see so much for Moorundi in the future which includes even more expansions of clinical, SEWB and transport services. Bigger and better infrastructures.

More of our younger community coming through the ranks and having the same opportunities I did to develop a career in health and take over in leadership roles.

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I believe that in the next 5 years that Moorundi will be the benchmark for all Primary Health Care facilities. A one stop shop with our current vision of "holistic health" you cannot have a healthy body and a broken spirit or vice versa.

The people that are within Moorundi now will share the knowledge onto the next generation. Moorundi will become the community heirloom. That gets passed from generation to generation getting stronger and bigger.

You can read more about what Moorundi Staff have to say on our Website [www.moorundi.org.au](http://www.moorundi.org.au)





# ABOUT MOORUNDI

This health service was established in 2017 to deliver a comprehensive range of primary health care services to their communities. At the core of these services, Moorundi ACCHS Ltd delivers a holistic model of health care which includes clinical services and wellbeing programs.

In Ngarrindjeri, the word 'Moorundi' means river and refers directly to the river Murray. For the people of the Ngarrindjeri nation, the river is where all life begins and the connection between health and water is intricately linked to the culture of the Ngarrindjeri community.



Located on Ngarrindjeri Country, Moorundi ACCHS, services the townships of Murray Bridge, Taillem Bend, Coonalpyn, Tintinara, Meningie, Salt Creek, Raukkan, Narrung, Victor Harbor, Goolwa, Kangaroo Island and other smaller communities surrounding the marked areas on the map to left.

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- Chronic Disease Management
- Admin & Business Team
- Integrated Team Care
- Feedback and Website





# WHO WE ARE

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## OUR PURPOSE

### Culture and community at the centre of health.

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 that improve the health of our community.

Moorundi's purpose is based on what the community needs and who we are. Moorundi is not separate to the community, we are a part of the community and as such we have responsibility to provide a safe place and space for our community to access health services.

## OUR MISSION

### Holistically improve the health and wellbeing of our community from a cultural perspective and ensure that those in need can easily access health services needed when they need them.

For Moorundi, holistic health includes looking at all aspects of health, in all life stages. Within this mission we share how we view the health services we provide, in that central to our health is our culture. There are three key interconnected ways of being for the Ngarrindjeri people. Our Culture, Our Community and Our Ruwe (Land). They cannot be separated.

#### We want:

- the community to be able to take control of their own health,
- to deliver services in the way the community would like them delivered, and
- to respond to all their health needs.

## OUR VISION

### Moorundi is seen as a national leader, setting the benchmark for health and wellbeing services, and this reputation inspires funding.

We envision providing a safe place of healing and being a focal point for people to access health services that incorporates the Spiritual, the Cultural, the Social, the Emotional, the Mental and the Physical.

These health services are based on trust and respect. The safe space of healing will provide focuses on broader wellbeing, including preventative health measures and not only on clinical care.

## OUR VALUES

### Culture, Community and Yarluwar Ruwe are at the forefront of everything we do. This incorporates being:

- Welcoming and inclusive
- Respectful
- Understanding and Non-judgemental
- Trusting and Honest
- Proud of who we are



# OUR GOALS

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## BRINGING COMMUNITY TOGETHER

Our first goal which is central to all the other goals 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 depends on the health of our lands.

When our culture is not well, then our community is not well. We are strong when we are together and not well 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 & 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 that we will deliver services to the expectations of all industry service standards and to our own standards and the standards expected by the community.

Integrated means that we will work with and connect to the health and support services available on Ngarrindjeri Ruwe to ensure that we ascertain the best services available for our people.

Holistic means that we will listen to what our clients say about their overall health, their situation and their environment and look at different ways to achieve better health which encompasses health determinants.

## GROWTH, PARTNERSHIPS & OPPORTUNITIES

Our third goal is to grow our organisation, our service and our infrastructure to support the two ambitious goals of Bringing Community Together and Quality, integrated and holistic health services. Currently, Moorundi is a newly established organisation with minimal service delivery.

In order to reach these goals, and to improve the health outcomes for all Aboriginal and Torres Strait Islander people on Ngarrindjeri Ruwe we need to grow and expand. Expand in service provision, grow our organisations capacity and ensure we have the right infrastructure to deliver these services.

We recognise we cannot do this alone, and so, we need to establish long lasting and trusting relationships with our partners. We also need to be prepared and responsive to opportunities that present.





# CEO REPORT

As Chief Executive Officer of Moorundi Aboriginal Community Controlled Health Service Ltd I begin by recognising the commitment, professionalism, experience and knowledge of both the Moorundi Board at a Strategic Level and the Moorundi Staff at the Operational Level.

The Moorundi Board and Staff both continue to be resilient and focussed on delivering the Moorundi Vision which is:

**“Providing a safe place of healing and being a focal point for people to access health services that incorporates the Spiritual, the Cultural, the Social, the Emotional, the Mental and the Physical.”**

Moorundi has had many challenges over the past 12 months yet we continue to be resolute and focus on solutions that would hopefully lead us to a position of viability and sustainability.

It would be remiss of me not to mention the incredible work and partnership between the Raukkan Community Council, SAPOL, Riverland Mallee Coorong Local Health Network and Moorundi in addressing the COVID Outbreak in January 2022 at Raukkan Community. Together we achieved a fantastic result in testing, treating and supporting the residents on Raukkan throughout the Covid Outbreak.

The Australian Government has committed \$254.4 Million over four years to address the infrastructure issues faced by the Aboriginal Community Controlled Health Sector. This infrastructure program has two Streams:

- the annual **Service Maintenance Program**, which provides eligible organisations with funding for repairs, maintenance and minor upgrades; and
- the **Major Capital Works Program**, which supports eligible organisations to build, purchase and/or significantly renovate health clinics and clinical staff housing.

Moorundi has secured Service Maintenance Program dollars for the following:

- to upgrade Raukkan Clinic and create an Infection Control Area to support treatment for Raukkan residents during future Pandemic Outbreaks.
- to renovate 1 Wharf Road and redirect delivery of our GP and Clinical Services

Moorundi has also advanced through to Stage 2 of the Major Capital Program to build a purpose built health facility at 124 Adelaide Road Murray Bridge.

Moorundi continues to invest heavily in Staff Training, Development and Recruitment to ensure that we do everything we can to not only retain Staff but also provide a Culturally Safe and Professional Holistic Primary Health Care Model for our Clients to access.

We would like to thank our Clients and Members for continuing to support Moorundi through accessing our Services and Programs that we deliver for the advancement of improved Primary Health and Well Being.

The Moorundi Board and Senior Executive will continue to look at opportunities to create a strong, vibrant Primary Health and Social and Emotional Well Being Model of care and increase our Services throughout our Catchment area of the Mallee, Coorong, Adelaide Hills, Southern Fleurieu and Kangaroo Island.

**STEVEN SUMNER  
CHIEF EXECUTIVE OFFICER**



# BOARD REPORT

Dear Members,

On behalf of the Moorundi Board, we would like to acknowledge what an honour it has been to work with the Moorundi management team and staff this reporting year. The board this year has had a great balance of youth, Elders and experts from many different walks of life. We've been able to use everyone's unique skillsets to concentrate on developing a thriving and reliable Aboriginal Community Controlled Health Service.

As for all organisations, navigating the COVID-19 pandemic has been a continued challenge for us during 2021–22. It has been a year of change, with life slowly returning to the new COVID-19 normal. We would like to thank the staff who have worked tirelessly and adapted to the ever-changing environment. The Moorundi staff and management team have shown great resilience, without wavering from their commitment to delivering quality health services to our community.

Together with our CEO, Mr Steven Sumner, and our skilled and experienced staff, we feel Moorundi Aboriginal Community Controlled Health Service is well positioned to continue its role in promoting good health, preventing ill health and reducing the burden of disease for our community.

I thank all members of the board for their ongoing contributions, for sharing their knowledge and expertise and for their advice and support in driving the strategic direction of Moorundi.

In closing I would like to thank those who have supported me through my time as chairperson and to the board members who have provided me with guidance and direction as I have navigated my way through being a first-time chair. I am extremely grateful for this opportunity. We as a board are excited to see the future growth of Moorundi as we continue to provide quality Primary Health Care and Social and Emotional Well Being Services to our Community.

**TAHLIA LLOYD  
CHAIRPERSON**





# ORGANISATIONAL STRUCTURE 2021 - 2022

## Chief Executive Officer

Steven Sumner

## Board Members

Tahlia Lloyd (Chair)

Ellen Trevorrow

Errol Blucher

Pauline Walker

Aninna Tarasenko

Eunice Aston

Ebony Marshall

Valda Rigney

## EXECUTIVE

### Executive Assistant

Brooke Vanzati (maternity leave)  
Nerylee Gollan

### Business Director

Natasha Smith

### Aboriginal Health Clinical Director

Beth Hummerston

## ADMINISTRATION

### Office and Administration Manager

Bec Fidge

### Health Promotions / Media Officer

Nerylee Gollan

### Administration Team

Crystal Ackland

Montina Sumner

Skye Kartinyeri-Sumner

Phoebe Kartinyeri

Courtney Rigney

### Cleaning

Kirsty Smith

### HR Consultant

Ian Barton

## SOCIAL AND EMOTIONAL WELLBEING TEAM

### Social and Emotional Wellbeing Manager

Diana Murphy

### Community Outreach Worker

Vicki Cummings

### Community Cultural Development Officer

Georgina Trevorrow

### Mental Health Clinician

Zane Gunter

### Alcohol and Other Drugs Counsellor

Mac Hayes

### Children Laughing and Playing Program

Roslyn Richards

Nekia Wilson

### Social and Wellbeing Counsellor

Bobbie-Jo Williams

## INTEGRATED TEAM CARE

### Indigenous Health Project Officer

Dorothy Kartinyeri

### Care Coordinator

Karen Cooper

### Chronic Disease Coordinator

Luke McKenzie

### Transport Coordinator / Outreach Worker

David Crompton

### Medicare / Communicare Administator

Nekia Wilson

### Casual Drivers

Melanie Bassham

Noel Hartman

Chris Hawkins

Tammy Holland

## CLINIC TEAM

### Clinic Manager

Ashleigh Smith

### Senior Aboriginal Health Practitioner

Alfie Gollan Jnr

### General Practitioner (GP)

Dr Jodi Hunt

Dr Naomi Wall

Dr Sheree Hunt

Dr Jerry Wong

### Remote Area Nurse

Bronwyn Regan

### Aboriginal Health Practitioners

Kelly Smith

Gordon Rigney Jnr

# ABORIGINAL HEALTH FAIR DAY 2022

The Aboriginal Health Fair Day began with the Fit & Deadly Futures Fun Run, and it was a great turn out for everyone involved. The day consisted of fun activities for all, friendly farm animals, live music and free lunch/coffee for everyone.







# COMMUNITY ENGAGEMENT AND WELLBEING TEAM

**The twelve months from 1st July 2021 to 30th June 2022 have been really eventful for our team. Emerging from lock downs we were able to slowly reconnect face to face with our Community and begin to meet safely in groups.**

The team continue to provide mental health and alcohol and other drugs services under difficult circumstances, with the impact of the pandemic affecting our Communities overall well-being.

Our social and emotional well-being worker Mark Capurso resigned late last year and we have been fortunate to employ Bobbie-Jo Williams who commenced the position in May.

## PKT - Playgroup

**Working more closely with the children around Cultural Awareness such as:**

- Our dreaming stories through craft activities
- The meaning of the Ngarrindjeri flag
- Greeting the staff individually in Ngarrindjeri language
- Acknowledgment of the land we are on
- Stronger connections with schools and Headspace through art
- The Murray Bridge Playgroup is increasing in attendance
- Meningie and Raukkan Playgroup are now combined and are on every Monday with MASH as part of the team



**In June, Aunty Ros and Nekia presented Gail and Ava with a hand painted gift.**

**Gail and her grandchildren have attended playgroup in Murray Bridge each week for 2 - 3 years.**

**This year Gail kindly donated tiles from her business - Beaumont Tiles to help us renovate the kitchen space in the art room where playgroup is held.**

**We would like to thank Gail for her contribution to this space and for her continued support to our playgroup!**



# COMMUNITY ENGAGEMENT AND WELLBEING TEAM

## TOCS

### Together Our Children Succeed.

Year 12 Transition from School to Work

Our Community Cultural Development Officer (CCDO), has joined partnership with the Youth Workers from ACCARE to plan activities with senior students from Murray Bridge High School.

Homework centre continues to be supported by CCDO.

### Storytelling

After a long period of ceasing Storytelling at the Murray Bridge Public Library due to COVID-19 restrictions, the CCDO has resumed to run the activity weekly with the Library where they will have an Elder come in 3 times during term 3 to read books to the community.

NAIDOC week was a great success this year for the Storytelling activity in the Library in partnership with the PKT team. We had roughly 200 community members come through the Library doors to participate or watch the activities being delivered.



Photo: NAIDOC Storytelling 2022



Photo: Deadly Nannas, Fringe 2022

### Ngarrindjeri Language Class

The CCDO in partnership with Tauondi College started the Certificate II in Learning an Australian First Nation's Language which started in Term 2 where we have weekly classes at Moorundi. The class is run by 3 Ngarrindjeri Trainers.

We have 12 Ngarrindjeri people enrolled and 3 non-Aboriginal people attending. The Ngarrindjeri students will receive a certificate at their graduation.

### Just 2 Deadly's

This year we have roughly 18 schools participating. We are still in the planning stages for the end of year annual event.

Last year due to COVID-19 restrictions the annual event was planned to attend school assemblies where some of the Just 2 Deadly's committee attended and presented the students with their certificates, gift bags and shirts.

### Literacy and Numeracy

CCDO created books with the following schools – Kangaroo Island and Wilderness School where there was over 100 students creating books.

Mount Barker Primary School is in the process of creating books with roughly 6 students participating.

Victor Harbor yarnning circle group have made an interest in making books this year as part of their activities.

## DEADLY NANNAS

The Deadly Nannas went from strength to strength, taking their message of reconciliation and healing to various schools and Community events across our large catchment area.

They also performed at the Adelaide Fringe Festival as well as the Nunga Fringe at Gawler and Murray Bridge.

Their commitment to the resurgence of our Ngarrindjeri language and Culture is recognised nationwide and they have been interviewed by both NITV and the ABC.

The team along with the Deadly Nannas worked closely with Headspace staff and two young rappers to create and co-produce a "Survival Day" and a, "Reconciliation" song.





# COMMUNITY ENGAGEMENT AND WELLBEING TEAM

## EVENTS

The team held two successful 'Australia's Biggest Morning Tea' events. One in Murray Bridge and one in Victor Harbor and a pamper day at Meningie, as well as a consultation day with Aged Rights Advocacy Service (ARAS) held a Community Consultation in April 2022.

Our Community members continue to request healing and Cultural activities and we will be lobbying for these activities to be funded. There have been two healing days that were well attended and we will aim to provide more in the coming year.

The Aboriginal Health Fair day was a big success along with the ever popular Fun Run and Family Fun Day.

NAIDOC activities and Reconciliation events were also well attended in 2021.

## MURRUNDI INK

The team worked hard on a post pandemic social and emotional well-being resource kit, aimed at children aged between 5-12 years. We recognise the impact that the pandemic has had on our young people and early intervention is the key for adult success.

We created, "Murrundi Ink", and developed five resource books with attached work books, that we hope will be available to our children soon. The books were also nominated for a NAIDOC award and won 'Artist of the Year' for NAIDOC 2022.



Photo: NAIDOC Awards 2022



Photo: Australia's Biggest Morning Tea



Photo: Playgroup, Murray Bridge 2022





# CHRONIC DISEASE

## Fit and Deadly Futures Program

The CDC worked in Collaboration with the Health Promotion Officer to apply for a Wellbeing SA “Open Your World” grant to provide Fit & Deadly Futures Health Promotion activities.

The program activities included the Fit & Deadly Futures Fun Run and Aboriginal Health Fair Day event that took place on May 1st at Sturt Reserve Murray Bridge, as well as a 3on3 Basketball program that will take place in the second half of 2022.

The program also featured a 10 week training program leading up to the event and featured weekly healthy lifestyle challenges for participants to complete.

## Fit and Deadly Futures Fun Run & Aboriginal Health Fair Day

The Fit & Deadly Futures Fun Run & Aboriginal Health Fair Day took place on Sunday May 1st and featured an estimate of 200 community participants. The morning of the event featured a 3km, 5km run or walk option, as well as a 10km run option followed by a healthy breakfast. This was then followed by Aboriginal Health Fair Day activities including stalls from various local services and family activities and entertainment.

A 10 week online training group was set up leading up to the event which provided weekly training programs for participants to follow, whether they were hoping to go from zero to 5km or training for a 10km run. Weekly incentives based on healthy lifestyles were also included as part of this program.

## Murraylands IMF RAW Fun Runs

CDC has assisted in coordinating Murraylands IMF RAW Fun Run events along with the Murraylands RAW planning committee. These events aim to promote and encourage healthy active lifestyles in Indigenous communities. Each year 4 local community champions are selected to participate in a national event coordinated by the Indigenous Marathon Foundation. Four events were held between March and June in 2022.



Photo from the Murraylands IMF RAW Facebook Page



## Allied Health Services - Chronic Disease Management

The CDC has worked alongside our clinical staff to support our community to access Allied Health services including Diabetes Educator and Acupuncture, who have delivered services from Moorundi clinic locations. CDC has also supported community upon referral from Doctors at our clinics to access other Allied Health services to assist in managing chronic conditions.

## The Nungas Gym Program

The Chronic Disease Coordinator has worked closely with Moorundi GP's and clinic staff to coordinate referral pathways for participants to access the community Nunga Gym program. The program provides access to the Nungas Gym, as well as a program provided by a personal trainer to safely get started.

The program aims to encourage healthy lifestyles as a chronic disease management and prevention activity. The program also promotes and increases the number of 715 Health Checks, as a Health Check is a requirement for anyone wishing to gain access and participate.

Community who wish to join the community Nunga Gym program must follow the below process.



# ADMINISTRATION TEAM

As Moorundi continues to grow we needed to grow our administration staff and were able to put on two Admin trainees. Phoebe Kartinyeri and Courtney Rigney joined the Moorundi family in early 2022.

Moorundi's clinical admin team also grew when Skye Kartinyeri – Sumner was employed in August 2021 to cover the Victor Harbor clinic.

In addition Moorundi needed to have in house book keeping and Dee was brought on in July 2021.

With a larger team Moorundi's Business Enabling Team has the capacity to now focus on growing Moorundi further and ensuring that the needs of the organisation and Community can be met.

The Business enabling team consists of Natasha Smith, Brooke Vanzati (*maternity leave*), Nerylee Gollan, Denise Waechter, Bec Fidge, Phoebe Kartinyeri and Courtney Rigney.

## TRANSPORT

Throughout the 2021-2022 financial year Moorundi's transport team have provided assistance 1043 times with driver allocation, fuel vouchers and taxis.

This has enabled our community to access specialist appointments, primary health care and allied health services and access to attend COVID vaccination clinics.

Transport assistance is one of the ways that Moorundi can support the Community in accessing their health care needs.

Moorundi has 3 casual transport drivers, and David Crompton our Transport Coordinator arranging and booking the appropriate mode of transport assistance.

## How to book transport:

**Call 1800 023 846**  
(at least 48hrs prior)

**Ask to speak to  
our Transport  
Coordinator**

**Proof of  
appointment  
must be sited**

### Feedback

Thank you for who you are and what Moorundi provides to their Clients.  
A godsend!







# INTEGRATED TEAM CARE

The Integrated Team Care program has been very busy within the last 12 months. We started with a couple of challenges which tried to make servicing our community a little difficult, however we overcame these and continued to bring community activities back slowly and safely.

## STAFF CHANGES

The ITC Program received extra funding for a part-time Indigenous Health Project Officer (IHPO) which employs Nikki Smith. She now covers the Adelaide Hills & Fleurieu Peninsula Region.

In October 2021, Sue Kennett - Care Coordinator, left and the team welcomed Darryl Cameron for a short time between January and April 2022.

We now have Karen Cooper who is the new Care Coordinator and she began her role in May 2022.



The IHPO's focused on improving mainstream services feeling more welcoming to our clients, and we did this by working with local artist's who provided their artwork to be displayed at the clinic's.

We also developed a poster "*Do you identify*" which will be displayed in clinics and other allied health services.

Our team completed Cultural Competency Training.

## ITC Forum

We attended the ITC Forum in Adelaide on the 28th - 29th of June and this provided new staff with the opportunity to build relationships and meet other ITC members from other regions.



## COMMUNITY SUPPORT

The ITC team focused on supporting community events as a need during the last few months. Due to COVID some of it wasn't possible but we managed to support the following community events:

- Aboriginal Health Fair Day/Fun Run
- Australia's Biggest Morning Tea - Victor Harbor
- Australia's Biggest Morning Tea - Murray Bridge
  - Together we raised **\$152.55**
- Meningie Pamper Day
- Cultural Day at Victor Harbor
- Raukkan School 715 Health Checks
  - **13** children completed their annual health check
- We developed a resources COVID Pack for families and clients affected by the pandemic



**"Great helpful"**

**"Quite satisfied over the last year, glad Moorundi was there"**

## FEEDBACK FROM OUR CLIENT'S

**"Vital for sons Dialysis, Nunga Gym, stay on country, grateful, without the support of the program going to Adelaide x3 per week we would have had to relocate"**

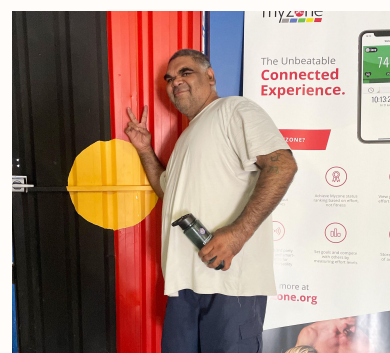
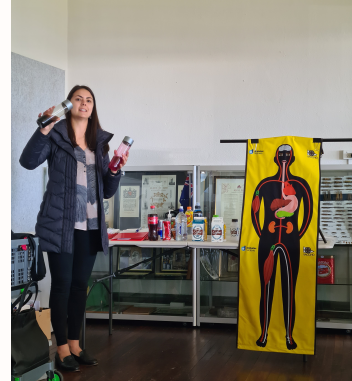
**"Very reliable, caring, sharing"**

**"No complaints, very pleased with the service"**





# Some more photos of the year...





# OUR MEMBERS AND SUPPORTERS

## WE ENCOURAGE FEEDBACK FROM OUR COMMUNITY

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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 an Aboriginal 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 [www.moorundi.org.au/feedbackform](http://www.moorundi.org.au/feedbackform)
- Website contact form [www.moorundi.org.au/contact](http://www.moorundi.org.au/contact)
- Facebook page (comments or messages): [www.facebook.com/moorundiACCHS](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

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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 on our website, 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; [www.moorundi.org.au/information](http://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.

### CONFIRMATION OF ABORIGINALITY

For those who need them, we can also provide Confirmation of Aboriginality. These are also available from all of our clinics and offices, or can be found on our website here [www.moorundi.org.au](http://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.





**MOORUNDI**

Aboriginal Community Controlled  
Health Service Ltd.

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  
www.moorundi.org.au

124 Adelaide Road, Murray Bridge  
(Administration Office)

Open Mon-Fri, 9am - 5pm

## ACKNOWLEDGEMENT 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.

