

2024-2025 Annual Report

Ngoonbi Community Services
Indigenous Corporation



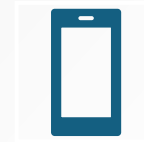
Prepared by
the team at
Ngoonbi...



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Corporation

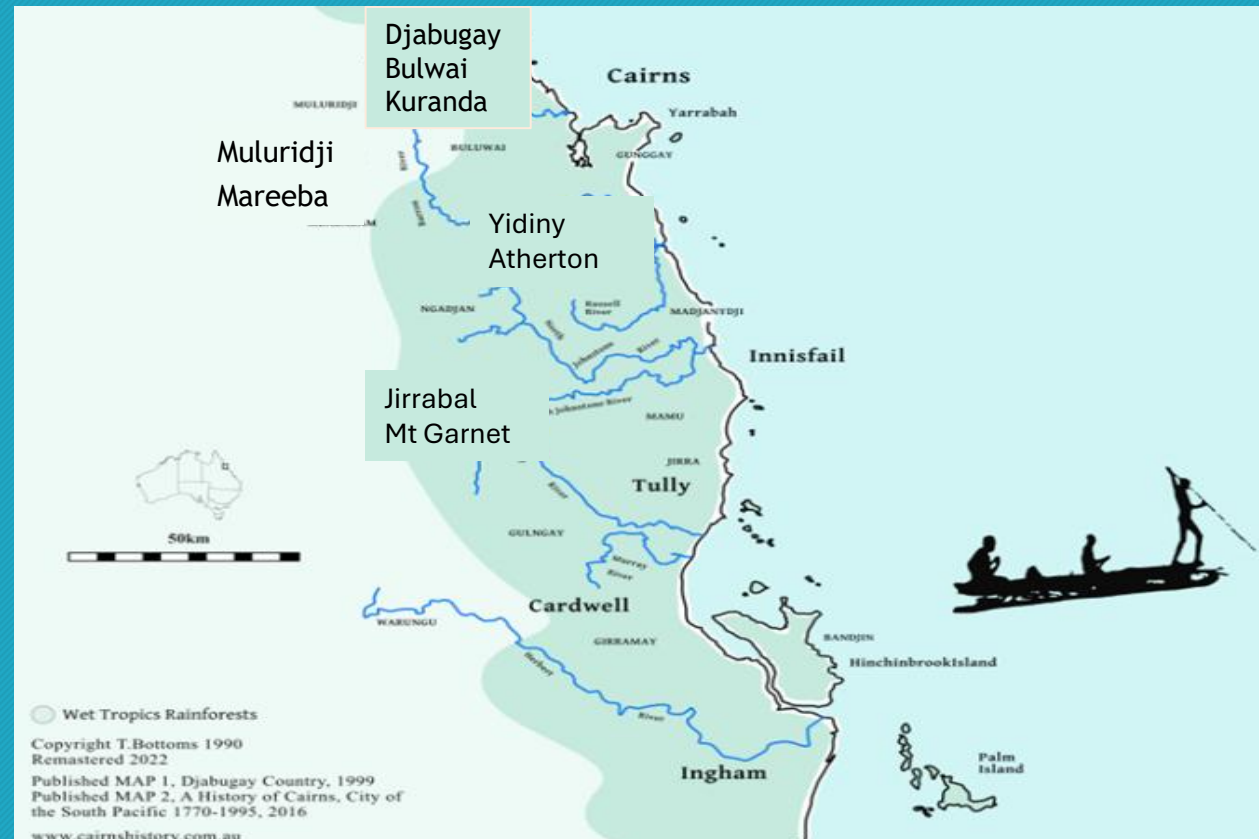
Tribal Acknowledgement

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



Ngoonbi Service Catchment Area

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





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

We honour our Elders, past and present, and the Traditional Custodians of this land. We also acknowledge the Ngoonbi Board of Directors, our clients, employees, and the families across the communities we proudly serve. As an organisation, we remain steadfast in our commitment to deliver high-quality services and supports that strengthen, uplift, and empower our people.

As the Chairperson and a member of the Board our role is to empower and support our community by strengthening family connections, upholding cultural values, and providing clear and steady direction. We offer strategic advice and counsel to management, ensuring the organisation is firmly positioned to anticipate and respond effectively to current and emerging trends. In doing so, we continue to honour our past, respect our present, and create strong foundations for the generations to come.

We deeply value the strong partnerships that underpin our work and enhance our ability to deliver meaningful outcomes for our communities. Our stakeholders include TRACQS, government and non-government agencies, Indigenous organisations, and a number of respected local community groups such as the Kuranda Seventh-day Adventist Church, Mulungu Aboriginal Primary Health Care Service, Tableland Justice Group, Kuranda Amphitheatre, and the Kuranda Neighbourhood Centre. These relationships play a vital role in strengthening our services and ensuring we remain responsive, collaborative, and aligned with the needs and aspirations of our people.



2024-2025 Highlights

Supporting our Elders and community members with disabilities remains a core priority. We are committed to ensuring they feel safe, respected, connected, and at home within their communities.

Meeting and preparation for the new Age Care Reform commencing 1st November 2025

Ensuring long-term financial stability with robust fiscal policies

Supporting our local not-for-profit organisations to enhance community wellbeing.

Having an active role in delivering the TRACQS Community Development Program to support meaningful opportunities for our community.

We are building strong partnerships to support the delivery of four new homes in 2025

Celebrating 50 years of dedicated service our community

Supporting local employment across our four sites

Securing new funding and program extensions across our services

Upgrading our IT systems and data management software

Delivering vehicle upgrades across all sites

Staff successfully completing training in Cert 3 in Individual Support, Hospitality, and Sports & Recreation

Successful purchase and tenanting of three homes in the Mareeba township through the 5 Spot Purchases funding

Ongoing staff training and professional development

Supporting families during sorry business and times of crisis

Maintaining ISO9001 International Accreditation Standards for another 3 years

Progressing redevelopment of Ngoonbi's original office at 36 Coondoo Street, Kuranda

OUR VALUES

Caring for Community

Respect

Accountability

Quality

CEO Message...from Judi Enoch



Ngoonbi is committed to delivering high-quality, caring and client-focused services to clients in our communities across Kuranda, Mareeba, Atherton and Mt Garnet.



We acknowledge and thank our Elders past and present, along with the current Board of Directors and members, for their steadfast vision in maintaining a service that is both community-focused and community driven - truly for **“our community and by the community”**.



Ngoonbi is dedicated to a community development approach that prioritizes the training and employment of Aboriginal & Torres Strait Islander people and members of the local community. We seek to skill our youth and cultivate leaders in the delivery of culturally designed services embedded within Aboriginal Terms of Reference.



We appreciate the dedication and commitment of Ngoonbi's 80+ staff, comprising 80% Indigenous and 20% non-Indigenous team members. Our aim is to continue fostering a team of compassionate, committed and highly skilled professionals.

Ngoonbi's 2024-2025 Foci and Outcomes from the CEO's desk...



- Partnering with Qld Housing and Public Works, QBuild and Cairns Strategic Builders in constructing four (4) brand new homes in Kuranda. Two x four bedroom houses and two Platinum Disability Houses - 1 x 3 brm and 1 x 2 brm ready for tenanting in December 2025
- Partnering with TRACQS and successfully securing a 3-year contract to deliver Remote Australia Employment Services (RAES) to 2028
- Purchasing 3 of 5 houses in Mareeba under the '5 Spot Purchase' funding
- Celebrating 50 years of Service and honouring Ngoonbi's journey that began in January 1975. Ngoonbi is committed to growing a community business dedicated to servicing the community with excellence, integrity and care
- Extensively preparing for, and ensuring readiness for the upcoming New Aged Care Reform on the 1st November 2025
- Groundwork and consultations to redevelop and reconstruct Ngoonbi's first property at 36 Coondoo St Kuranda
- Meeting all funding KPIs and compliance requirements through culturally grounded practices, while aiming for quality outcomes that truly reflect and respond to the needs of our community
- Successful attainment of 3 years of ISO 9001:2015 International certification in Quality Management System (QMS)
- Being an Employer of Choice.





Ngoonbi Staff of 2024-2025

Human Resources

During the 2024-2025 financial year, the organisation continued to maintain a diverse workforce across Aged Care, Social & Community Services, Housing and Construction, Administration and Corporate Support.

Female staff: 55

Male staff: 41

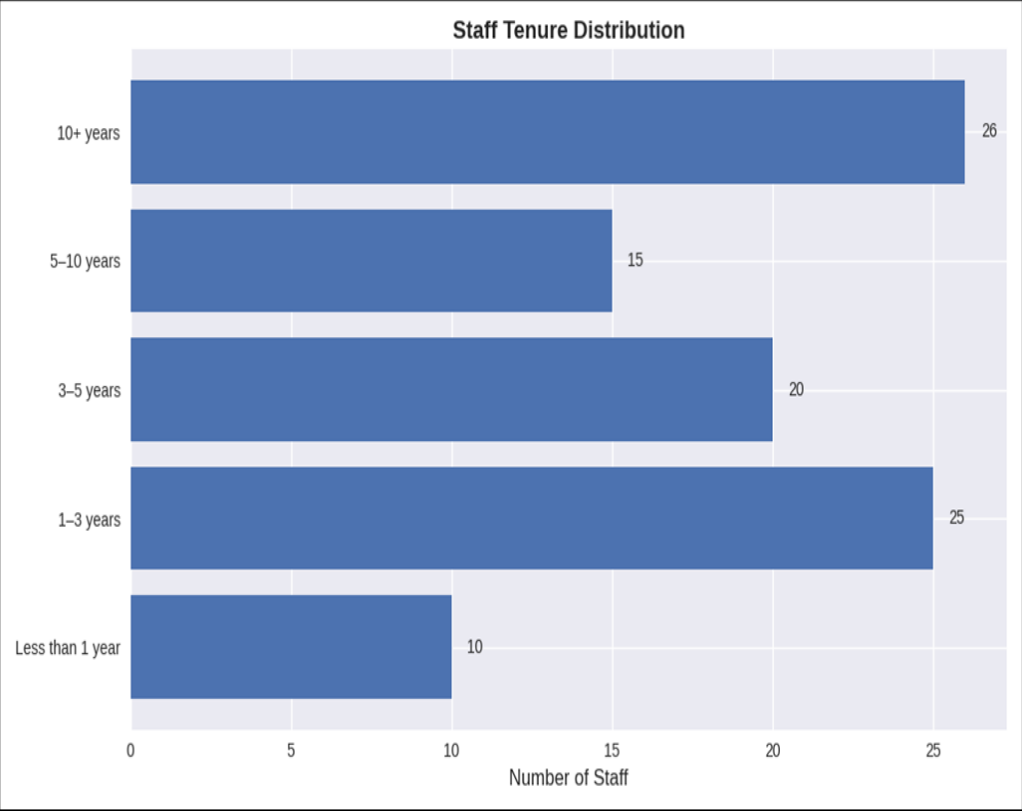
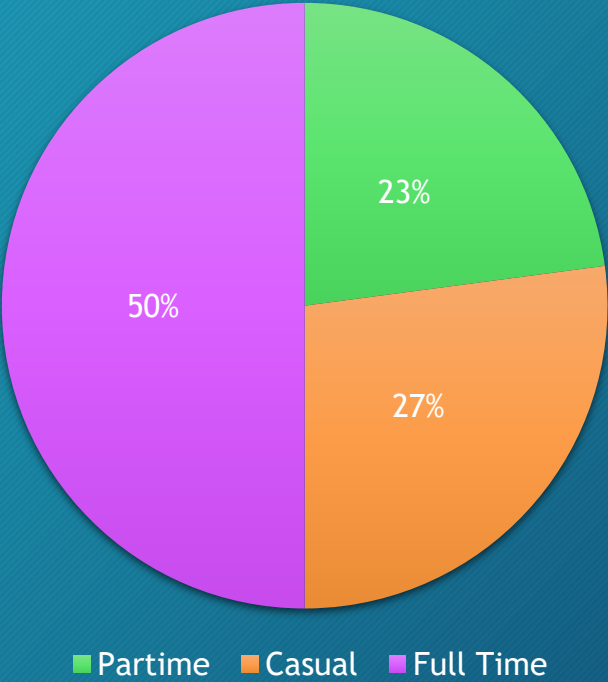
57.3%

42.7%



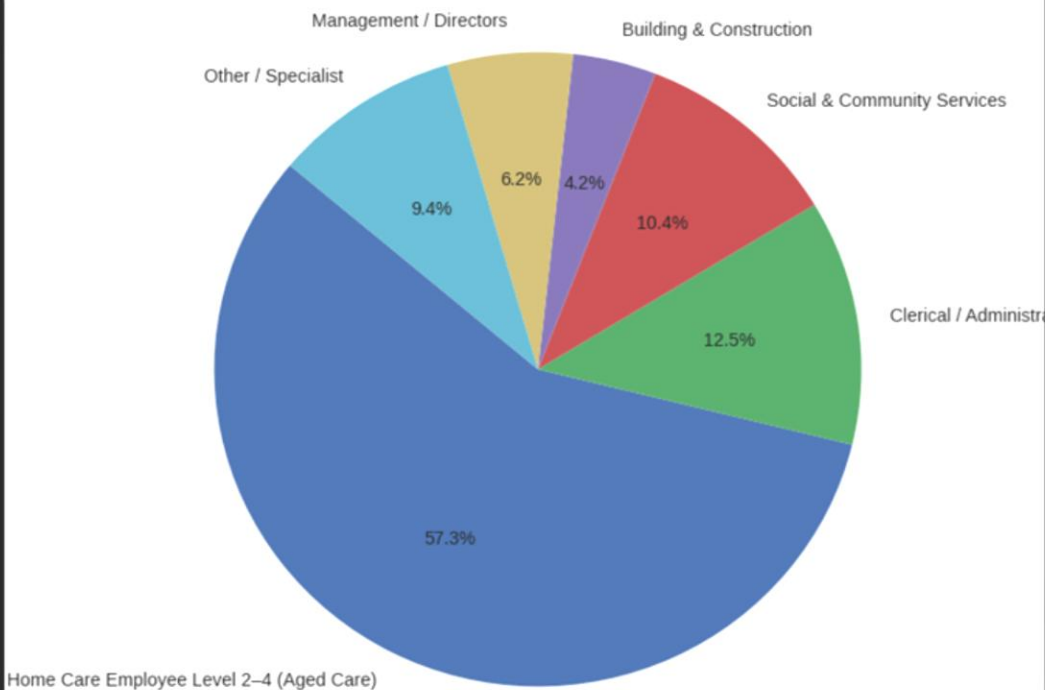
Total staff: 96

Employment Basis Information

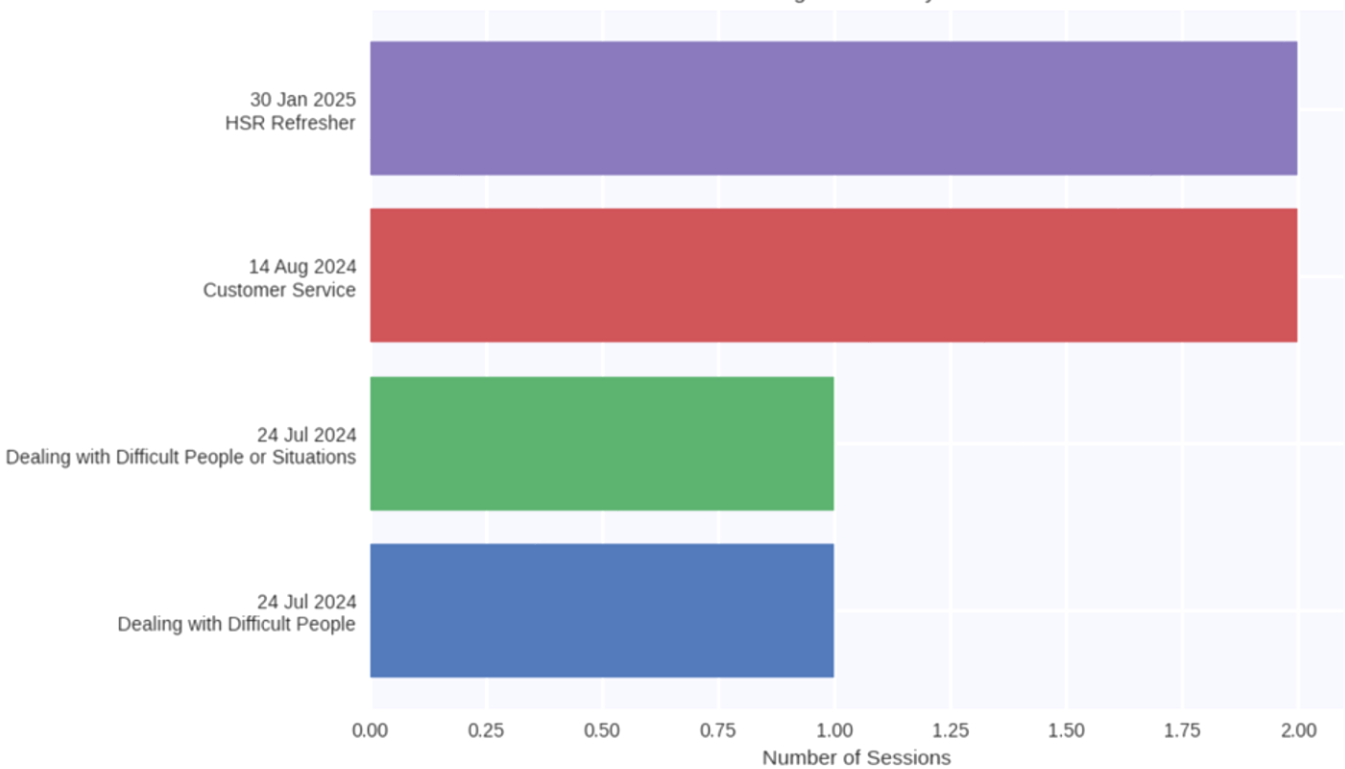


Human Resources

Classification Distribution by Headcount



Training Sessions by Date



ADMINISTRATION DEPARTMENT

Overview

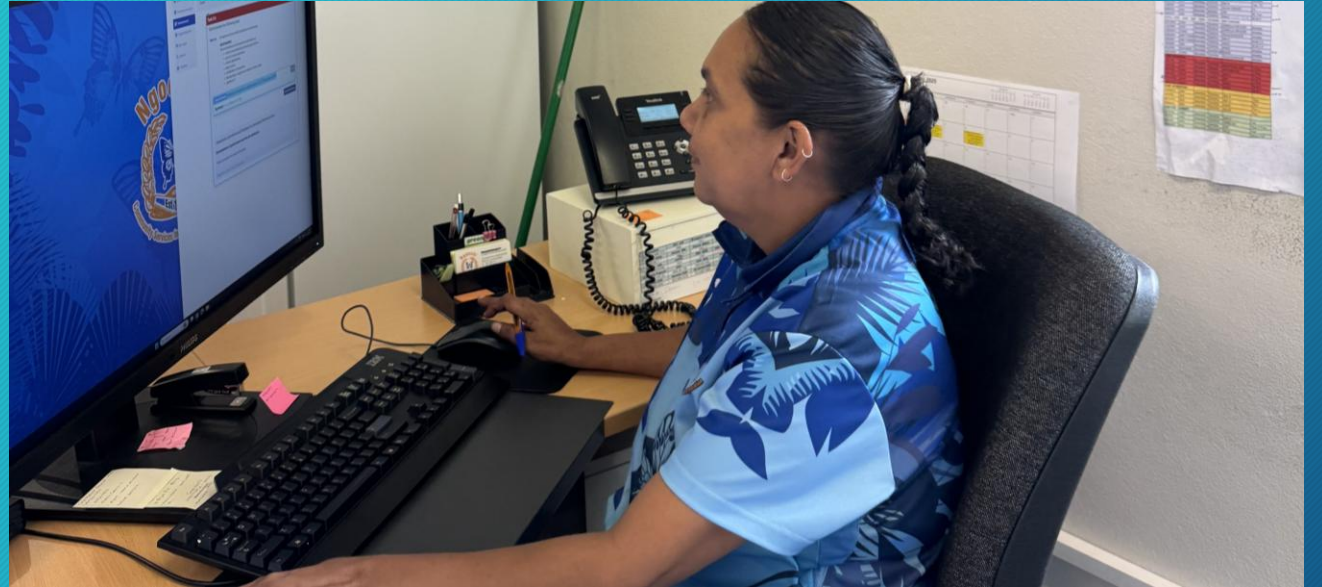
The administration department team provide Centelink Agent support for community members and assist clients who require Emergency Relief. The team also provides general administrative support within the organisation in various capacities.

The 2024/25 period has been busy and the team focused on providing clients and the organisation with great customer service.

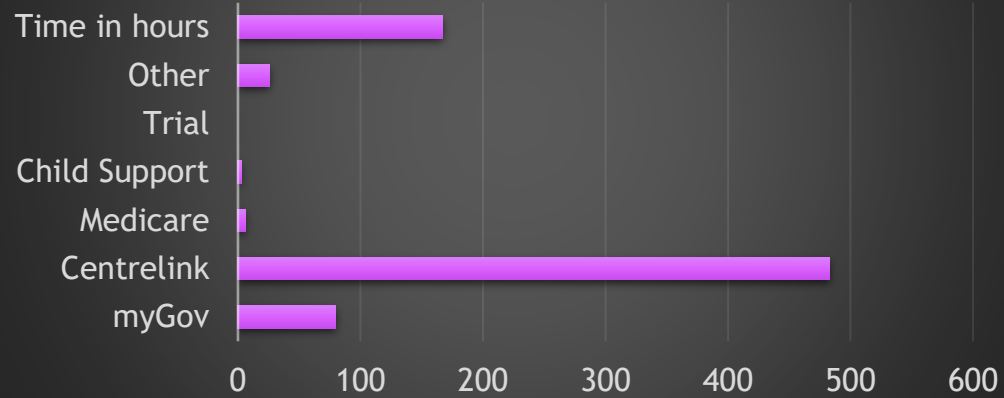
2025-2026 Goals to work with stakeholders to implement plans to better support our community to include:

- Information sessions at Kuranda, Mantaka, Kowrowa, Mona Mona, Speewah and Koah about Youth Allowance, MyGov, scam awareness, Aged Pension and ABSTUDY
- YOUPLA Sessions - information sessions regarding how to access / contact Services Australia for funeral fund payments
- Youth Community Day - assistance with opening bank accounts, Birth Certificates, Tax File Numbers
- Aged Care Specialists to discuss aged pension changes with community.

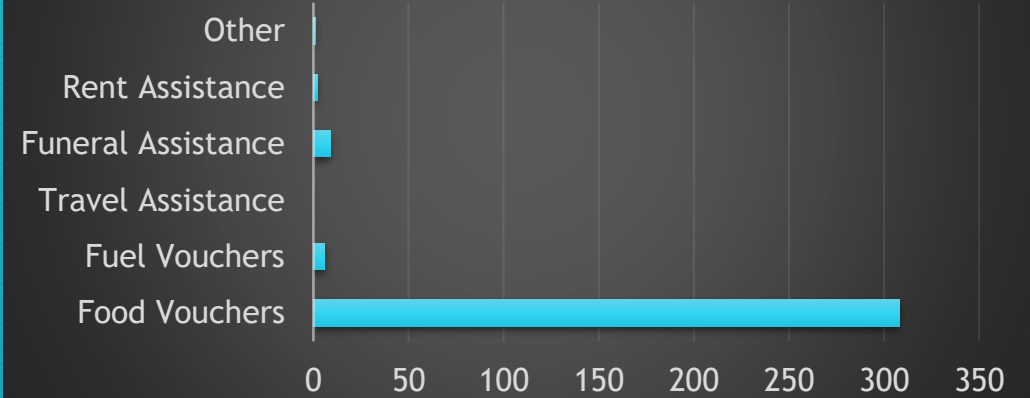




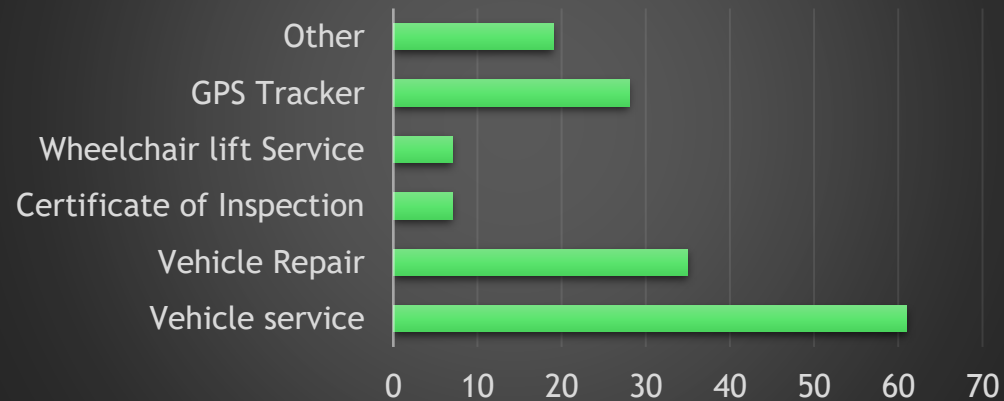
Centrelink Assistance 2024/25 Financial Year



Emergency Relief 2024/25 Financial Year



Motor Vehicle Repairs 2024/25 Financial Year



Information Technology

Providing robust and user-friendly technology services is always a challenge, particularly in Far North Queensland.

William and Brent Hamond have over the 2024/25 period:

- Installation of Digital Video Recorder systems and repairs to existing systems
- Roll out of new computer systems to replace ageing systems
- Upgrade to Network Attached Storage for back-up purposes
- Upgrade various network switches and network cabling to introduce a VLAN for VOIP services
- Commenced work on the upgrade of the Ngoonbi website (website currently offline for the upgrade)
- Assistance with the deployment of our new Aged Care and Disability services software
- Information Technology to either keep our services running smoothly or planning for future repairs / upgrade.

We have many plans for the 2025/26 period to increase capabilities and enhance the experience for users.







Ngoonbi
PROPERTY
MANAGEMENT



Ngoonbi Housing

Established: 1975 - one of the earliest Aboriginal Housing organisations in Australia.

Current Status:

- Registered Indigenous Community Housing Provider.
- Member of the National Regulatory System of Community Housing (NRSCH).

Mission: Provide housing for Aboriginal and Torres Strait Islander peoples and encourage Indigenous home ownership.

Program Structure:

- Housing Officer works closely with the Construction Team.
- Responsible for general repairs, maintenance, and construction projects.

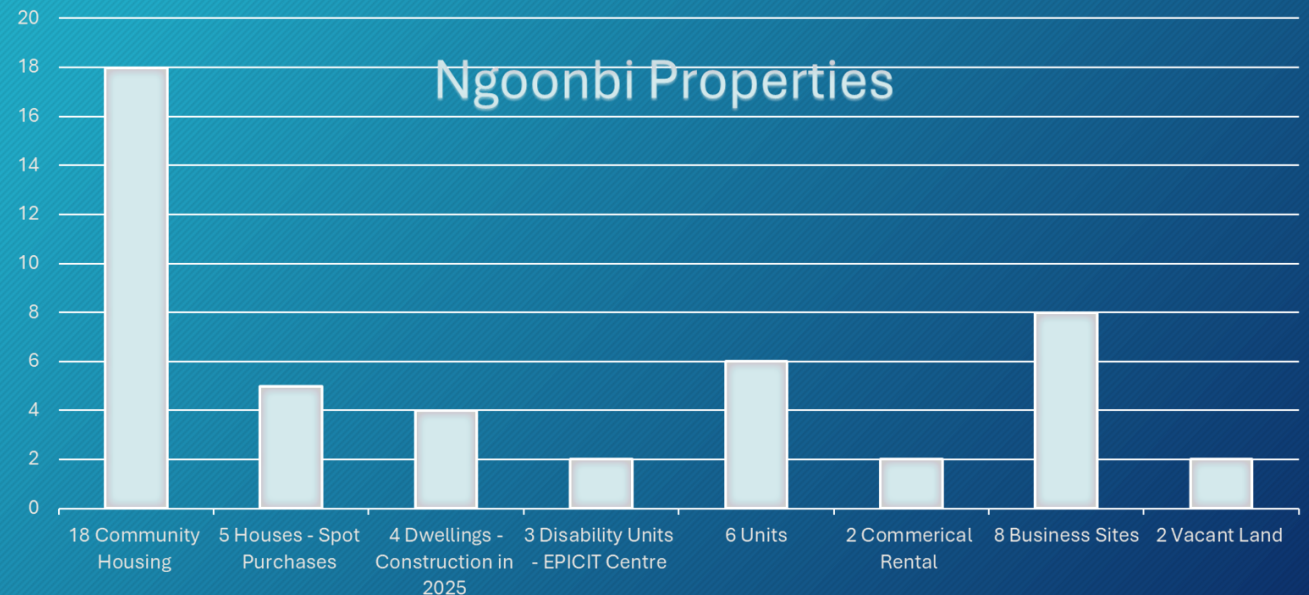
Properties: Graph outlines the number of properties owned and managed by Ngoonbi.

Future Direction:

- Purchase additional properties to expand housing stock.
- Provide tenants with high-quality housing across the Mareeba Shire Council Region.

Tenant Obligations:

- Attend tenants' meetings.
- Pay rent on time.
- Maintain properties in a clean, tidy, and undamaged condition.
- Respect neighbours and live in harmony.
- Settle any outstanding rental or repair debts.



Ngoonbi Construction



Our Focus...



Repairs and maintenance of Ngoonbi properties



Commencement of one new carpentry apprenticeship



New builds in 2025

Repairs & Maintenance:

Maintain all housing repairs and maintenance to a high standard.

Affordable Housing:

Ongoing commitment to provide appropriate, affordable, and sustainable housing for the community.

Major Project:

Primary focus on the development of **36 Coondoo Street**.



Construction of four (4) new dwellings on Kullaroo Close

Commencement: April 2025

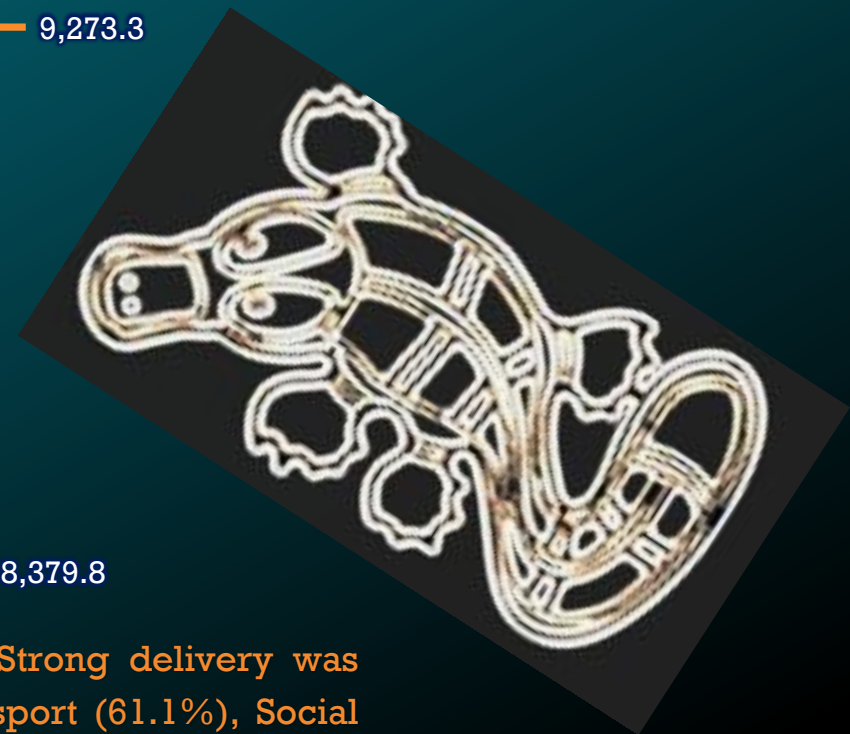
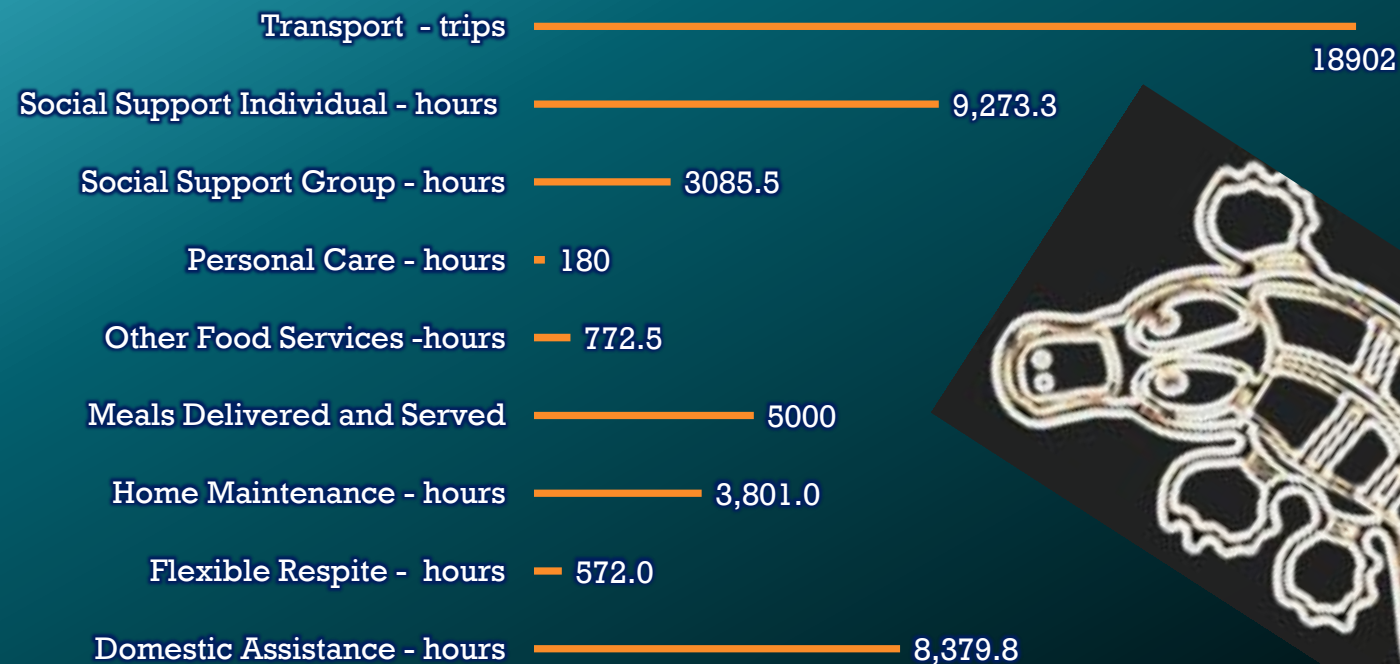
Lead contractor: Cairns Strategic Builders

Partners involved:

- Ngoonbi construction team (labour hire and oversight)
- Department of Housing and Public Works (HPW)
- QBuild (Project Managers)
- 8 Pencils Architecture



COMMONWEALTH HOME SUPPORT PROGRAM: OUTPUTS DELIVERED



- Overall performance for 2024–25 shows 71.5% achievement against allocated outputs. Strong delivery was observed in Home Maintenance (128.6%) and Domestic Assistance (104.9%), while Transport (61.1%), Social Support (Group 51.4%, Individual 71.3%), and Flexible Respite (36.9%) fell below targets. Seasonal fluctuations and resource constraints contributed to underperformance in some areas.

KEY RESULTS SUMMARY

- Overall Achievement: 71.5% (49,536 achieved vs 69,301 allocated)
- **Top Performers:**
 - Home Maintenance: 128.6%
 - Domestic Assistance: 104.9%
 - Other Food Services: 88.3%
- **Areas for Improvement:**
 - Personal Care: 60.0%
 - Social Support Group: 51.4%
 - Flexible Respite: 36.9%



NARRATIVE SUMMARY & RECOMMENDATIONS



This year marked a defining chapter for Ngoonbi as we prepared for the implementation of the new Aged Care Act in 2025. Our focus was on building readiness for these reforms while ensuring our services remained responsive, culturally safe, and deeply connected to community values. We are proud to celebrate the achievements of our emerging leaders and exceptional carers, whose dedication continues to uphold the dignity and wellbeing of our elders. Their professionalism and commitment are instrumental in maintaining high-quality care while embracing innovation and change. Ngoonbi continues to invest in staff training and leadership development, equipping our teams with the knowledge and confidence to navigate the upcoming transition to the Support at Home Program and changes to the CHSP model over the next two years. These efforts position us to deliver care that reflects respect, choice, and cultural integrity as the sector evolves.



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



Ngoonbi

Alcohol & Other Drugs Program

Program Objectives:

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

NAOD is Funded by North

Training	Events & Activities	Workshops	Clinically Responsive Care
First Aid & CPR	Healing Camp	Red Dust Healing	Referrals to:
Insight AOD Training	Men's Group	Aboriginal Mental Health First Aid Training	Local clinical services Specialists Hospital care Allied health services
Customer Service	Women's Group	Therapies Music and Art Yarning	Counselling Dental
Fire Warden Training	NAIDOC Week Community Fun Days R U Ok Day Cultural activities	Access to AOD resources Action against Ice	

BIBI YUNGAN

Great Start to Great Learning

Train up a child!

- 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

Bibi Yungan 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.

Bibi Yungan Training and Employment

Mentoring

Traineeships

School Work
Experience

Tutoring

Workshops

- Positive relationships
- Reading at Home
- Budgeting
- Music therapies
- Responding to Positive Behaviours

Playgroup

Story Telling

Fun Learning

Activities

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

Bibi Yungan School Engagement

Reading Intervention

Homework Support

Girl Groups (Role Model
Talks)

Year 10 Work Experience

**Feedback: Teachers
value the support
provided as they have
observed an
improvement in students
reading levels**



Community Youth

EMPOWERMENT PROGRAM

Other programs:

- **Ready for Work Program**

Participation: 15 participants attended the program, delivered two days per week over a six-week period.

Purpose: The program aimed to empower participants and build their confidence levels to become work-ready.

Outcomes:

8 participants gained employment through Ngoonbi.

2 participants secured employment externally.

Activities:

Excursions to Cairns TAFE and James Cook University (JCU)

White Cards and First Aid Certificates were obtained

- **The Indigenous Youth Connection to Culture (IYCC)** is a program designed to strengthen cultural identity and wellbeing among First Nations youth within the Mareeba region. It is a community-driven program that connects young people with their families, Elders, and culture, aiming to reduce risks of suicide and self-harm.
- **RJED - Remote Jobs and Economic Development** program, is a sustainable employment opportunity in communities. Good news! We have seven members from community employed with Ngoonbi.

Holistic support to obtain housing and employment

Promotion of health and wellbeing

Prevention of self harm and criminal activities

Engaging with youth to provide support, intervention and care.

Referrals to various services and programs

Social and emotional well-being support

Assistance provided to access Centrelink, MyGov accounts

Drivers Licensing support

Obtain Tax File Numbers, Birth Certificates, Blue Cards, Bank Accounts

Assisting with job applications and resumes to seek employment

Education is the key to success promotion

Life after schooling goal setting

Education and vocational training Support

Positive Behaviors at school and in society

Drugs and Alcohol harm minimization

Mentoring and setting goals

Healthy pursuits - mind, body and soul

Ngoonbi

SPORTS & RECREATION PROGRAM

Promoting active and healthy lifestyles, encouraging all age groups and youth to participate.

Benefits of the Sport & Recreation programs:

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

First Nations Sport & Recreation Kuranda, Mareeba, Atherton, Mt Garnet funded July 2024 to June 2025.

Ngoonbi would like to thank the Sport & Recreation Officers in each region for their dedication in delivering programs that benefited the communities, opening up doors for physical engagement, partnerships with local sporting clubs and services, encouraging participants of all ages to participate.

Multi Sport Activities include:

School holiday programs, Touch football, Traditional Indigenous Games, Cultural dancing, arts & crafts, basketball, boxing, camping, Pilates, dodgeball, fitness, health sessions, handball, NAIDOC celebrations, swimming, table tennis, volley ball and more.....

Community Programs Contacts:

Males – 4000+

Females – 3500+



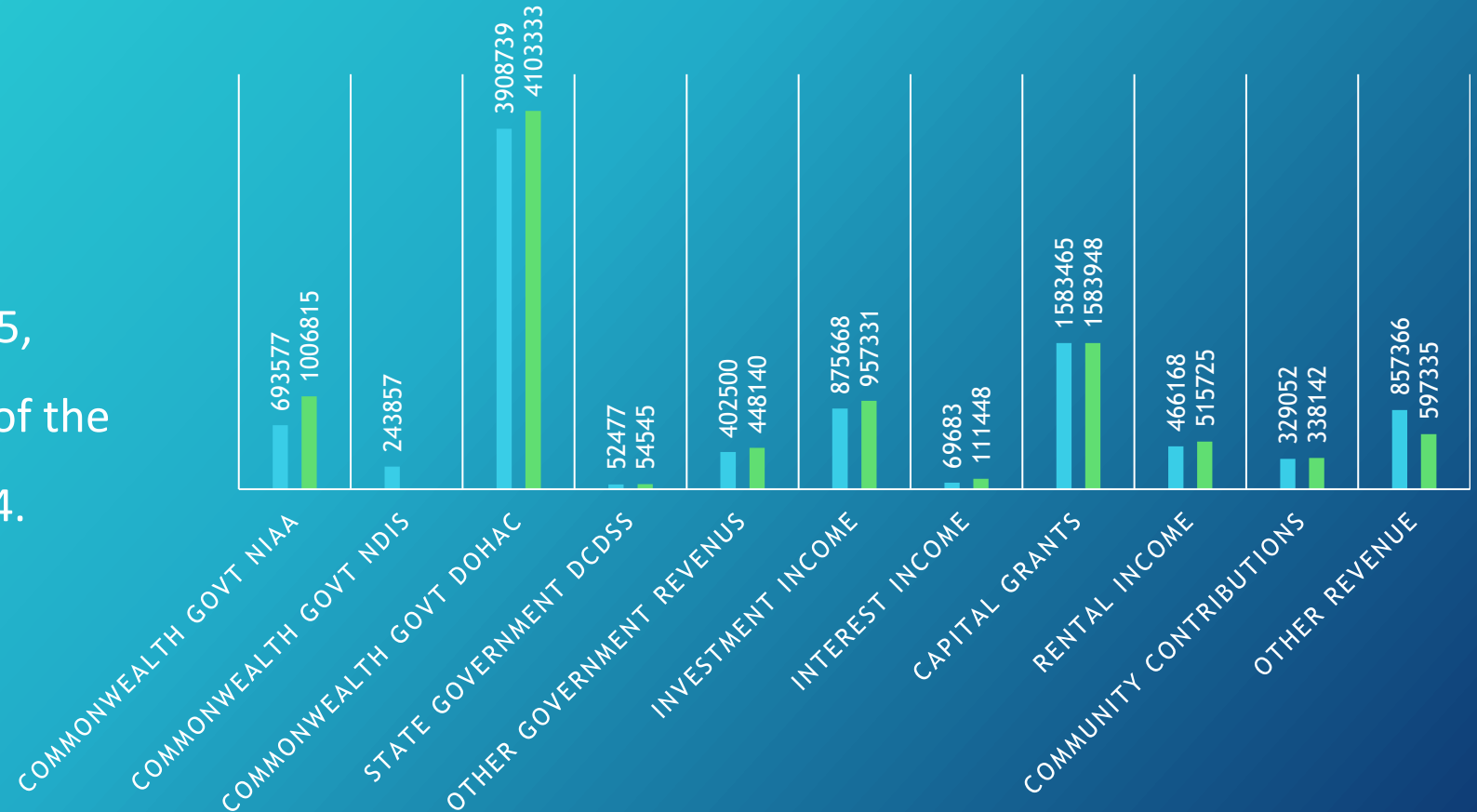
2024-2025 Finance



YEARLY INCOME BREAKDOWN 2024-25

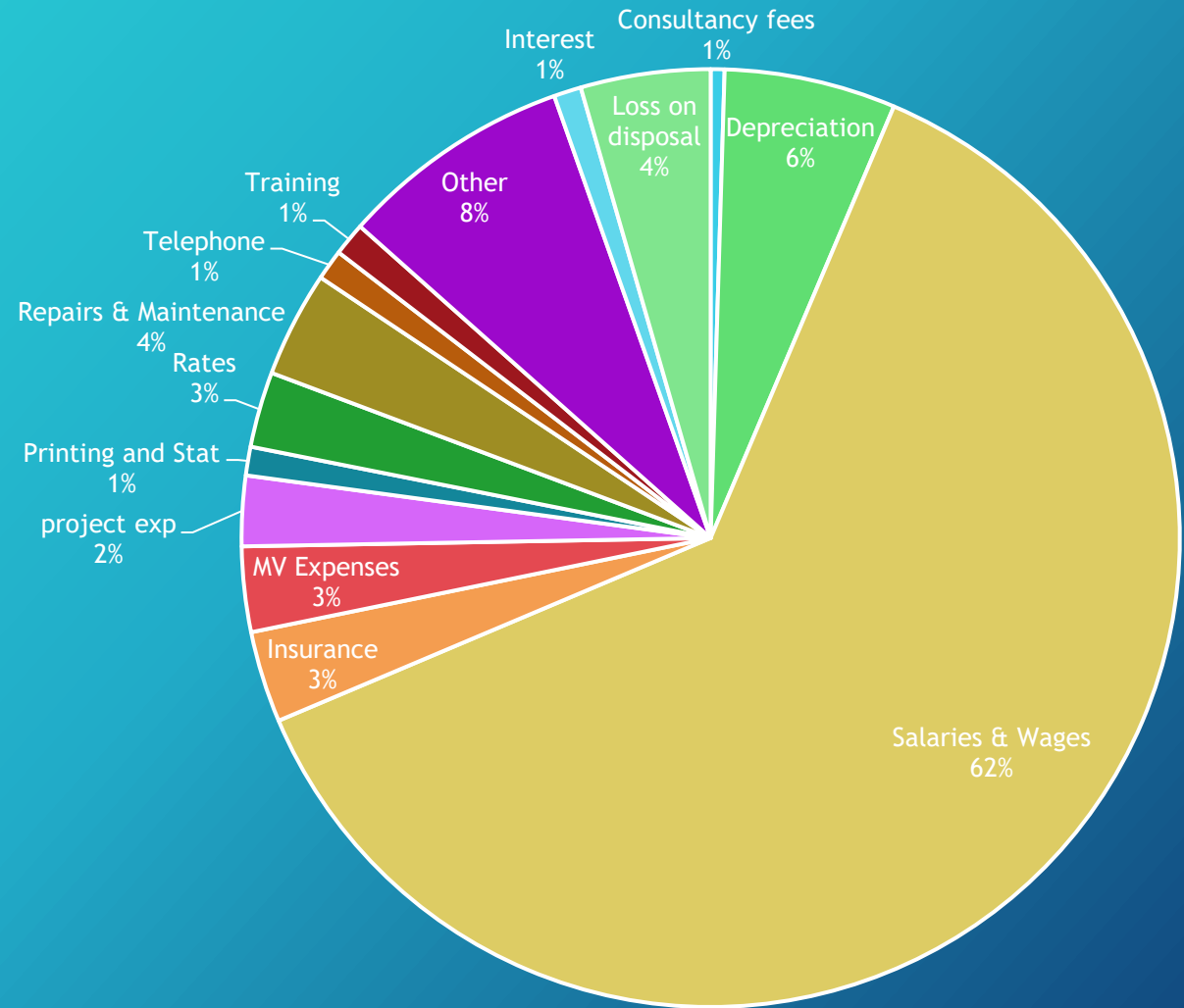
30-Jun-24 30-Jun-25

- Other Income decreased due to reduction in Wages support and donations
- Total Income slightly down in 2025, approximately the same amount of the NDIS grants which ceased in 2024.
- Overall strong performance



Annual Expenditure 2024-2025

- Overall expenses slightly down on last year
- Wages remains the largest expense category at 62%
- Other expenses include Emergency Relief expenses, audit fees, body corporate expenses, electricity, resources and materials



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