

ANNUAL REPORT

2014 - 2015



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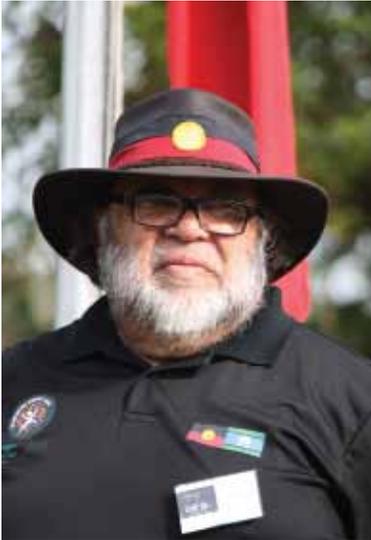
WARNING:

Aboriginal and Torres Strait Islander readers are advised that this document may contain images of deceased persons.

ACKNOWLEDGEMENT TO COUNTRY

Link-Up (Qld) Aboriginal Corporation, its board and its staff would like to pay their respects to the Traditional Owners and Elders, past and present on whose lands we walk, work, and live.

CHAIRMAN'S REPORT



Sam Watson
Chairperson

Welcome to the 2015 annual general meeting. This past year has been a time of challenge for us and a time when we also achieved a great deal for our clients and our community. I would thank the CEO Pat Conlon and her administration/management team for steering us through some very interesting times and I would thank the staff generally for all your hard work and dedication.

In past years we have observed many special events and anniversaries that have served to define who we are and what we do. As always we remain committed to serving our clients and continue to work with these people in our community who are members of the Stolen Generations.

This year we have been able to focus on an historical site here in the inner city that was a very important element in the personal and family stories of a large number of young Aboriginal women who were forcibly placed there in Cranbrook House in the early 1900s and detained as part of a very regimented programme that was designed to break their spirit and prepare them for service to generations of white bosses and managers.

The wooden structures of Cranbrook House at West End have long since disappeared; but the concrete steps that lead down to the river at the rear of the property are still there. Those steps are a haunting and indelible reminder of the isolation and pain of those young Aboriginal women and every time that we visit the site in West End we can certainly feel a lingering presence of those past days and nights.

This year during National Sorry Week we gathered at the site (renamed Cranbrook Place) and gave recognition and honour to those young girls and their families. We were able to have a group of their descendants attend the event and talk to us about their history and about their grandparents who had been incarcerated in that dreadful place.

That event served to remind us again of just how critically important our work is to us and to our community and we will continue to gather at that place every Sorry Week to ensure that the legacies of those young girls will continue to be honoured.

In closing I would thank our members and our community for your ongoing support and I would also thank our Board for their hard work and dedication. We can report to our members that our funding is assured and that our funding partners continue to work with us and support our endeavours.

Sam Watson
Board Chairperson
November 2015





SAM WATSON - CHAIRPERSON (QEA)

Sam's people are from the Birrigubba tribe, in Bowen Basin country and like himself have been strong fighters against racism. In 1990, Penguin Books published Sam's first novel - *The Kadaitcha Sung* - to broad critical acclaim. The novel was the runner up in the 1991 Victorian Premier's literary award and in the same year Sam was honoured by the Fellowship of Australian Writers as the Indigenous Writer of the Year. In 1991, Sam returned to work at the Brisbane Aboriginal Legal Service and became an executive member of state and national legal aid bodies and was directly involved in implementing the findings of the Royal Commission into Aboriginal Deaths in Custody.



WILFRED PRINCE - DIRECTOR (QEA)

Willie, a Wakka Wakka and Kalkadoon man, is a member of the Stolen Generations and was removed from his family, community and culture for seventeen years because of his physical disability. He is passionate about advocating for the needs of people with disabilities and focusing on building recognition of people's abilities. Willie has showcased his own abilities in his professional, community and sporting life. He previously excelled in athletics at a national level winning medals for shot-put and discus.



LIONEL QUARTERMAINE - DIRECTOR (QEB)

Lionel is Willman of the Nyoongah nation Western Australia. Lionel has a wealth of experience representing Aboriginal & Torres Strait Islander peoples. He is committed to the work of our Stolen Generations. He is Chairperson of the National Stolen Generations Alliance, former ATSIC Chairman, Commissioner and Regional Councillor for Cairns & District region, currently Lionel is CEO of Ngoonbi Cooperative Society based in Kuranda. Ngoonbi provides a range of services across the Tablelands including, housing, home and community care, employment programs, parent and community engagement programs among other services.



LYNELLE MACE - DIRECTOR (QEB)

Lynelle or Minnie as she is known as, was tagged with this nickname by her cousin Charlie Chambers when she was 3 years old and it has stuck with her. Minnie grew up in Brisbane at their family home in Zillmere, where family and friends from Cherbourg mission would gather when they came to the city and then move on after finding work. Family and connection to extended families and friends is important to Minnie. Minnie misses *"the Spirit of our Old people and their attitude of it takes a tribe to raise a child."* Minnie has a passion for social justice and is very active in her community of Bribie Island and the Caboolture area. We value Minnie's contribution to Link-Up (Qld) and our Stolen Generations.



KENNETH MURPHY - DIRECTOR (QEA)

Ken is an Elder of the Jinibara People. The Jinibara People are the mountain people of southeast Queensland, traditional country includes the area around Maleny and Montville many of the Glasshouse Mountains, the Stanley River catchment, Brisbane Forest Park and around Mt Mee. Link-Up (Qld) values the contribution Ken brings to the table in terms of his cultural knowledge and passion for community. Ken is a very active retiree. He enjoys living on his Island, fishing, repairing boats and socialising.

CHIEF EXECUTIVE OFFICER'S REPORT



Pat Conlon
Chief Executive Officer

2014/15 has been very busy time at Link-Up (Qld). One year on for me in the job and I am pleased to report the following achievements.

- **Accreditation** – IHCA Certification: Link-Up (Qld) has met the requirements for certification against the AS/NZS ISO 9001:2008 Standards. We can proudly display the IHCA Certification Logo on our material;

- **Audit** – Haywards Chartered Accountants were appointed as Link-Up (Qld) Auditors. Link-UP (Qld) has met the Audit requirements and have received an Unqualified Audit;

- **Board of Directors** – The Board of Directors have provided good leadership, set the direction and guided us over the past year, enabling us to meet our strategic objectives.

- **Client Reunions** – Our team's effort in ensuring that clients have reunited with their families, country and culture has been achieved respectfully and professionally. Feedback from our clients on their journeys inspires our staff.

- **Events** – Annual Apology and Sorry Day Events and NAIDOC promotions – These events have been very successful, with an increase in numbers of clients and other interested stakeholders attending the events, including prominent keynote speakers. A significant achievement was Orleigh Park being made a permanent Sorry Day site and the identification of girls who were residents at Cranbrook place.

- **Funding** – We acknowledge the funding agencies and the support provided to Link-Up (Qld) to continue the important work we do in supporting our Stolen Generations clients. Department of Prime Minister & Cabinet, Department of Social Services, Attorney General's Department – Ministry for the Arts, Department of Communities, Child Safety and Disability Services, Brisbane City Council, Healing Foundation.

- **Partnerships** – We value the partnerships and relationships with other non-government agencies with whom we have worked to deliver our services. Organisations such as National Link-Up Services, National Stolen Generations Alliance Murri Watch, MICHA, Relationships Australia, Know More Legal Service, Bravehearts, Living Well, ATSILS, QAIHC, Gallang Place and any others we may have missed.

- **Staff Personal and Professional Development** – Personal and professional development is a priority for Link-Up (Qld) staff. A majority of staff have taken the opportunities to improve their skills through study and training. We pride ourselves on delivering a professional, quality, sensitive and culturally appropriate service to our clients.

Overall Link-Up (Qld) has strengthened its capacity to deliver services to our clients, we have look forward to the coming year, and the very rewarding work with our Stolen Generations.

LINK-UP (QLD) ABORIGINAL CORPORATION
ASSETS AND LIABILITIES STATEMENT
AS AT 30 JUNE 2015

	<u>NOTE</u>	<u>2015</u>	<u>2014</u>
<u>ASSETS</u>			
<u>CURRENT ASSETS</u>			
Cash at Bank & On Hand	2	1,136,882	1,012,048
Receivables & Prepayments	3	30,247	23,997
Deposits		16,958	16,958
<u>TOTAL CURRENT ASSETS</u>		1,184,087	1,053,003
<u>FIXED ASSETS</u>	4	149,237	214,510
<u>TOTAL ASSETS</u>		\$1,333,324	\$1,267,513
 <u>LIABILITIES</u>			
<u>CURRENT LIABILITIES</u>			
Creditors & Accruals	5	97,681	211,068
Grant Income Received & Unexpended	6	343,731	301,918
Provision for Employee Entitlements	7	106,457	94,519
<u>TOTAL CURRENT LIABILITIES</u>		547,869	607,505
<u>NON-CURRENT LIABILITIES</u>			
Provision for Employee Entitlements		9,456	14,425
<u>TOTAL NON-CURRENT LIABILITIES</u>		9,456	14,425
<u>TOTAL LIABILITIES</u>		\$557,325	\$621,930
<u>NET ASSETS</u>		\$775,999	\$645,583
 <u>ACCUMULATED FUNDS</u>			
Balance at 1 July 2014		645,583	714,517
Net Surplus/(Deficit) for Year		130,416	(68,934)
<u>TOTAL ACCUMULATED FUNDS</u>		\$775,999	\$645,583

SERVICE DELIVERY REPORT

The Service Delivery Team continues to work hard to ensure reunions are achieved. KPI's have been met for the 2014/15 year. Despite staff movements for various reasons throughout the year, those movements have not impacted on service delivery outcomes. Dedicated staff have stepped up and got on with the job. Our clients are our focus.

Personal and Professional Development

Training is a priority and staff have balanced tertiary studies, formal and informal training with managing workloads to ensure that our clients have been reunited with family and country. Staff are studying across a range of fields including Counselling and Well Being, Casework, Financial Management, Governance, First Aid and Fire and Safety.

Link-Up (Qld) prides itself on the professionalism of its staff in delivering our core business.

National Link-Up Collaboration

Link-Up's across the nation have collaborative working arrangements which sees us working together to support each other with reunions, in terms of connecting families and providing counselling and other support on client journeys. This is particularly important, given the vastness of this nation and the extent of removals which has occurred over many decades.

Healing Camps

A Healing Camp was held at the Boonah Outlook for the the Cherbourg Dormitory gathering. This healing camp was attended by over 40 survivors. Relationships Australia coordinated this healing camp with collaborative support from Link-Up (Qld), staff from the Royal Commission, Living Well, Know More Legal Service and ATSILS. Link-Up (Qld) supported the healing camp by providing therapeutic activities in hairdressing, facials and massages, art and crafts including jewellery making, storytelling and interactive activities.

Healing Camps are planned for Charleville/Cunnamulla in south west Queensland and at Ingham in North Queensland in the coming financial year.

Client Support Groups

Client support groups are organised by the staff of Link-Up (Qld) on the last Thursday of each month. These sessions have increased in numbers as our clients enjoy gathering as a group, supporting each other on their healing journeys. Through these groups our clients have also found connections to family, culture and country. Light refreshments are provided and activities such as art, music, cultural dvd's are viewed, guest speakers presenting on various cultural topics.

The support group ends with a closing yarning circle where clients from various cultural groups talk about their different life experiences from all over Australia.

Events

Link-Up (Qld) staff have shone as they do in organising annual events such as Apology, Sorry Day and promoting Link-Up (Qld) during NAIDOC week. The Apology Anniversary event was very successful and held at Jagera Hall with over 150 people attending. Our clients enjoyed the gathering, and especially the guest speakers. Ms Leeann Enoch, the first Indigenous woman to be elected to Queensland Parliament, our staunch supporter local Councillor, Helen Abrahams.

A special tribute was also paid to Aunty Beverly Johnson with Chairperson Sam Watson presenting Aunty Bev with a beautifully framed photograph of herself with Dame Quentin Bryce captured at the 2014 Sorry Day breakfast. Sorry Day 2015 was a significant celebration as the site at Orleigh Park was made permanent. Link-Up (Qld) Researchers also identified descendants of women who were in Cranbrook Place. The family were overwhelmed at the invitation to participate in this important event.

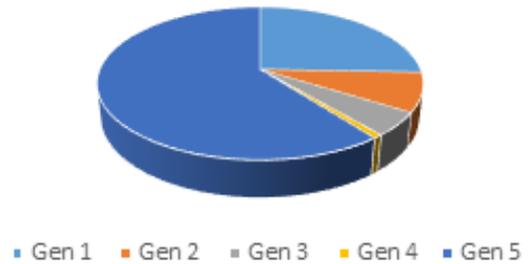
Client Data

Key performance indicators detail important desensitised information about our Stolen Generations clients. Foxtrot is a database which captures this important information for reporting purposes.

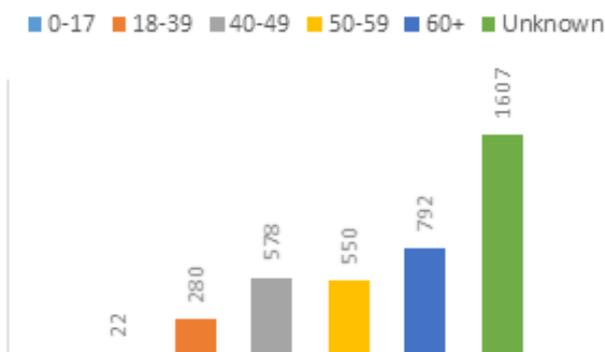
CUSTOMER RECORDS



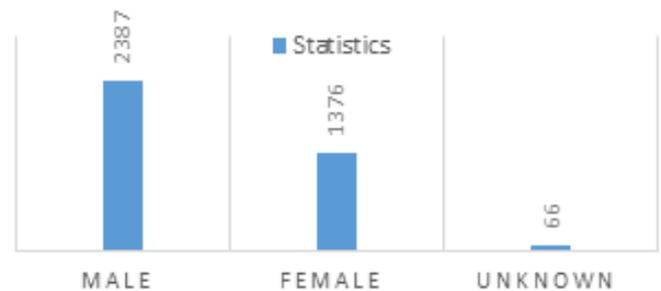
Generation



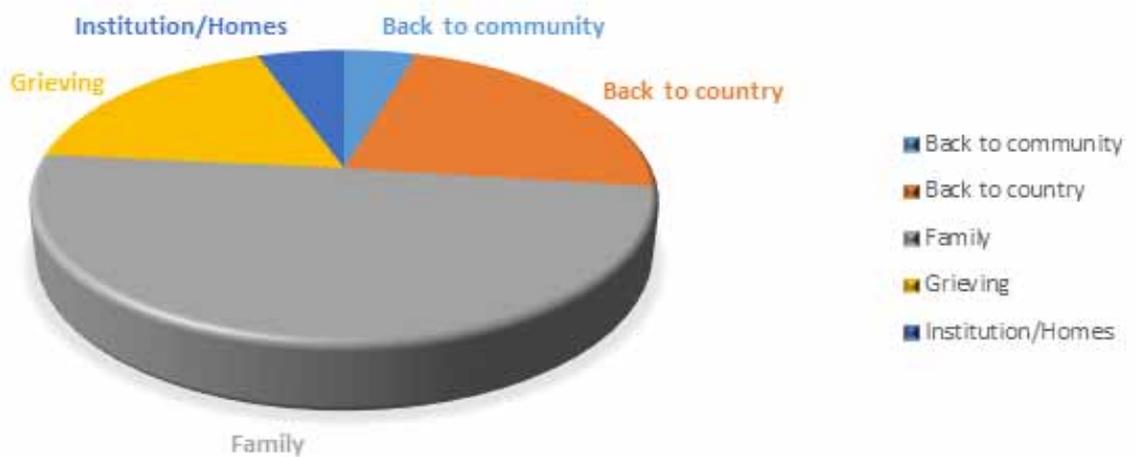
AGE GROUP



GENDER



REUNION TYPE



Reunion locations - Queensland: Cunnamulla, Mount Isa, Bunya Mountains, Clermont. **Victoria:** Melbourne. **Western Australia:** Moora. **South Australia:** Adelaide.

These locations are examples of how far we travel to support our clients.

Research Unit

The Research team demonstrates a strong commitment to contributing to social and emotional wellbeing outcomes for Link-Up (Qld)'s Stolen Generations clients. The research team provides specialist support to Caseworkers and Counsellors by accessing a wide range of restricted and open access records to compile family histories for clients and to reconnect them back with family, community and country.

Over the 2014/15 year, Ruth Loli – Research Manager represented Link-Up (Qld) on the AIATSIS Cert IV Training Advisory Reference Group. The Reference Group met regularly throughout the development of the course and Ruth successfully provided input and feedback on course learning materials to ensure the quality, focus and relevance of the course.

In May 2014, the Research Team took on responsibility in the weeks leading up to Sorry Day to identify descendants of women who were in the Aboriginal Girls Home at West End (Cranbrook Place). The names of six women were identified including Hannah Hamilton who was a resident at the home around 1903. The descendants of Hannah Hamilton were located and the family agreed to attend and speak at our Sorry Day event at Orleigh Park. This was well received. This project will continue in an effort to identify and invite further descendants to future Link-Up (Qld) Sorry Day celebrations.

The number of research requests being received from interstate Link-Up services is increasing. Nine requests were received in this financial year including four from Link-Up South Australia, three from Link-Up New South Wales, one from Northern Territory Stolen Generations and one from Link-Up Victoria. Queensland specific research is conducted for interstate Link-Up Services however to date, very few completed interstate requests have resulted in a collaborative reunion.

Following are the KPI outcomes for Research for the 2014-15 financial year:

New research requests:	81
Completed research requests:	90
Outcome of completed research requests:	
• Reunion	19
• Reunion pending	32
• File closure – No proof of Aboriginality	15
• File closure - Other	24
Outstanding research requests (as at 30/06/2015):	60

For comparative purposes, following are the KPI outcomes for Research from the previous financial year 2013-14:

New research requests:	70
Completed research requests:	65
Outcome of completed research requests:	
• Reunion	10
• Reunion pending	33
• File closure – No proof of Aboriginality	15
• File closure - Other	7
Outstanding research requests (as at 30/06/2015):	54

Royal Commission

Link-Up (Qld) is funded by the Department of Social Services to support the work of the Royal Commission. We have been very active through extensive outreach to clients and collaborative working relationships with other organisations specifically funded to provide legal and counselling/psychological support services to survivors.

Important collaborative working relationships have been developed particularly with Know More Legal Service, ATSILS, Living Well, Relationships Australia, Bravehearts, Gallang Place and other agencies to support the survivors of child sexual abuse enabling them to access support through trusted professional relationships informed by specialist trauma-informed approaches and understanding of the impact of child sex abuse.

Joint travel has been undertaken with these organisations across Queensland and particularly to regional and remote areas such as Palm Island, Doomadgee, Normanton, Mt Isa, Charleville to raise awareness about the terms of reference of the Royal Commission and to offer specialist support services. These visits have prompted positive responses and also generated an interest among others to support those directly and indirectly affected by childhood abuse, including their families.

The Cherbourg Dormitory gathering Healing Camp was held at the Outlook at Boonah. This healing camp was attended by over 40 survivors. Relationships Australia coordinated this healing camp with collaborative support from Link-Up (Qld), staff from the Royal Commission, Living Well, Know More Legal Service and ATSILS. Link-Up (Qld) supported the healing camp by providing therapeutic activities in hairdressing, facials and massages, art and crafts including jewellery making, storytelling and interactive activities.

Professional development and professional supervision is also a priority to enable this important work to continue in a sensitive and culturally appropriate way.



Royal Commission SEWB Counsellor Gordon
Glenbar at a mens group in Logan

MULTIMEDIA & PROMOTIONS REPORT



Donna Ives
Multimedia Manager

Link-Up (Qld) continues to be busy, along with the regular activities, Client Reunion DVD and Photograph CD with each reunion and multiple dubs. The Multimedia Unit plays an active role organising our yearly events from designing invitations, flyers and posters, booking speakers and organising the program, as well as documenting the highlights for Apology Day, Sorry Day activities and NAIDOC celebrations in Brisbane and Regional Offices. The Unit films, photographs, prints and regularly uploads to the Link-Up (Qld) website and YouTube.

This year we focussed on Promotional Material, seeking quotes, placing orders, designing and layouts from banners and graphic design for entrance doorways to Stolen Generation Client specific, event specific and the Cherbourg Royal Commission into Child Sexual Abuse Healing Camp.

Multimedia strengthened the focus on documenting Oral History stories of Stolen Generation Elders to pass onto their families.

We actively sought interviews on Indigenous Radio Stations to promote Link-Up (Qld), Community Service Announcements on Air and local Newspapers.

Multimedia plays an active role on Link-Up (Qld) Projects for our Stolen Generations and their Community. The involvement begins in the early stages of organising, seeking facilitators and planning the delivery of projects around the State, provide updates and reports to the Funding Body.

Apology Day 13th February, 2015

Link-Up (Qld) hosted its annual Apology Anniversary celebrations at Jagera Community Hall this year. The event was very well attended with over 150 people turning out for the day. School children from the Murri School performed traditional dances and guest speakers included Ms Leanne Enoch, the first Indigenous woman to be elected to the Queensland Parliament. Local Councillor Helen Abrahams, a staunch support of Link-Up (Qld), David Wragge from the Royal Commission into Institutional Responses to Child Sexual Abuse, Donna Hensen from ATSILS. Chairperson Sam Watson made a special presentation to Aunty Beverly Johnson, who was Link-Up (Qld)'s very first staff member.

Lenny Dahlen, who attended commented *"Link-Up (Qld) is such a vital community organisation that coordinates and reunifies members of the Stolen Generations to reconnect to community, family, culture and spirit."*





“Walking Proud” CD- Music Therapy Project

Our “Walking Proud” CD was officially launched at the Apology event, the cd was the compilation of songs and poetry by our Stolen Generation clients from Kindelin, Lake Tinaro and Mt Tamborine Healing Camps. Les Collins and Getano Bann were the Music Facilitators for the Music Therapy project inspired our participants to write and record. We acknowledge the Healing Foundation for their contribution to this project.

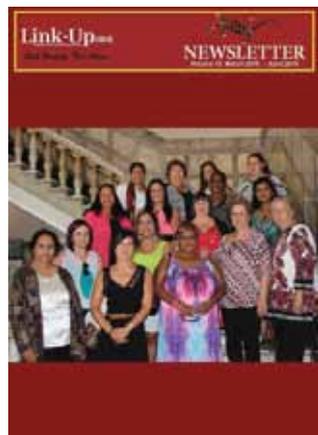
Sorry Day at Orleigh Park, West End 30th May, 2015

Our Sorry Day event was a huge success with approximately 150 people in attendance. For the very first time our Researchers helped identify four women who spent time at the Cranbrook Aboriginal Girls Home; Mary Combo, Mary Anne Thorpe, Clara Wheeler and Hannah Hamilton. The Researchers also found the descendants of Hannah Hamilton and it was an honour and a privilege to have them speak on the program. A moving tribute was delivered for Uncle Kumanara Randall and readings from the Aboriginal Protectors Report. Black Smoke, Meeanjin and Songlines performed original material.



Link-Up (Qld) Newsletters

Our Newsletters continue to be a valuable source of information to our readers giving them a beneficial insight into what’s happening at Link-Up (Qld), promoting our services and our clients stories to the wider community. We distribute by mail, electronic post and can be downloaded from our website.



STAFF ACHIEVEMENTS

Link-Up (Qld) is committed to personal and professional development for all staff. The following qualifications have been achieved and training opportunities undertaken during 2014/15.

Chartered Practising Accountant - Mirko Soto, Finance Manager is currently working toward Chartered Practising Accountant status to compliment his previous achievements:

- Master of Applied Finance
- Bachelor of Commerce majoring in Accounting
- Bachelor of Business majoring in International Business

Master of Narrative Therapy - Margaret North, SEWB Counsellor is currently studying her Masters after successfully completing a Diploma of Narrative Therapy in 2014 through Nunkuwarrin Yunti of South Australia Inc.

Margaret has not missed a beat in meeting her responsibilities, balancing studies with block training in Adelaide and reunions, healing camps, outreach and cultural events. A lesson for us all – its called Excellent Time Management.

Certificate IV in Business (Governance) - Patricia Conlon, Chief Executive Officer – graduated March 2015. This training has been delivered for Office of the Registrar of Indigenous Corporations through Look Now Training.

Pat has followed on with studies in Diploma in Business (Governance). In between her studies Pat has implemented quality management systems to enhance the integrity of Link-Up (Qld)'s performance and reporting.

Certificate IV in Mental Health - Vicki Darr, Florence Ash, Bethel Clay and Gordon Glenbar completed 6 months of face to face course work in the Certificate IV in Mental Health facilitated by Gallang Place. These participants are now focussed on work place assignments as part of this course.

Certificate IV in Stolen Generations Family Research and Case Management - Pilot

Ruth Loli our Research Manager has been involved in developing this course as Link-Up (Qld) representative on the AIATSIS Cert IV Training Advisory Reference Group. Ruth's knowledge and expertise has been invaluable throughout the development of the course, successfully providing input and feedback on course learning materials to ensure the quality, focus and relevance of the course.

This course is ready to be delivered commencing early in 2016, by the NSW Aboriginal Health College.

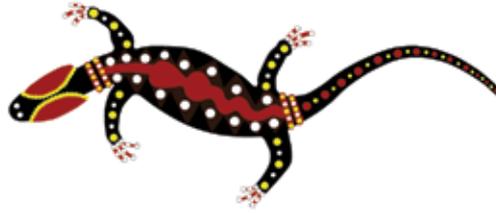
Other Training

All staff have also undertaken First Aid and Fire Safety training.

Social & Emotional Well Being Workforce Development

Link-Up (Qld) acknowledges the important learning and training needs support provided to its staff by QAIHC. We value this partnership.





Link-Up_(Qld)
ABORIGINAL CORPORATION®
Still Bringing Them Home



About Link-Up (Qld) Our Mission

Link-Up (Qld) Aboriginal Corporation supports the healing journeys of Aboriginal & Torres Strait Islander people who have been separated from their families and cultures through forced removal, fostering, adoption and/or institutionalisation. We deliver professional, culturally sensitive and confidential research, reunion and cultural wellbeing services.

Link-Up (Qld) Aboriginal Corporation Caseworkers and Counsellors are experienced individuals who can assist in reuniting Aboriginal & Torres Strait Islander families.

We also provide a referral service to the appropriate organisation or Government Department.

Link-Up (Qld) is funded by
Department of Prime Minister and Cabinet,
Department of Social Services,
Attorney-General's Department | Ministry for the Arts,
Department of Communities, Child Safety and
Disability Services.

