



Goodnir Aboriginal & Torres Strait Islanders Corporation for Health Services



Who are we

Goondir, which means Medicine Man in the local Aboriginal language, is an Aboriginal community-controlled health organisation providing healthcare for more than 4,000 Indigenous people in remote South West Queensland. We have general practitioners, nurses, counsellors, dentists and Aboriginal health workers plus a range of broader support services that include a food distribution program.

What we needed

The 4,000 Indigenous people in our care are scattered across more than 72,000 km² – about 4% of Queensland. We needed more culturally appropriate ways to communicate with the people we support when face-to-face connections aren't possible due to great distances between our permanent clinics in Oakey, Dalby, Chinchilla and St George.

We also needed better ways to collaborate with the 20-plus organisations who help us.

How we got there

Our Telstra Connected Communities grant helped us afford a video conferencing kit with reliable, high-definition audio and video over a secure network. It works via specialised equipment including a video conference endpoint – a unique video conferencing 'phone'.

The Telstra Connected Communities Grant Program

The Telstra Connected Communities Grant Program Applications for the 2025 Telstra Connected Communities grant program open from 9am on Thursday 20th of February 2025 and will close at 5pm on Thursday 20th of March 2025. This round will make \$200,000 available for applications of up to \$10,000 each. Successful grants will be announced in June 2025 and successful applicants will have 12 months to complete funded projects.

Learn more about the 2025 Connected Communities grant round here

<https://frrr.org.au/funding/place/telstra-connected-communities-program/>

Why it worked

Video conferencing not only saves an immense amount of travel time, it facilitates real-time conversations and enables staff to recognise non-verbal cues from patients who are more likely to be open and relaxed because they can stay at home on their communities during consultations. The immediacy of the technology means we can check in more often, which improves our ability to promote intervention and educational programs that help patients self-manage chronic conditions. Other benefits include delivering live training sessions for teams at different clinics and record crucial discussions with potential partners for reference and compliance.