

Annual Report

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Yerin Eleanor Duncan Aboriginal Health Services



YERIN

Aboriginal Health
Services Limited

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Acknowledgement of Country



Yerin Aboriginal Health Services Limited would like to acknowledge that we operate and function on the lands of the Darkinyung people.

We pay respect to these lands and all that they provide for us.

We acknowledge and pay respect to the ancestors that walked and managed these lands for many generations before us.

We acknowledge and recognise all Aboriginal people who have come from their own Country and who now come to call this Country their home.

We acknowledge our Elders, past and present, who are our knowledge holders, teachers and pioneers.

We acknowledge our youth who are our hope for a brighter and stronger future and who will be our future leaders.

We acknowledge and pay respect to our community members who have gone before us and recognise their contribution to our people and community.



Our Health, Our Way



Eleanor Duncan



Our namesake originates from the remarkable Eleanor Duncan. Eleanor was an active community member on the Central Coast and as a Registered Nurse, she provided important services to Aboriginal and Torres Strait Islander people in the region.

Born on the land of the Gomeroi people in Moree in 1937, Eleanor went to school at the local mission and studied nursing in Newcastle where she became one of the first Aboriginal Registered Nurses in New South Wales.

Eleanor was passionate about healthcare and helping her local community and following her marriage and move to the Central Coast, she carried this same work ethic to our region.

Working for many years before sadly passing away at only 48, Yerin Eleanor Duncan Aboriginal Health Services strive to work tirelessly to uphold her legacy and provide essential services to our community.

The Eleanor Duncan Health Centre official opening was held on Wednesday 6 November 2002, hosted by Master of Ceremonies, Mr Jack Smith who was Eleanor's brother.

”

The Yerin nurses, management and the front office staff are the best team I've ever seen work together in a medical facility and are a testament to the industry.

Having access to people from my community/mob is great for our people. They don't feel judged and the people they're talking to understand their situation.

I honestly could not recommend a better medical facility to another Koori. There should be more places like this.

**- Jarrod Scott -
YERIN PATIENT**



Our Vision

"To be an esteemed Aboriginal Medical Service"

Statement of Purpose

To provide high quality patient and family-centred health care services to the Aboriginal and Torres Strait Islander communities of the New South Wales Central Coast – Darkinjung Country.

To address the real and diverse health needs of our community, we aim to provide holistic, comprehensive and culturally proficient care to our patients and clients.

Our Values



INTEGRITY

Being honest and having strong moral principles



JUSTICE

Having concern for justice, equitable outcomes and genuine respect for people



EMPOWERMENT

Making decisions that solve problems to improve our service with self-determination and sharing our learnings and knowledge with each other



CULTURAL ABILITY

Deliver our services in ways that meet the specific needs of our Aboriginal community, create a safe environment and assist with cultural identity and restoration



ACCOUNTABILITY

Accept responsibility for our actions and act in a transparent manner

Message from our CEO

Welcome



Our purpose is to provide high quality patient and family-centred care services to the Aboriginal and Torres Strait Islander communities of the NSW Central Coast - Darkinjung Country. We have pursued this purpose vigorously over the past twelve months, achieving many practical results, whilst advocating strongly to improve the health and wellbeing of our community.

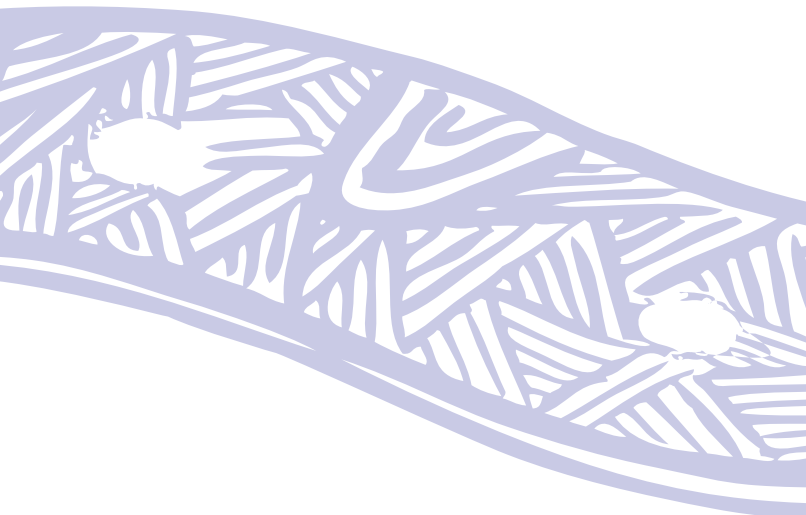
We have faced some challenges over the past year. These challenges centre around ensuring our community has access to services that deliver culturally responsive services. Other challenges include the changing face and landscape of the Central Coast region, Darkinjung country, the sprawling and transient population, and the limited resources in a growing community has required considerable planning and response.

At Yerin Eleanor Duncan Aboriginal Health, we are clear about who we are, where we stand, and where we belong, even whilst governments and others think that they can define us. Despite these challenges, we continued to maintain a consistent level of grant funding from both Commonwealth and State Governments as well as through our partnership agreements with the Central Coast Local Health District, Royal Doctors Network, Cancer Institute NSW and Hunter New England Central Coast Primary Health Network.

**At Yerin Eleanor Duncan
Aboriginal Health, we are
clear about who we are,
where we stand, and where we
belong, even whilst governments
and others think that they can
define us**

The past year, we have been very proactive in relation to community engagement. Working on the 2017-2020 Central Coast Aboriginal Health Plan, 2018 Community Health Expo and other Health Promotional items throughout the year, we worked in collaboration with community members, government agencies and other service providers. To further enhance our engagement with community, including our Elders and youth, we established and commenced our Community Empowerment Steering Committee in June 2018.

In the past twelve months, we have provided services to 3,703 clients through 25,743 episodes of care. This has seen a huge increase in care coordination and case conferencing through our integrated model of care that will serve to improve the long-term health and wellbeing of our community.



This is the second year of the Strategic Plan and our Executive and Management Teams have been implementing several strategies to ensure the strategic goals of the organisation are being achieved. Our Management Team are working collaboratively to ensure that our services are effectively meeting the needs of our clients and that clients have access to internal services and appropriate referral to external services.

Throughout the year, the Board of Directors has provided strategic direction and support to myself and the Management Team to enable us to manage operations and implement strategies to meet the organisation's vision 'To be an esteemed Aboriginal Medical Service'.

Belinda

Belinda Field

Chief Executive Officer



Message from our Chairperson

Yaama Maligaa



I would like to take the opportunity to acknowledge and pay respect to the traditional owners of the land on which we meet; the Darkinyung people. I would also like to recognise the strength, resilience and capacity of all Aboriginal people from the many nations living on the Central Coast and take the opportunity to pay respect to Elders both past, present and future and extend that respect to other Aboriginal and non Aboriginal people present.

The Board and I are honoured to be presenting this Annual Report for the financial year and to take the opportunity to focus on just a few of Yerin Eleanor Duncan's outstanding achievements.

Our year began with the elections of a new Board of Directors. I was again elected as the Chairperson which is an honour and a great pleasure. Also elected were three new directors - Corinne Hodson, David Myers, Jodi Shannon - and re-elected were Mick Pittman and Shanell Bacon, whose skills, knowledge and expertise have been invaluable and enhances the overall governance of the organisation.

In February 2018, Yerin Aboriginal Health Services formally became a company limited by guarantee. *"Yerin Aboriginal Health Services Limited [Ltd] is a not-for-profit, Aboriginal community - controlled public company limited by guarantee which is established to be, and to continue as, a charity".*

In April 2018, after a number of meetings, lengthy discussions and negotiations and between Family and Community Services, Barnardo's, Gudjagang Ngara li-dhi and Yerin Eleanor Duncan Board of Directors, we applied to and were

successful in receiving provisional accreditation from the Office of the Children's Guardian for the Permanency Support Program (PSP) Out Of Home Care (OOHC). The Board of Directors and I have since met with delegates from the Office of the Children's Guardian to discuss our commitment and responsibilities to the Carers and Aboriginal children in PSP/OOHC. On the 19th October 2018, we were pleased to officially launch the only Central Coast Aboriginal Out of Home Care service. It's also worth noting Yerin Eleanor Duncan is the first Aboriginal Community-Controlled Organisation to receive accreditation in the past four years. The Board, Management and staff are committed to supporting the PSP/OOHC program.

We were honoured on 14 August 2018 in Parliament by David Harris MP Member for Wyong who formally acknowledged the importance of Aboriginal Medical Services and specifically Yerin Eleanor Duncan Aboriginal Health Centre, our Chief Executive Officer Belinda Field and Operations Manager Paul Hussein, outlining the work we do in providing comprehensive primary health care by addressing the physical, spiritual, emotional, social, economic and cultural needs of our Aboriginal community.

During the year, our Board and Management team worked hard to establish skills and community-based subcommittees. These committees are:

- Health Care Quality Clinical Governance – Chaired by Shanell Bacon
- Audit, Finance and Risk – Chaired by David Myers
- Community Empowerment Steering Committee – Chaired by Mick Pittman

These committees meet quarterly to discuss issues, concerns and provide expertise and guidance into the delivery of improved services to the community.

16 October 2017 saw the launch of our three way partnership agreement between Yerin Aboriginal Health Services Limited, Central Coast Local Health District and the Primary Health Network. Then, in August 2018, we launched the Central Coast Aboriginal Health Plan which will be monitored and evaluated at a senior level.

In 2016/17, we received funding to establish our own Aboriginal Community-Controlled dental service. This funding fell short of what was needed to open a two-chair, highly sophisticated clinic to service our community. But, I am very pleased to say that on Tuesday 9 October 2018, our doors opened with great success.

Over the years, the Yerin Eleanor Duncan Health Services Board and Management team have invested back into our community through employment, education and training. This has seen staff gain various certificate and diploma level qualifications and participate in over 357 sessions of professional development and training across the organisation.

Staff numbers within the organisation have increased from last year. Yerin Eleanor Duncan has 35 full-time employees, 8 part-time employees and 5 casual staff totaling 48 staff across the organisation.

Yerin Eleanor Duncan has provided 25,743 GP episodes of care from 1 January to the 27 August 2018. Our current patient numbers sit at 3,703.

As the first year of our elected term comes to a close, I want to thank all the Directors for their time and commitment to this amazing organisation.

Thank you to our Chief Executive Officer, Belinda Field who has made and continues to make a huge impact in and outside the organisation, the Management team for their professionalism and dedication, and all our staff in working to improve the health and wellbeing of our community.

I would also like to acknowledge Breannon Field who stepped up to manage the implementation and transition of carers and children to our PSP/ OOH service. Congratulations also on the delivery of the Winangay Foster Carer Assessment training for Aboriginal staff and community members. This training ensures the organisation and community have the expertise when recruiting for carers.

A special thanks to Kylie Nichols and Paul Hussein for their commitment, dedication and extra hours in the development of our new dental service. Your hard work doesn't go unnoticed.

"Aboriginal Health, Our Way"



Vickie Parry

Chairperson



Organisational Chart



Executive Board Members



Chairperson
Vickie Parry MAICD



Secretary
Jodi Shannon



Treasurer
David Myers



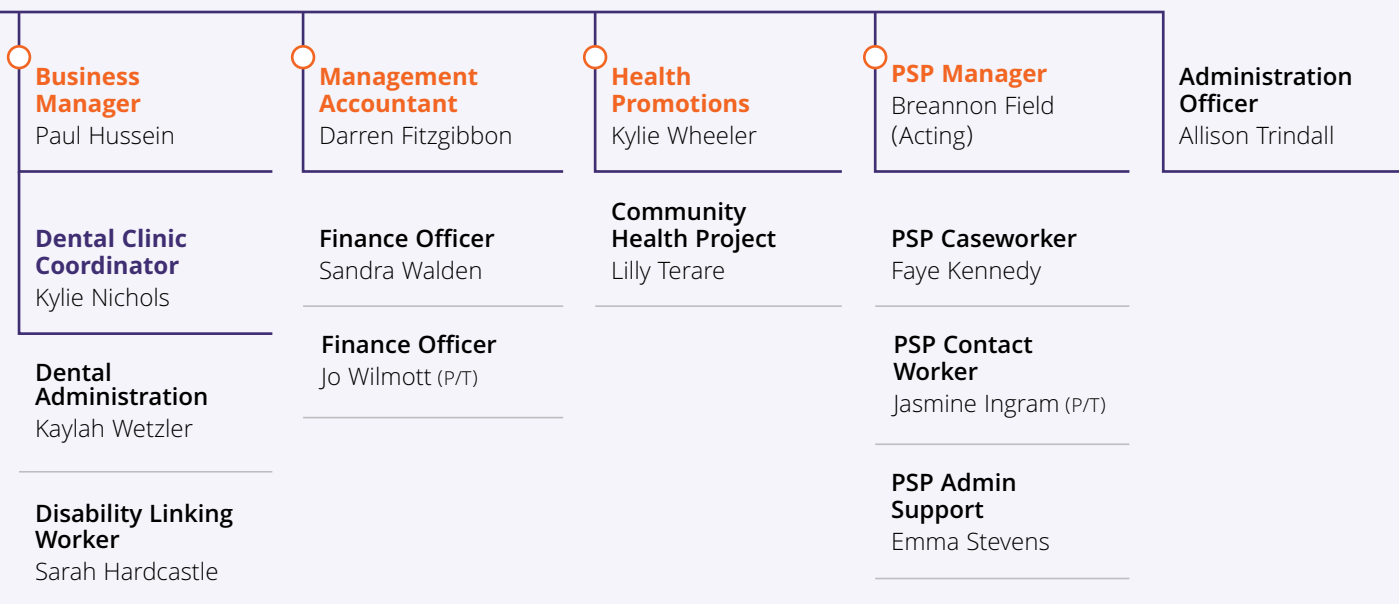
Director
Shanell Bacon



Director
Corinne Hodson



Director
Mick Pittman



LEGEND

- Direct Reporting Line
- Visiting Staff

Highlights of our Work this Year



17,614
episodes of health care



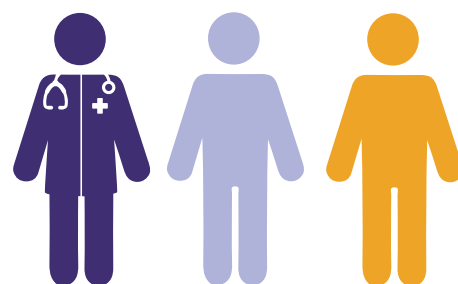
159
incidents of staff training



3,703
active patients

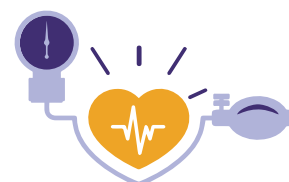
15,977
patient visits to our GPs

& 937
new patients



766

715 Health Checks



511

clients supported
by the ITC team



253

GP Mental Health
Treatment Plans

9

new staff



Expanding
& **mental health**
drug & alcohol
services



Expanding
dental
services



Maintained Australia
General Practice
Accreditation Limited
(AGPAL)

Upgraded software
system



Provisional
**Out Of
Home
Care
(OOHC)**
Accreditation

February 2018

Yerin moved
from an
Incorporation
to a **Company**
by Limited
Guarantee

February 2018





Eleanor Duncan Aboriginal Health Centre (EDAHC)

For over 20 years, Eleanor Duncan Aboriginal Health Centre has been, and continues to provide our community with personalised, professional, quality integrated healthcare across a wide range of medical and wellbeing support services.

Our services and programs are delivered in a culturally supportive and safe environment. We are committed to improving the quality of health and wellbeing for our community and the NSW Central Coast, Darkinjung Country. In addition to our Wyong clinic, our Outreach Clinic, located at Nunyara Aboriginal Health Unit at Gosford Hospital, runs on Tuesdays and Thursdays.

We are proud to report that over the 2017/18 period, we maintained our AGPAL accreditation which will be reviewed in October 2018.



Current EDAHC Staff

- 2 receptionists**
- 3 primary health care nurses**
- 6 part-time GPs**
- 6 visiting specialists**
- 5 visiting allied health practitioners**



Health Care Homes

This year, Yerin EDAHC became the first Aboriginal Community Controlled Health Organisation (ACCHO) to register for the Health Care Homes program and was also the first ACCHO to register a patient from across all Registered Health Care Homes Pilot Sites.

Health Care Homes helps practices manage patients with chronic and complex conditions. The program is a new way of coordinating the health care of people with long-term, complex health conditions with a more holistic approach.

A Culturally Safe Environment

Yerin provides a culturally safe and responsive environment for Aboriginal and Torres Strait Islander people to access health care.

Some health services can be provided by our Aboriginal Health Practitioner. We also have Aboriginal Outreach and Aboriginal Health Workers who can attend appointments with patients, advocate for them and support them through their engagement with the health system.



Professional Development & Staff Update

In the past 12 months, our overall staff numbers have increased from 41 staff to 50 staff with the expansion of clinic and program teams.

The Programs Manager role has been created to support the clinical aspects of program teams and strengthen the management of clients between programs.

A social work student was employed as a casual Aboriginal Health worker to support the Yadhaha and Dhanggan Gudjagang teams.

Two Aboriginal Registered Nurses have joined the ITC team, along with an extra Aboriginal Health Worker and transport drivers to support the ITC program.

An additional Aboriginal Health worker was employed on a casual basis to support the Dhanggan Gudjagang team.

An additional part time Finance Officer was employed to assist with the increase in the staff and payroll as well as processing of invoices for the ITC program.

Staff Training

Over the past 12 months, our staff have undertaken 159 instances of training and professional development.

Training Categories

- Chronic Disease
- Mental Health
- Mums and Bubs
- Domestic and Family Violence
- General Medical
- Community Services
- General
- Culture
- Nursing
- Work, Health & Safety
- Business
- Trauma and Resilience

Training Highlights

- Diploma in Counselling
- Cert IV in Drug and Alcohol and Mental Health
- Cert IV in Aboriginal Family and Violence Prevention Work – Offered to the community and staff
- Education Centre Against Violence course - All Aboriginal staff attended 'The Journey of Survival: A socio-political history of Aboriginal Australia'
- Education Centre Against Violence course - Non-Aboriginal staff attended 'Developing Culturally Safe Trauma Informed Practice in Aboriginal Communities'
- Trauma training with Brian Dowd at Kooindah Waters with our two-day team building session, trying to ensure staff have a work-life balance
- One Senior Manager and Board Member to be attending Australian Institute of Company Directors Course
- Westpac Governance training for all Board Members and Management Team
- Trauma-Informed training with Brian Dowd for our Board Directors





Subcommittees & Meetings

In the 2017/18 period, Yerin Eleanor Duncan established three subcommittees to work with other Aboriginal organisations, government agencies and community members to allow us to continue offering culturally appropriate services and strive for empowerment for our community.



Health Care Quality Subcommittee

This committee has been established to assist the Yerin Board and CEO to implement our Clinical Governance Policy; support the clinical governance systems to set, monitor and improve the performance of Yerin Eleanor Duncan Aboriginal Health Services and; communicate the importance of the patient experience and the need for quality management to all members of the workforce.

Finance, Audit and Risk Subcommittee

This committee was established to assist Yerin in understanding and managing its organisational risks and assist the Yerin Board in fulfilling its responsibilities for overseeing the company's financial reporting process, the system of internal control, the audit process and the process for monitoring compliance with relevant laws, regulations and codes.

Community Empowerment Steering Committee

The Community Empowerment Steering Committee has been established to oversee the prioritisation of the recommendations from the Yerin Eleanor Duncan Aboriginal Health Community Empowerment Strategy and its implementation.

Ongoing Meetings

- Staff Meetings - monthly
- Yerin Board Meetings - monthly
- Management Meetings - monthly
- Clinical Meetings - monthly
- Programs Meetings - monthly
- Cultural Supervision - monthly for all staff through Yamurrah
- Men's Group Monthly
- Women's Group Monthly
- Gudja Garawan (Quit Smoking) - every Friday
- Antenatal Groups - weekly



Yadhaba *meaning* Get Better

Yadhaba maintains a focus on mental health and drug and alcohol support thanks to a team including a Mental Health Nurse and Aboriginal Health Workers.

The Yadhaba team focuses its services on providing outcomes of integration, outreach, detox and rehabilitation

We have a Memorandum of Understanding with both Dooralong Transformation Centre and Kamira Farm to ensure priority referral pathways and reciprocal support for our jointly managed clients.

Our mental health and drug and alcohol support services are integrated as a combined service. This enables us to recognise the comorbidities of mental health and drug and alcohol within clients and treat risk factors simultaneously.

Yadhaba supports holistic integrated health care in providing consistent and seamless treatment when impacted by these issues. Our Yadhaba Aboriginal Wellbeing Workers work within a trauma-informed, client-centred framework and can remain with the client from crisis to recovery stage, forming powerful transparent and culturally informed relationships to best facilitate treatment and recovery.

A strong partnership with Central Coast Local Health District and inpatient facilities also allows our Yadhaba Aboriginal Health Workers to support clients at various stages of their recovery journey. Our model is not restricted by age or presentation, improving access and reducing stigma associated with these issues. Patients' family and support networks are also supported and included which improves outcomes for clients and the community.

Our care model promotes a team approach which allows our mental health/drug and alcohol services to support our community at any stage of their illness and/or addiction.

Young people represent a large number of the Aboriginal population on Central Coast. Early intervention is key when addressing mental health/AOD issues to prevent further risk factors and poorer outcomes for their future.

Yerin Eleanor Duncan has ongoing developing partnerships with government and non-government organisations on the Central Coast who support and provide services to young people. We advocate for organisations to support the cultural and health needs of young people, promoting a stronger connection with culture and a healthy identification within their cultural community.

Integration with schools and juvenile justice facilities have also enabled our Yadhaba Aboriginal Health Workers to increase and improve identification of the main priorities/concerns in relation to their health care needs. Regular meetings, community involvement and Yadhaba's attendance at youth-targeted events have enhanced the visibility of Yerin's services and improved engagement of young people in regard to access and health literacy, facilitating optimal service delivery.

Moving Forward in Mental Health & Alcohol & Other Drugs

Service approaches for those with mild to moderate depression are not the same as those needed for individuals living with schizophrenia and/or abusing substances. Approaches to this vulnerable population differ and service provider expertise and alternative forms of care are necessary as individuals with mental health and substance use problems will experience fluctuations in their overall health and quality of life, requiring a coordinated approach that is based on person-centred needs.

A shared care approach is required in supporting the GP as primary care provider with additional partnerships with primary care and mental health services wrapping around the individual client.

Access to specialist consultation with our Local Health District Partners, assessment and education/self-management tools have proven effective for those with mild to moderate depression, some anxiety disorders, substance use, as well as individuals with severe mental illnesses (e.g. bipolar disorders, severe depression) where symptoms and functioning has been stable for a good period of time.



Our vision is for an empowered community who remains engaged with our Yadhaba Wellbeing Team whilst improving overall health outcomes by providing a quality healthcare services



Ongoing community engagement and varied treatment needs will result in longer term management of Aboriginal and Torres Strait Islander people with varying complexities and comorbidities relating to their mental health and drug and alcohol issues.

Clients
assisted
in 2017/18

182

Mental
Health

+

116

Alcohol &
Other Drugs

=

298

TOTAL



TESTIMONIAL: Jasmine Beale

“

It all started back in 2010 when I was in Year 9, I had started having some troubles with some bullies at school and because of that I dropped out that same year. I was never diagnosed for it, but I think I may have had depression because there were days where I would never leave the house. But I wasn't scared of going outside - every now and then I would go to the doctors or go to the shops. But then those stretches of never leaving the house got longer and longer and eventually, without me realising it, I had developed a fear of going outside.

It got so bad that I didn't leave my house for seven or eight years. Even trips to the mailbox were difficult for me. I wouldn't talk to people, I didn't even want people looking at me and I wouldn't even go to the doctors if I was sick with a cold because my anxiety was that bad.

The only person in my life was my mum. Over the years, I could see the toll my mental health problems were taking on her and in 2017, at her insistence, I decided to get help at Yerin.

I had been a patient of Yerin before, but I had never seen them for my anxiety. I saw Dr Collette Livermore who diagnosed me with agoraphobia. She set me up with Belinda Brown to be my case worker and with the counsellor Denver.

Belinda helped by taking trips outside with me and going to appointments with me. She also helped me start going to TAFE where I got my Certificate II in Community Services. I continued studying and got my certificate and am currently studying for my Certificate IV in Community Services.

I also regularly saw Denver who helped by me just having me someone to talk to about my problems and by also giving me strategies to deal with my anxiety.

Because of Yerin's help, I am now able to go outside on my own and to also talk to people. I would never have been able to do that two years ago, no way.

Integrated Team Care (ITC) *Gurayi-Biyu-Yadha* meaning **You Mob Are Well**



Integrated Team Care (known as Gurayi-Biyu-Yadha, which means *You Mob Are Well*), is an effective team of three registered nurses, one Aboriginal outreach worker, two transport drivers and two admin support workers supporting the day to day running of managing chronic disease within our community.

The ITC team manages chronic disease such as: diabetes, respiratory, cardiovascular, cancer and kidney disease. Under this management umbrella, we organise appointments for, payment for and transport to and from a variety of specialist appointments, tests, and treatments.

In 2017/18, the ITC Team provided the following care:

475 Supplementary Services
202 Care Co-ordination
87 Yerin doctors have referred
91 External referrals

118 Aged 40 and below
339 Aged 40 and above

ITC Case Study

Referral to ITC Program

71-year-old lady who has had multiple admissions to both Gosford and Wyong hospitals.

Client has had ten admissions within the year with a variety of admitting reasons.

Hospital admissions during 2018:

- Hip Fracture
- Chronic Renal Failure
- Congestive Heart Failure
- Diverticulitis
- DVT
- Respiratory infections
- Non-STEMI

Chronic conditions:

- Chronic Kidney Disease
- Coronary Artery Disease
- Peripheral Vascular Disease
- Asthma
- Diabetes
- Urinary Incontinence
- Faecal Incontinence
- Hyperthyroidism
- Hypertension





Assessment Findings

Client came to ITC when Yerin acquired the program from Central Coast Primary Care. Client's care was coordinated well by her daughter with ITC initially providing supplementary services. Client was transitioned to care coordination with Megan (Registered Nurse) within the ITC program in June 2018 due to deteriorating health and increased complex care needs.

At commencement of contact, client was living alone in apartment. Client not able to drive and was missing some specialist appointments due to lack of transport and financial cost of attending specialists. Client has good family support however level of functioning not portrayed adequately to family members. Client unaware of severity of medical conditions and the complex complications that could result from non-compliance.

Client required information and education about her chronic condition and the best way to manage them. Client requires equipment such as a walker, shower chair and aids to improve and maintain independence and mobility.

Client Goals

Client's primary goal is to maintain independence and renal function. ITC assisted client to achieve these goals providing the following support:

- Encourage regular GP appointments
- Co-ordinating care and appointments for client
- Providing transport to and from appointments
- Providing transport to and from treatments
- Visiting client at home to assess level of functioning, provide emotional support, wellbeing checks, assess medication compliance and dietary intake
- Liaise with Australian Unity to ensure client's needs are being met and informing care providers of changes in client's condition

Current Status

Client's renal function has deteriorated throughout the last year and commenced on dialysis three times per week since August 2018. Client now receiving regular medical care and is attending all specialist appointments. Pathology is attended via home visit to make it easier for the client to have her weekly INR bloods taken.

Client receiving a package from My Aged Care carried out by Australian Unity providing domestic assistance for one and a half hours per week and two hours a week to assist with shopping.

In November 2017, Client's daughter moved into apartment to provide more constant care. With client's permission, client's daughter involved in all care planning and care coordination discussions. Client has since had a fall and fractured her hip. Underwent surgery for hip fracture and is recovering slowly.

Ongoing Plan

Hoping to undertake rehab to improve mobility post-fracture, continue with dialysis and maintain fluid restriction. Maintain regular contact with care coordinators, GP clinic and specialists. ITC will continue to tailor client's care and support to match client's health needs, this will include weekly wellbeing checks.

Carer's Perspective

"Mum has been fortunate to be a part of the Yerin ITC Program since it began. Prior to this, Mum's health was declining, and I was very concerned I was going to lose her. Other than myself, Mum has had no support close by, to help manage her health. As a single woman working full time hours, I struggled to manage her appointments and understanding how to support her to manage her health correctly. The ITC team has provided full support in all areas of managing her chronic conditions. Managing all her appointments, from specialists to diabetic and renal education, providing transport and helpful, caring staff to accompany her to all of these. They have also organised pathology home visits weekly for INR Checks to help manage her medications correctly and have provided much-needed medical aids that we were unable to afford. The team also liaises with Mum and myself weekly about her health and wellbeing. The ITC team has gone far and beyond what we both anticipated. The care Mum has been provided has been instrumental in supporting both Mum and myself to understand her chronic conditions, it has empowered Mum to become more interested in her health and take some control back in her life again. I feel indebted and extremely thankful to the Yerin ITC Team, as I believe the support provided has improved her life expectancy and quality of life. I could not have done that on my own. Sincerely thankful."



Dhanggan Gudjagang

meaning *Mother and Baby*

At Yerin we want to make sure our Gudjagangs get the best start in life and that they are being born into happy, healthy families.

The Dhanggan Gudjagang team believes every mother and baby deserves a positive birth and parenting experience and the team supports clients in accessing comfortable, culturally safe services.

The Dhanggan Gudjagang team provides

- Support to women throughout their pregnancies
- Advice on women's business
- Contraception education and advice
- Breastfeeding support
- Post-birth care for mum and bub
- Advice on child development, such as nutrition, immunisation and milestone development
- Support for clients when dealing with the mainstream health system.

Our Dhanggan Gudjagang team supports a number of children and mothers to receive appropriate health care services. **Throughout the last 12 months, this has included:**

79	Speech therapy visits
51	Child psychologist visits
65	Pediatric clinic visits
45	Playgroup sessions
14	Pregnancy belly castings
75	Antenatal visits
60	Postnatal visits

The Dhanggan Gudjagang team has also been involved in various community engagement activities to promote culture, healthy birthing and families.

Kids Day Out	– Full day promotional/expo
Antenatal Groups	– Run weekly
DG Playgroup	– Averaged 6 children attending weekly activities



Referrals and support for victims of domestic and family violence

In addition to support for mums and bubs pre and post-pregnancy and early child development, the Dhanggan Gudjagang team also provides support and referrals to victims of domestic and family violence to support vulnerable women, carers and children.

In the 2017/18 period, we provided support by making the following referrals:

67	Internal referrals
8	Police Wellbeing Unit
16	Wyong Local Court
2	Gosford Local Court
2	Co-facilitated DV Programs (Breaking Free)

Family violence support achievements

- Local court support of clients experiencing domestic violence to Wyong & Gosford local courts
- Participants in the Central Coast Domestic Violence Committee (including subcommittee planning), White Ribbon Committee, Review Committee, Wyoming Women's Health Centre subcommittee for planning DV groups and George Institute Committee (Family Violence Research Project)
- Baptist Care co-facilitation of domestic violence groups (Breaking Free)
- Increased referrals to the Child Wellbeing Unit
- Participated in Walk a Mile Koori Style (local community walk against domestic violence during 16 days of activism).



Oral Health

Gulgul Yirra meaning **Strong Teeth**



Located at our old Medical Centre four days per week (8.30am - 4pm), the team consists of a Dental Coordinator and Office coordinator.

Yerin Eleanor Duncan Dental Services are focused on providing access to dental care that is welcoming and culturally responsive for eligible individuals.

Yerin Eleanor Duncan Dental Services offers the following:

- All general dentistry, including;
- Extractions
- Some root canal therapy on anterior teeth
- Some wisdom teeth extractions
- Restorations fillings
- Mouthguards
- Dentures (based on a waiting list)

Timeline of our achievements

March 2018

- Dental Coordinator was employed full-time
- Yerin Clinic had 10-15 patients with a code 3a which means patient has been in trauma all night with swelling
- Yerin Clinic had 6-7 patients with a code 3b which means patient in trauma but can sleep

June 2018

- Employed an extra Dentist per fortnight for Wednesday evening the decision has dropped the numbers of patient in dental trauma

August 2018

- Dental software program is moving ahead with training dated to be confirmed by the 31st August after meeting with CCLHD

September 2018

- Zero patients on the 3a and 3b lists



**Sarah
Hardcastle**
NDIS Linking
Coordinator

Disability Services

Muru Bara meaning **Making Pathways**

Yerin's Muru Bara (Making Pathways) program commenced in January 2018 and offers cultural advocacy and support for individuals living with a disability through information and help to access to the NDIS (National Disability Insurance Scheme), linking existing NDIS participants to culturally appropriate services to achieve their goals and finding opportunities to empower our community, including by expanding choice and control. Currently a registered provider, Yerin will work towards building up its client base to offer culturally responsive programs and services under NDIS.

Key facts

- Currently, Yerin has 50 patients with a disability and 22 patients that have an NDIS number.
- 11 patients have applied for and been denied access to the NDIS.
- Other local services have contacted the Yerin NDIS Linking Worker about 9 additional Aboriginal NDIS participants in the Central Coast region.
- There are possibly fewer than 100 Aboriginal NDIS participants on the Central Coast. This is based on the caseload of participants known to the NDIS Local Area Coordinators at St Vincent de Paul.
- First Peoples Disability Network research identified that roughly 12% of the NDIS participants nationally should be Aboriginal, however, only 5% are currently represented.



Permanency Support Program (Out of Home Care)

Ngaliya meaning We - You & I

After receiving provisional accreditation from the NSW Office of the Children's Guardian in February 2018 to provide culturally responsive Permanency Support Program/Out of Home Care services to vulnerable Aboriginal and Torres Strait Islander children and young people, Yerin Eleanor Duncan has become the only standalone Aboriginal Out of Home Care agency on the NSW Central Coast, Darkinjung Country.

Yerin Eleanor Duncan Aboriginal Permanency Support Program supports Aboriginal children and young people under the age of 18, who are unable to live at home with their parents.

Our tailored Permanency Support Program and care model is specifically aimed to individual case management for our Gudjagangs as well as providing full support for our foster carers.

- 2 new staff members for the team
- 8 Carers transitioning from Barnardo's to Yerin from 16 July 2018 to be authorised by 1 October 2018
- 4 completed home safety checks

Staff training

- Community Data solutions
- Guardianship Workshop
- Office of the Children's Guardian Carer register
- Winangay Foster Care Assessment

Implementation of the following documents

- Carer requirements and training register
- Yerin PSP OOHHC file checklist
- Cultural training and induction for carers, children and young people.



Jawun Secondees



Over the past 12 months, Yerin Eleanor Duncan was thrilled to host three secondees through the Jawun secondment program. Jawun provides opportunity for corporate, government and philanthropic organisations to come together with Aboriginal people/organisations. Jawun places skilled people into Yerin to share their expertise and support Aboriginal organisations to achieve their own strategic and operational goals for the betterment of the whole community.

Sarah Mournay – September 2017

During her stay, Sarah worked with the CEO and Board and developed a Constitution for Yerin to ensure it continues to reflect relevant governance, ACCHO requirements and meets the needs of our business. Due to the growth of the Central Coast Aboriginal Community and its complex and diverse needs, the existing Constitution required a review to ascertain its continued appropriateness and alignment to good governance. This new Constitution now exists to enable Community, Board, Management and staff to adhere to our governance and fundamental laws that protects and prescribes our business.



Sherman Chan - March 2018

NSW Treasury employee Sherman Chan commenced her secondment with us on Friday 16 March 2018. Sherman worked to develop a cost-benefit analysis framework that can be used by Yerin to measure social return on investment. The first step of the process is to develop an overarching logic model for Yerin and specific logic models for each stream of work.

Tim Bayl – May 2018

Yerin Eleanor Duncan required assistance in integrating statutory Out Of Home Care and NDIS into our current business. Tim worked primarily in developing the business framework to ensure financial sustainability in the current funding structure for both OOHC and NDIS. He was also engaged to assess IT software which would support the delivery of OOHC and NDIS. The purpose of Tim's secondment was to ensure that we have a sound framework and understanding of the funding, fee for service and other financial strategies wrapped around these programs so that they are successful.



Health Promotion



16th Close the Gap Day

20th World Oral Health Day

21st Harmony Day,
World Social Work Day

22nd Dadirri Yarning
Circle (Cancer Council,
Sydney)



Close the Gap Morning Tea



Go Blue for Autism month

2nd Autism Awareness
Day

4th Seniors Festival
(Mingara)

6th Connecting to Country
(Kooindah Waters)

12th Senior's Day
(Mingaletta)

13th Green for Premmies
Day

15th GOATS Festival

20th Breast Screen
Australia conference
(Adelaide)

23rd - 29th
Immunisation Week

24th World Meningitis Day

28th Pay it Forward Day

30th Mental Health
School Conference (Erina)



GOATS Festival Yerin Stall



3rd - 4th Gulgul-Ba
Overnight Cultural Tour

4th Yarn at Ourimbah
Campus- Cert IV Social
Workers

5th Midwives Day

8th Ear and Oral Health
(Kooloorra Preschool)

11th Nurses Day

16th Watanobbi Family
Fun Day

17th - 18th AH&MRC
Cancer Forum (Sydney)

21st Art Workshop with
LHD and Kylie Cassidy
(Mingaletta)

22nd Breast Screen
(Erina)

23rd Out and About
(Gwandalan)

24th Art Workshop with
LHD and Kylie Cassidy

25th Sorry Day

29th White Wreath Day,
Suicide Awareness

31st World No Tobacco
Day

Over the last 12 months, Yerin has promoted a number of health initiatives and supported various events within our community. We are proud of the work we undertake and have provided a snapshot of these events below:



4th - 6th Screening Matters Menzies Research into cervical screening

8th Art Workshop with LHD and Kylie Cassidy

9th Secret Women's Business - Pap screening

15th Australia's Biggest Morning Tea

19th Connect NOW (North Of Wyong) Kanwal

23rd Secret Women's Business - Pap screening

26th Lisarow High School Yarn



Australia's Biggest Morning Tea



3rd This is the Life - Central Coast Council

6th Feltman training

9th Artie Beetson Day (Berkeley Vale)

11th Family Fun Day (Wyong netball courts)

12th NAIDOC Community Day (Gosford)

21st Pyjama Day



National Pyjama Day



1st Central Coast Aboriginal Health Plan Anniversary

3rd Jeans for Genes day

5th Football Indigenous Round (Toukley)

7th Aboriginal and Torres Strait Islander Children's Day (Wyong)

7th Coast Connect Day (Niagara Park)

8th Disability Interagency Meeting (CCDN)

12th Coastal Performance Training Kids In Need Fundraiser (Berkeley Vale)

21st Children's Health Check Day (Nunyarra)

22nd Sistaquit introduction (Sydney)

29th Wyong TAFE Yarn, Cert IV Community Services



Aboriginal and Torres Strait Islander Children's Day

Connecting with our Community





Online presence



2,042

Facebook likes as of 30 June 2018



702

average daily Facebook reach



177

Instagram followers

Our Financial Performance & Position

Income during the 2017-2018 financial year was \$5.75 million which was mainly derived from grants. The Hunter New England Central Coast Primary Health Network is the largest funding partner, with a contribution of \$1.6 million during the year.

The positive working relationship and support from all grants is invaluable to Yerin's ongoing operation and future. Grant income is supplemented by Medicare Income and for the year ended 30 June 2018, Yerin received a total of \$984,433 in the form of Medicare Income.

Yerin also welcomes non-financial help, such as volunteers who can make a difference to our services and the way we operate. Our volunteers usually leave with a sense of fulfillment, grateful for the learning experience and the opportunity to be immersed in our distinctly lively culture. We acknowledge and value the contribution that these individuals have made to our success.









A significant portion of Yerin's expenditure is related to program and client-specific costs, reiterating Yerin's commitment to providing comprehensive primary, secondary and allied health services to our community on the Central Coast.

Our equity and assets increased by 34% and 12% respectively during the 2017-2018 financial year.

The financial statements for the year were audited by Hall Chadwick. Yerin continues to operate with good liquidity and efficiency within its financial capacity. Our full financials are available upon request.







Revenue

	Commonwealth Government Grants	\$1,575,896.00
	NSW State Government Grants	\$1,052,470.00
	Hunter New England Central Coast Primary Health Network	\$1,632,106.00
	NSW Rural Doctors Network	\$135,065.00
	Central Coast Local Health District	\$143,390.00
	Other Grants	\$185,704.00
	Medicare Revenue	\$984,433.00
	Other Revenue	\$38,831.00
Total		\$5,747,895.00



Expenses

	Employee benefits expenses	\$3,441,890.00
	Operational	\$1,168,155.00
	Administration	\$385,410.00
	Depreciation and Amortisation	\$230,485.00
Total		\$5,225,940.00

Yerin will continue to grow to meet the needs of the increasing number of Aboriginal and Torres Strait Islander population of the Central Coast, Darkinjung country.



REVENUE
\$5,747,895



EXPENSES
\$5,225,940



SURPLUS
\$521,955



ASSETS
\$3,338,141



LIABILITIES
\$1,301,938



EQUITY
\$2,036,203

 @yerinedahc

 @yerinAHS

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