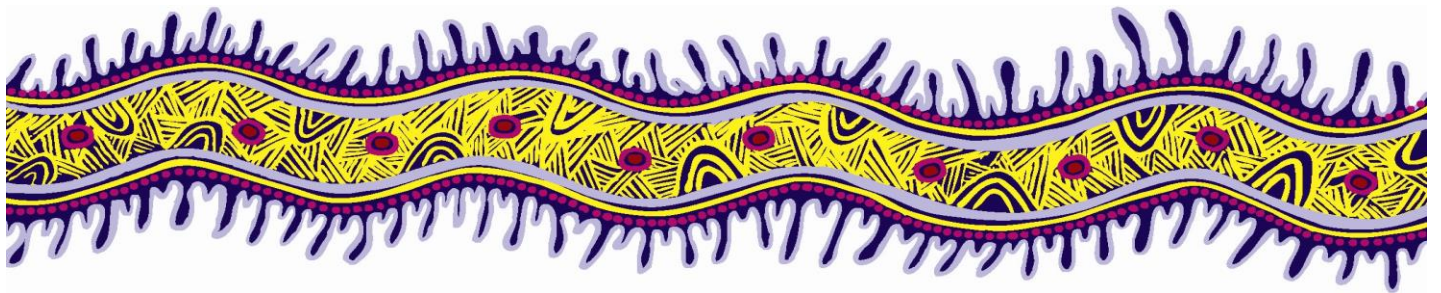


Annual Report

2014/2015



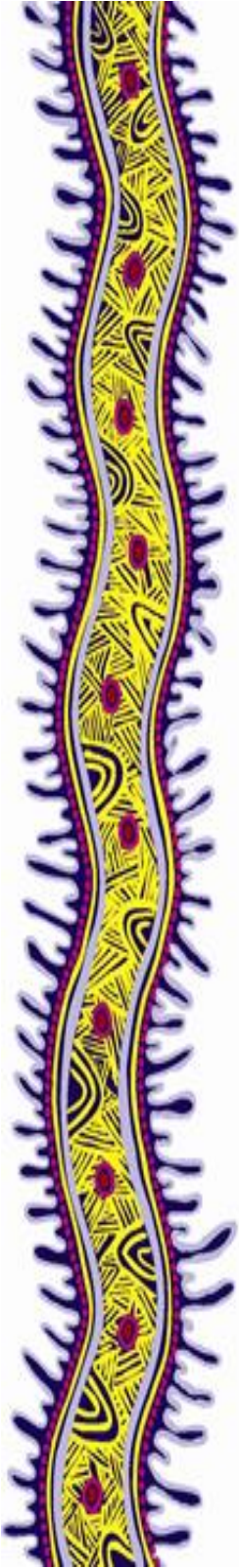
**Yerin Aboriginal Health Services Inc.
Auspice of Eleanor Duncan Health Centre**

Tel 02 43511040
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Suites 8 & 9 Wyong Village Plaza
36 Alison Road, Wyong NSW 2259

Contents

To Our Stakeholders	3
Summary of Outcomes	7
2015/16 priorities	9
Yerin Services	10
Independent Auditor's Report	11
Contact Information	12
Organisation Information	12





Mission Statement

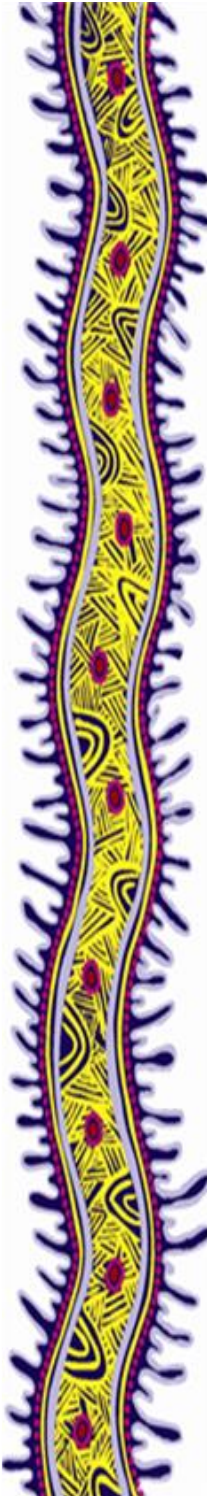
To provide high quality integrated primary healthcare services to the Aboriginal and Torres Strait Islander communities of the New South Wales Central Coast. To address the real and diverse health needs of our community we aim to provide holistic, comprehensive and culturally proficient care to our patients and clients.

Vision Statement

“To be the most esteemed Aboriginal Medical Service in Australia”

Values

Honesty	Being genuine and ethical
Trust	Keeping our promises
Caring	Listening carefully to others, working together to achieve shared goals
Respect	Treating individuals with dignity
Cultural Safety	Provide care that is respectful and free from discrimination
Fairness	Treating people justly and equitably



Strategic Aspirations 2014-2017

1. Make the greatest possible impact on reducing the disparity gaps in our Aboriginal community's health and wellbeing.
2. Achieve continued financial viability.
3. Utilise established partnerships that add value to our efforts.
4. Enhance operational practices throughout the organisation.
5. Build a workplace for the future.

2014 AIHW data indicates that Yerin had 30% of Aboriginal Women complete a cervical screen within the last 2 years, which is the same % for the National data.

To Our Stakeholders

Chairpersons Report

It is with great pleasure that I present the Chairpersons report for the 2014/15 Yerin Aboriginal Health Services Inc., Annual General Meeting.

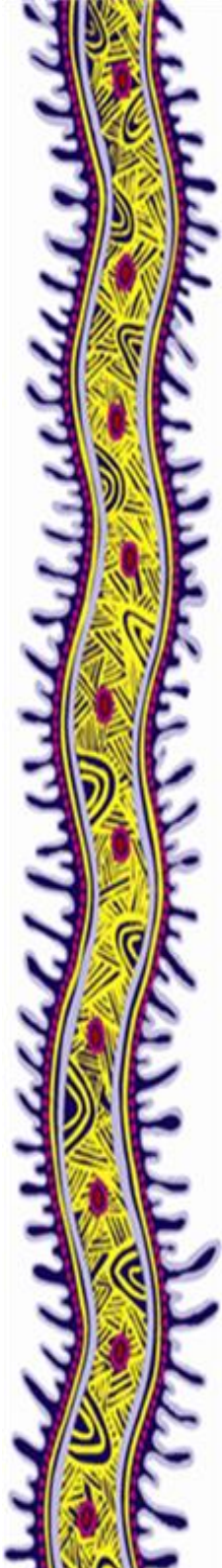
The year has been an extremely busy time for Yerin Aboriginal Health Services Inc. Yerin's Board of Directors, Executive Management Team and Staff. We all have worked tirelessly to strengthen our structures in governance and management and to evaluate and review the organisation's policies and procedures. We will continue to improve the overall operations and performance of Yerin, the Eleanor Duncan Aboriginal Health Centre and our staff.

This year has seen some major changes and achievements. These changes included a restructure of the organisation and the employment of the General Manager / Change Manager. The restructure of the organisation has been in place for some time but will continue to be transitional as prior commitments and contractual obligations are worked through. The focus during this time wasn't exclusively around the restructure; we continued and endeavored to deliver on operational imperatives.

I believe that a great deal has been achieved since we first started this process; however, I acknowledge the long road ahead in reaching a shared vision of improving service delivery and health outcomes for our Aboriginal community.

I can assure you that I am extremely mindful of the aspirations and expectations from our Aboriginal community and regional stakeholders. There is still much to do and there are still many areas of the organisation where we need to refine our focus and lift our performance. But I believe that the foundations have now been laid and we are well placed to respond to these challenges in a very positive and strategic fashion.

We will continue to review and refine our business plan and organisational chart to better reflect the key aspects of what we believe to be our core business.



After two decades in operations, in March/April 2015 The Eleanor Duncan Aboriginal Health Centre, Yerin's Programs and Administration all moved to new premises under one roof at Units 8-9 Wyong Village Plaza 36 Alison Road Wyong. The Dhanggan Gudjagang mums and bubs programs have now moved to the old medical centre at 37 Alison Road Wyong.

and our Special Project Officer Paul Hussein who both bring high level leadership a broad range of expertise skills and knowledge to the organisation.

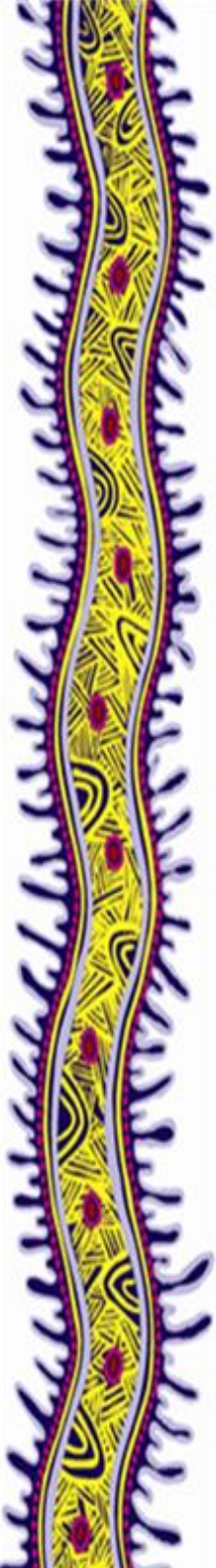
The McGrathNicol review focused on: - Corporate Governance, Management, Human Resources, and Financial Management. The Board of Directors and the Executive Management Team will work strategically in 2016 to fully implement and complete the recommendations of the review while providing quarterly report and updates to our funding bodies.

Achievements

- Joint staff development – Nunyara, Central Coast Local Health, Primary Health Care and Yerin
- 2014/15 Service Accreditation
- Medicare – Increase
- Yerin's Staff and Board Retreat
- New Building and re Branding of the organization
- Recipient of 2014 Central Coast Aboriginal Community Award – Aboriginal Organisation of the Year
- Human Resource requirements updated and implemented
- Contracts reviewed
- Yerin Strategic Plan 2014/17
- NACCHO – 2015 Conference

I wish to acknowledge and sincerely thank a number of people, who have made a significant contribution in assisting Yerin Aboriginal Health Services Inc,

Firstly my sincere thanks and appreciation to Councilor Roy Ah-See who stepped up as acting chair during a time of uncertainty for me.



My sincere thanks to our Board of Directors, Phillip Petersen, Karen Adams, Denise Markham and Amy Parry.

Special Acknowledgement and thanks to the Doctors, Nurses, Allied Health Professionals and Staff of Yerin and the Eleanor Duncan Aboriginal Health Centre.

Lastly my thanks to our new Acting General Manager Belinda Field for taking on the role and responsibility to actually realize the ambitions that we have for our community and the organization. I look forward to working with her.

Vickie Parry

Chairperson

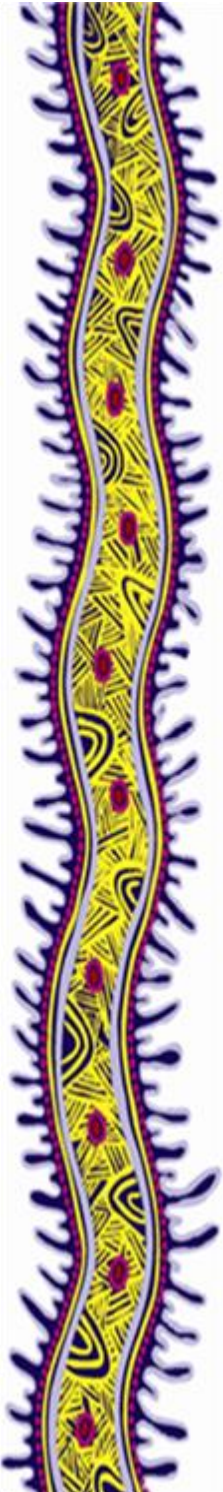
20th November 2015

General Managers Report

I am pleased to report that we have complied with, and responded to all major service funding agreements this year. I take this opportunity to thank the Yerin team for their hard work and efforts in the 2014/15 period and for their support since my commencement as the Acting General Manager in August 2015.

Yerin continues to deliver free and accessible primary health care services to our community through clinical and non-clinical services. Key highlights for this year has been the relocation into the new facility, bringing together clinical and non-clinical teams.

Yerin has maintained a collaborative partnerships with key health partners including the continuation of the Tripart agreement with Central Coast Local Health District and the newly established Primary Health Network to improve access to priority health services for our community. Yerin continues to work with a range of community providers including key local Aboriginal organisations that provides transport, housing, and training and education opportunities for our community. Yerin is proud to advocate and work with a range of other



government agencies, including Family and Community Services (Child Protection Services, Out-of-Home Care, Housing, Aged and Disability), local Councils, Police and Education to ensure that pathways and services meet the mental health and chronic disease, or experiencing domestic violence and other family issues.

Yerin also understands the need to increase the number of health promotion activities for our local community, and to prevent unnecessary illness and hospital admissions. Our health promotions activities in 2014/2015 included Diabetes Awareness Week, Bowel Cancer Awareness Week, Hearing Awareness Week, Breast Cancer Awareness and Screening, and Dental Week with activities aimed at promoting a better understanding of these health issues. Our Social and Emotional Wellbeing Program area also held events that promoted the prevention of domestic and family violence.

Yerin has identified opportunities to improve the service delivery model, to enhance integrated care between general practice and community programs and has held discussions with a range of other Aboriginal Medical Services to improve how care is delivered locally.

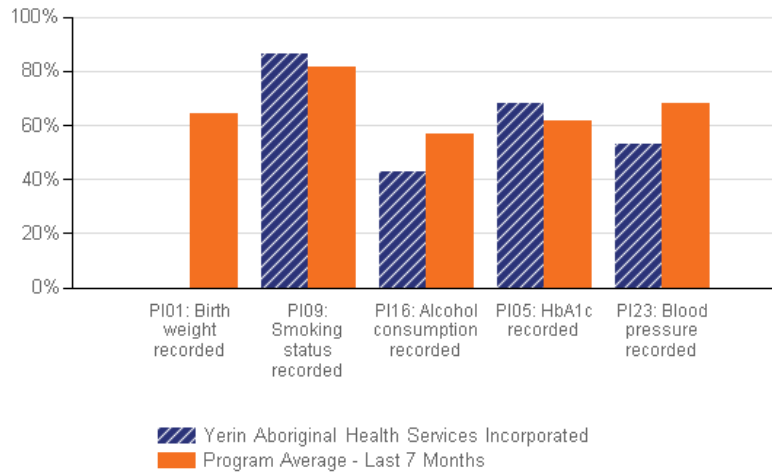
The Executive Management Team, and program staff continue to work proactively to ensure that Yerin provide the best level of care and service within our capability. I have no doubt that 2016 will be a significant year for us and I am confident that we will rise to the challenge and continue to focus on positive client outcomes that improve the health and wellbeing of our Aboriginal and Torres Islander community.

Belinda Field
A/General Manger

Summary of Outcomes

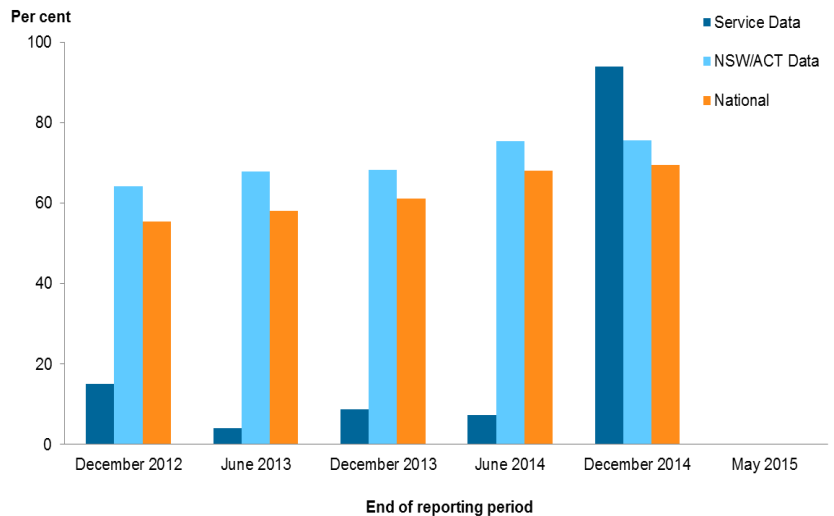
The Australian Institute of Health and Welfare (AIHW) extracts data from OCHREStreams and runs them through a rigorous data quality screening process. Below is a snap shot of Yerin’s outcomes against some of the National Key Performance Indicators.

Completeness of recording for nKPIs



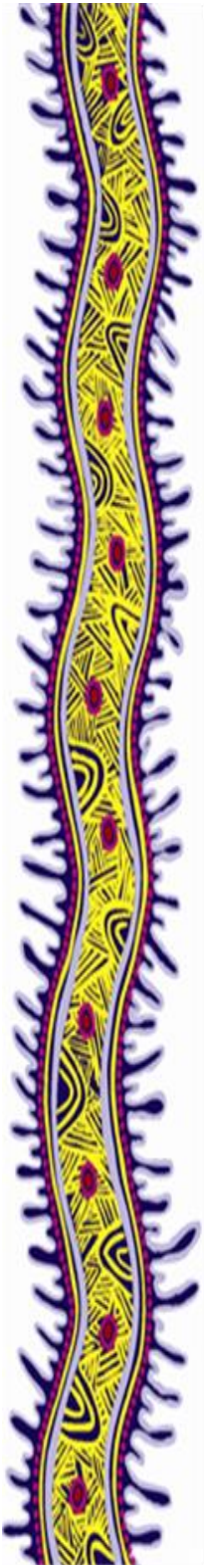
Source: OCHRE

- PI01 - Babies with birth weight recorded
- PI09 - Clients whose smoking status has been recorded
- PI16 - Adult clients with alcohol consumption recorded
- PI05 - Clients with Type II diabetes with HbA1c recorded
- PI23 - Clients with Type II diabetes with blood pressure less than or equal to 130/80mmHg



Birthweight recorded comparisons New Directions – Yerin is performing well against both National and State Data.

Source: OCHRE



Staffing

Table 2 and Figure 2 show the number of full-time equivalent staff per 1,000 clients for Yerin by Indigenous status. Both clinical (health professionals/workers) and non-clinical (general and other) positions are included.

For comparison, averages are also shown for organisations of a similar size (in terms of client numbers), remoteness area, state or territory and for all organisations nationally.

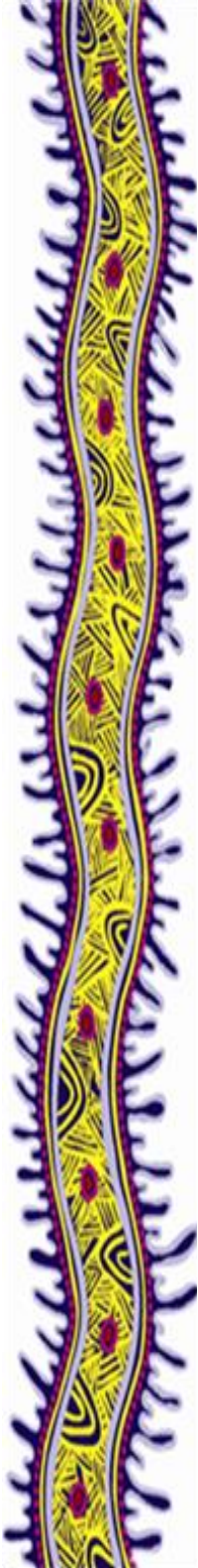
Table 2: FTE staff per 1,000 clients, by position type and Indigenous status, 2013–14

Position type	Your service	1,501-3,000 clients	Major cities	NSW & ACT	National
Health staff	26.8	11.0	13.3	9.2	10.8
Indigenous	12.8	5.5	6.3	5.3	5.3
Non-Indigenous	14.0	5.4	7.0	3.9	5.5
Other staff	14.6	6.3	8.8	5.2	6.9
Indigenous	12.2	4.0	4.3	3.7	3.9
Non-Indigenous	2.3	2.2	4.4	1.5	3.0
Total staff	41.4	17.3	22.1	14.4	17.7
Indigenous	25.1	9.6	10.6	9.0	9.2
Non-Indigenous	16.3	7.7	11.5	5.4	8.5

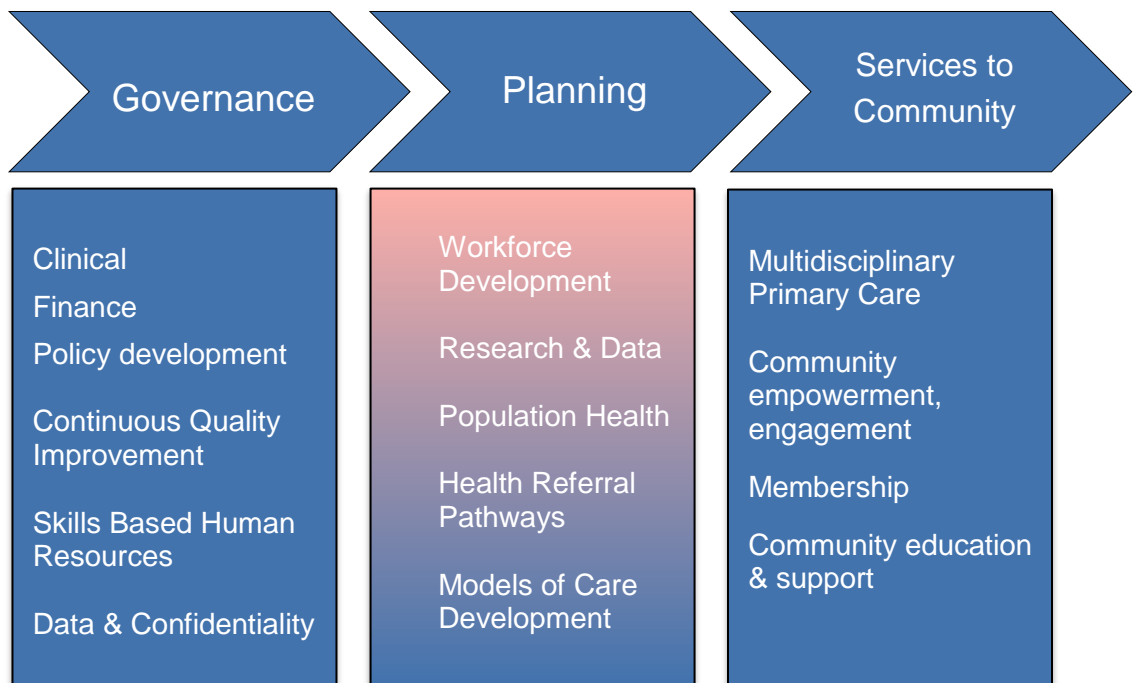
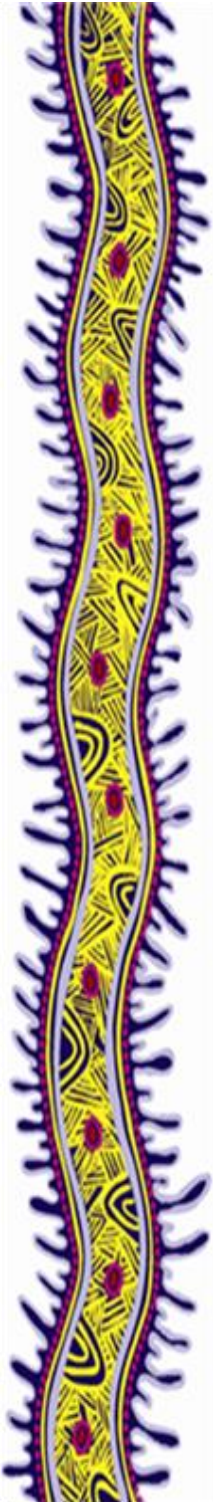
Source: OCHRE

Accreditation

Yerin Aboriginal Health Services Inc. is AGPAL accredited. Our belief is that accreditation is an integral part of good general practice. General practices that achieve **accreditation** meet a set of nationally recognised standards that focus on health care quality and patient safety. **Accreditation** is a voluntary process, however, we strongly believe that accreditation underpins Yerin's purpose and mission statement.

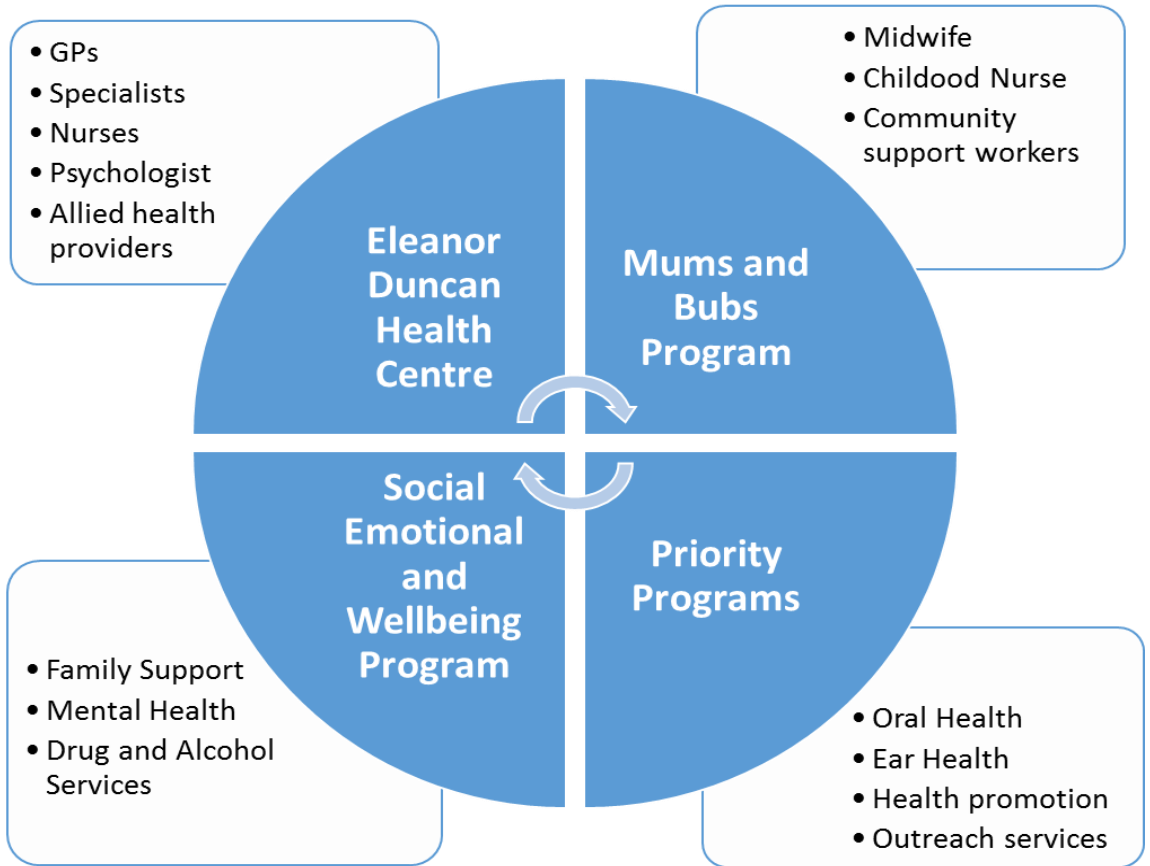
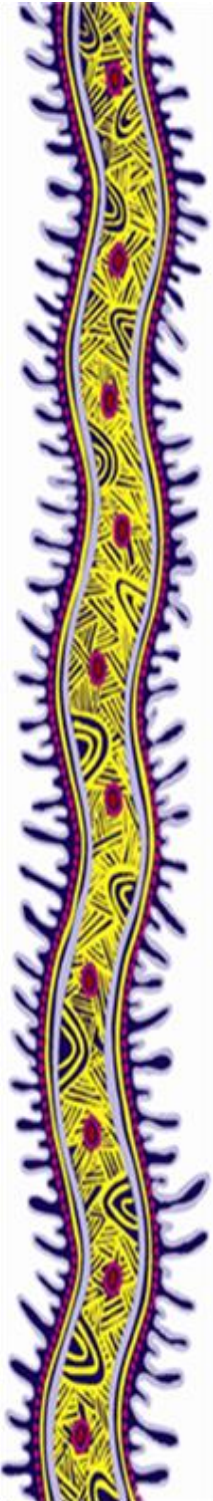


2015/16 priorities



Yerin aims to strengthen service combination across the organisation by focusing on working with teams to improve integration by being multidisciplinary rather than siloed into specific program areas. Our model of care will be developed to concentrate on the life stages of individuals and families. Yerin's priority is the integration of services and recognising that by identifying commonalities will enable us to improve service delivery.

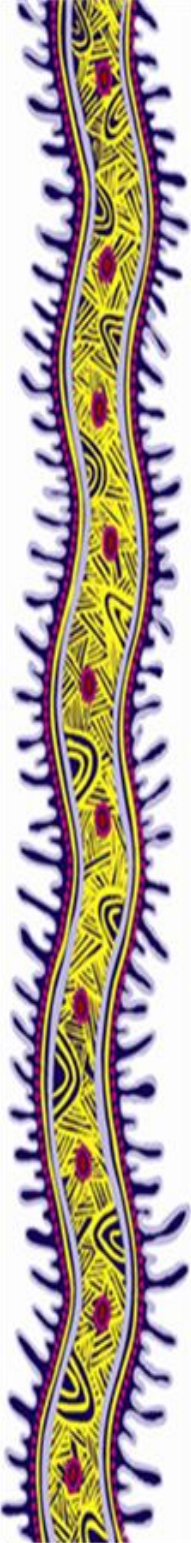
Yerin Services



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Ph: (02) 4351 1040

Dhangan Gudjangan Cottage
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Hours: Monday to Friday 9am-5pm
Ph: (02) 4351 0246

Independent Auditor's Report



See Attached Annexure 1.

Contact Information

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belinda.field@yeirn.org.au

Vickie Parry
Chairperson
Tel 02 43511040
vickie@yerin.org.au

Organisation Information

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Auspice of Eleanor Duncan Health Centre

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<https://www.linkedin.com/company/yerin-aboriginal-health-services>

