



YERIN

Eleanor Duncan
Aboriginal Health Centre

Celebrating 25 years

Of health, wellbeing & care





Annual Report

2019 – 2020

Contents



1	Acknowledgement of Country
2	Our Vision & Values
4	Eleanor Duncan
6	Celebrating 25 Years
8	CEO Message
10	Chairperson Message
12	Elder's Welcome
14	Organisational Chart
16	Serving Our Growing Community
20	Caring for our Community
22	Gudjagangs & Families
26	Youth
28	Elders
30	Our Whole Mob
34	Health Promotions
36	Partnerships
38	Training, Development & Supervision
40	Subcommittees & Meetings
41	Accreditation
42	Services Summary
44	Financial Performance & Position





Wyong River

Acknowledgement of Country

Yerin Eleanor Duncan 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 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 Vision

To be an esteemed Aboriginal Medical Service



Our Values



Integrity

Honesty & moral principles



Justice

Striving for equitable outcomes



Empowerment

Solving problems & sharing learnings



Cultural Ability

Creating safe environments



Accountability

Responsibility & transparency

Our namesake Eleanor Duncan



The remarkable Eleanor was an active community member and Registered Nurse on the Central Coast who provided important services to Aboriginal and Torres Strait Islander people.

Born on the land of the Gomeroi people in Moree in 1937, Eleanor studied nursing in Newcastle where she became one of the first Aboriginal Registered Nurses in New South Wales.

Passionate about healthcare and helping her local community, Eleanor moved to the Central Coast, where she worked for many years before sadly passing away at only 48.

As per our constitution, Yerin strives to ensure representation within our organisation from Eleanor Duncan's descendants. Currently, Stacy Parry, Eleanor's granddaughter and Vickie Parry, Eleanor's daughter are members of our Board.

Yerin Eleanor Duncan Aboriginal Health Services strive to work tirelessly to uphold Eleanor's legacy and provide essential services to our community.



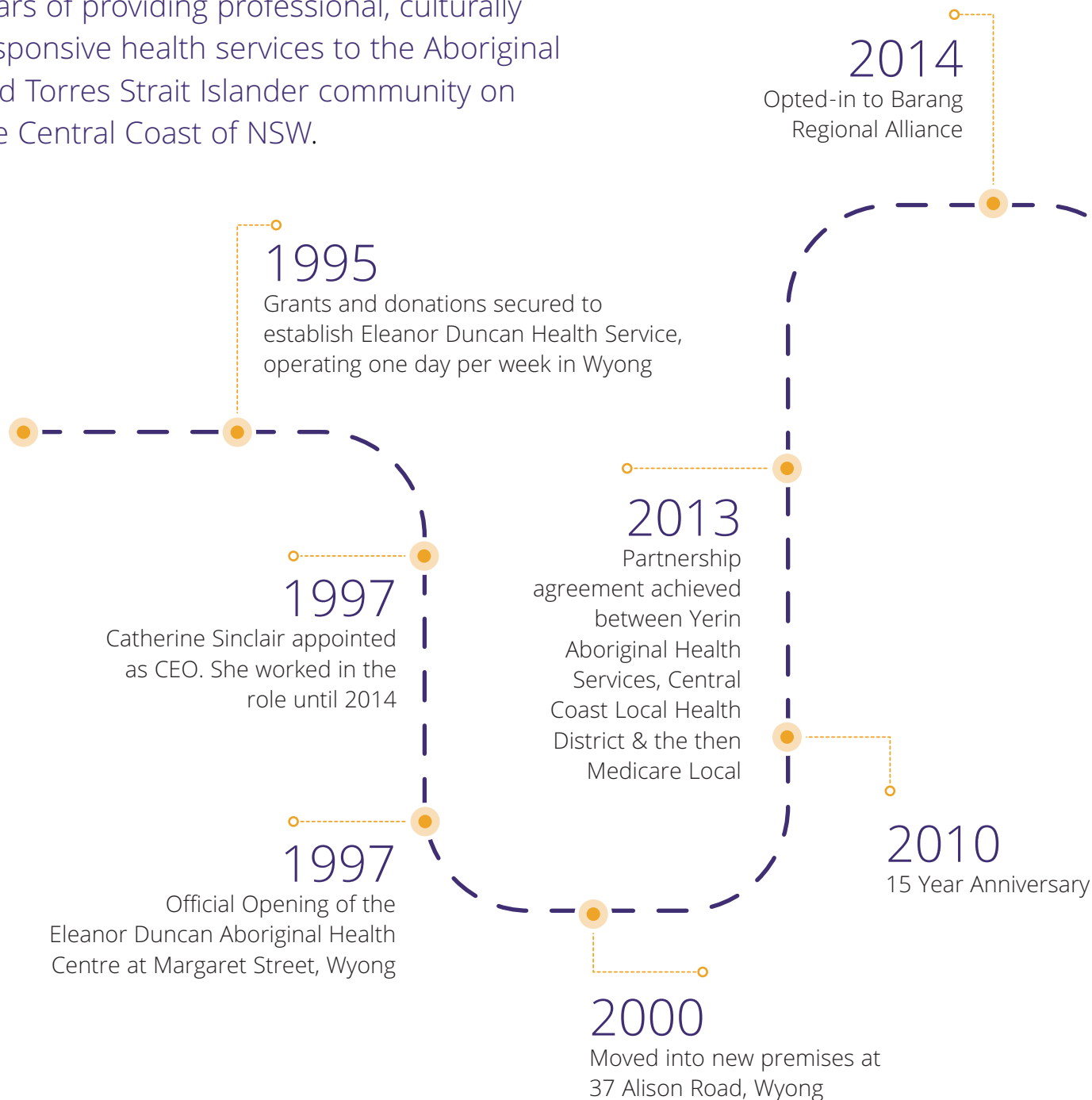
Vickie Parry – Eleanor's daughter.



Stacy Parry – Eleanor's granddaughter.

Celebrating 25 Years of health, wellbeing & care

2020 officially marks 25 years since the incorporation of Yerin Eleanor Duncan Aboriginal Health Services. That is 25 years of providing professional, culturally responsive health services to the Aboriginal and Torres Strait Islander community on the Central Coast of NSW.





A message from our CEO

Strengthening our future

As Chief Executive Officer, it is an honor to showcase the work and continued growth of Yerin Eleanor Duncan Aboriginal Health Services in 2019-2020, despite the ongoing impact of the COVID-19 pandemic.

This year, we celebrate 25 years of service delivery and I would like to extend my humble gratitude to the inaugural community, board members and staff that started our Aboriginal Medical Service in November 1995!

Living our values

Our members and community continue to engage, strengthen and guide Yerin Eleanor Duncan in the present and into the future. While we celebrate the achievements of our organisation, we know that we need to continue to work on being leaders in providing high-quality patient and family-centred health and wellbeing services to improve the health, economic, spiritual, social and emotional wellbeing for all Aboriginal people living on Darkinjung country.

Delivering safe, high-quality care and services to support our community to better health and wellbeing

In 2019–2020, Yerin Eleanor Duncan's health and wellbeing services continued to grow, as did the number of Aboriginal people accessing our integrated health, social, emotional and wellbeing services. With more than 5,000 clients, our staff continually responded to the challenges and sought new and innovative ways to improve patient and client experiences.

Services across all areas of our organisation continue to experience rising demand. There are many reasons for increased demand on our services, however, it cannot be ignored that the impact of colonisation and subsequent oppressive legislation continues to have significant impact on fair and equitable access to





culturally responsive services on the Central Coast.

Financial sustainability

Yerin Eleanor Duncan Aboriginal Health Services will be delivering services on budget for 2019-2020. The collective efforts of the Board, Executive and Senior Leaders have been instrumental in achieving this outcome. We have all worked hard to improve our financial sustainability, while continuing to provide safe, high-quality integrated care and wellbeing services. This result is particularly pleasing when considering the significant increase in demand on services across the organisation.

Acknowledgments

I would like to thank our partners from across the Aboriginal community, health and community services sector for supporting our work and engaging with us. Thank you to our colleagues at Barang Regional Alliance and the opt-in organisations, Darkinjung Local Aboriginal Land Council, NSW Aboriginal Affairs, Empowered Communities and Jawun for your enthusiastic collaboration over the year.

Fit for purpose spaces

A key pillar of our strategic plan is to invest in the future capital development of Yerin Eleanor Duncan to develop a diverse site to ensure our spaces are fit for purpose, now and in the future. We have commenced intensive work to ensure this strategic goal comes to realisation.

Robust data and evidence

We are continuing to invest in good data and research, and the technology to support it, so that our impact can be measured and rigorously

evaluated. Business intelligence will enable us to collect and analyse data, and report on our effort and outcomes. Yerin Eleanor Duncan is very excited about being a part of the inaugural Central Coast Aboriginal-Data Network, Nginyang Wayama. This is an Aboriginal led data network on the Central Coast to achieve regional data sovereignty, initiated by Barang Regional Alliance.

Looking forward

As we look back on all that we have achieved this year, we look forward to continuing to work with our staff, stakeholders and the broader Aboriginal community to continue our vision “to be an esteemed Aboriginal Health Service”.

Aboriginal health, social and emotional wellbeing is a challenging and complex environment. It provides outstanding opportunities to build a strong philosophy, and to innovate and work with, and for, our clients and patients to improve the health and wellbeing for our overall community.

These are just some of the many ways we have lived out our purpose in the past year. I am extraordinarily proud of the professionalism and passion of our 75 staff, and all those who share with us in this work. I would like to personally thank my Board and especially our Chair, Vickie Parry, for their leadership and unwavering support. I also thank my wonderful senior colleagues for their deep devotion and commitment to the great work we undertake together.

I hope as you read this report you will be thrilled, not just by the figures, but by the stories which make us who we are. This report is but the tip of the iceberg when it comes to telling the unique, ongoing and exciting journey which is Yerin Eleanor Duncan Aboriginal Health Services.

Belinda Field

Chief Executive Officer

A message from our Chairperson

Yamma Maliyaa

I would like to acknowledge that Yerin Eleanor Duncan Aboriginal Health Services work on the lands of the Darkinjung people. I pay my respect to these lands that provide for us. I acknowledge and pay respect to the ancestors that walked and managed these lands for generations before us. I acknowledge and recognise all Aboriginal people who have come from their own country and who now call Darkinjung their home. I acknowledge our Elders who are our knowledge holders, teachers and in so many ways, our heroes. I acknowledge our youth who are our hope for a brighter, stronger future and who will be our leaders. I acknowledge and pay respect to our members who have gone before us and recognise their great contribution to our people and this community living on Darkinjung Country.

I have the greatest honour to be the Chair and be part of what I see as the most rewarding and exciting Aboriginal organisation on the Central Coast. I also have the pleasure to present the Chairperson's report for the 2019-2020 annual report.

It's not just about what we have achieved throughout the years, but also what is currently making a genuine difference on the ground. Our Centre provides more than just health care, doctors and nurses - it provides a distinct place of connection for all our mobs. Somewhere where we can call in and ask for information, directions and even help. We will guide you towards who to speak to about anything and everything and I believe that makes all the difference.

There is so much that happens within one financial year and too much to list in one report, but hopefully I will cover what is important.

Yerin Eleanor Duncan Aboriginal Health Services is always growing, and this year was no exception. We are now working across six sites in the Wyong business area, all within walking distance of Eleanor Duncan Aboriginal Health Centre (EDAHC). Some of our services and

programs are funded through state government but complement the EDAHC and provide our community with much needed services delivered by Aboriginal and non-Aboriginal trained practitioners who live and are invested in our community.

As you read through this year's annual report you will understand the growth that is transpiring, not just for our service but for the benefit of the whole Aboriginal community.

We are one of the six opt in organisations with Barang Regional Alliance Aboriginal Affairs' Local Decision Making and Empowered Communities, working with government agencies for structural reform in service delivery and policy. It has not been an easy process, but we are optimistic our community will see the advantages and know that we are advocating and pushing the boundaries for change in our community.

2020 marked the 25 year anniversary of Yerin Eleanor Duncan Aboriginal Health Services for our community. That is absolutely astounding!

At this time I find it important to acknowledge the history of our organisation and our Aboriginal Elders who lobbied and fought for the first and only Aboriginal Medical Centre on the Central Coast of NSW Darkinjung Country. Without your hard work and commitment we wouldn't be here 25 years later.

The Board of Directors, CEO, Management Team and staff had planned several exciting activities to celebrate this amazing achievement. However, following the dreaded COVID-19 pandemic that landed in March, we could not take the chance of exposing our much-loved community to such a virus. The Board and Management Team made the decision to postpone our celebrations until it is safe and we can then gather in unity.

In November 2019 two new board members, Toni Carew and Stacy Parry were elected, and I would like to welcome them both to our Board. Toni is a proud Aboriginal woman who, now retired, has had a professional career

in administration and the health sector and was a previous member of staff at the EDAHC. Stacy Parry is a proud Gamilaraay woman who previously worked at Yerin Eleanor Duncan while finishing her teaching degree. They both bring expertise, knowledge and a great deal of professionalism to our Board. A huge thanks also to board members, Corinne Hodson and Jodi Shannon for their unwavering support and respect that truly makes all the difference.

I also want to take the opportunity to acknowledge the time, dedication, and commitment from our outgoing board member, Mr Michael Pittman. Over the years, Mick has kept the Board, Management Team and staff on their toes, always asking questions. He also shared a great deal of his wisdom and guidance while keeping us entertained in only a way he could.

I would like to acknowledge the outstanding work of our Chief Executive Officer, Belinda Field for her strong leadership, passion and commitment to the organisation and community. I am very grateful to have the opportunity to work alongside such an amazing woman who shares the same vision for our community.

A huge thank you goes to the Management Teams and staff for all your hard work and commitment to our community and Yerin Eleanor Duncan Health Services.

The last six months have been challenging. Adapting and managing the way we deliver services in a safe and practical way has seen us continue to grow.

As always, the safety of our patients and community is paramount. The future of the organisation looks good and as the Chair I'm excited to lead the direction moving forward!

Vickie Parry

Chairperson



A message from Aunty Madeline McGrady

Yaama and welcome, welcome, welcome to our beautiful Darkinyung Country.

I want to pay a special tribute to our Ancestors, Elders and community from the past, the present and the future.

I know times have been a little rough lately, especially trying to cope with COVID-19, but we as Elders are very strong, resilient and patient.

We are storytellers, the knowledge holders and I know we will come out the other side.

I personally want to say thank you for allowing me to live on Country. There is beautiful weather ahead of us and I wish all our Elders safety and health. Let us support one another – as in unity in the community.

Yours in the fight for equality.

M McGrady

Gomeroi





Organisational Chart

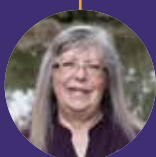


Darkinjung Aboriginal Community



Jodi Shannon
Board Director

A proud Wiradjuri woman, Jodi is qualified in design, leadership, management, community services and mentoring. Jodi is currently a Senior Project Officer – Local Decision Making Operations team at Aboriginal Affairs.



Toni Carew
Board Director

With experience at Doctor's Surgeries/Medical Centres, Darkinjung LALC, Centrelink and Disability Support plus qualifications in medical terminology, health service co-ordination, and practice management, Toni brings a wealth of experience and passion.



Corinne Hodson
Board Director

Proud Wiradjuri/Ngannawal woman, Corinne has broad experience working with youth, domestic and family violence, women's services, child protection and disability services. Corinne currently works for Barang Regional Alliance as Community Engagement Manager.



Breannon Field
PSP Manager



Darren Fitzgibbon
Management Accountant



Paul Hussein
Business Manager



Vicki Field
Operations Manager

Allison Trindall
Administration Officer

Alex Christian
PSP Team Leader

Jasmine Ingram PT
Emma Stevens
Crystal Bell
PSP Case Worker

Jennifer Smith
Administration/CQI

Kirra Osborne
Family Time Support

Natalie Daniels
PT Therapeutic
Coordinator

Jamie Wheeler
Family Pres Team

Angela Anderson
Steve Morris
Kylie Mitchell
FP Case Worker

Pam Simon
Yadhaba Team Leader

Taslene Jopp
Brett Field
Luke Grant
Tanya Cannings
Wellbeing Worker

Nancy Wozheli RN
Triage & Assessment
Worker

Josh Carew
Lyiona Spiteri
Buridjga Youth Worker

Ryan Field
Suicide Prevention
Officer

Positions Vacant
Suicide Prevention
Officer

Frances Ralph
DG Team Leader

Joanne Gilmour
Family Health Worker

Jindara McGee
Early Education Worker

Sally-Anne Brown RN
Midwife

Nicole Woods RN
Early Childhood Nurse

Phillip Ward
FT Psychologist

Teck Wai Mah
PT Psychologist

Tamikah Ashbrook
Senior Admin and Data

Carisa Cook RN
ITC Clinic Lead

Rikki Smith RN
Care Coordinator ITC

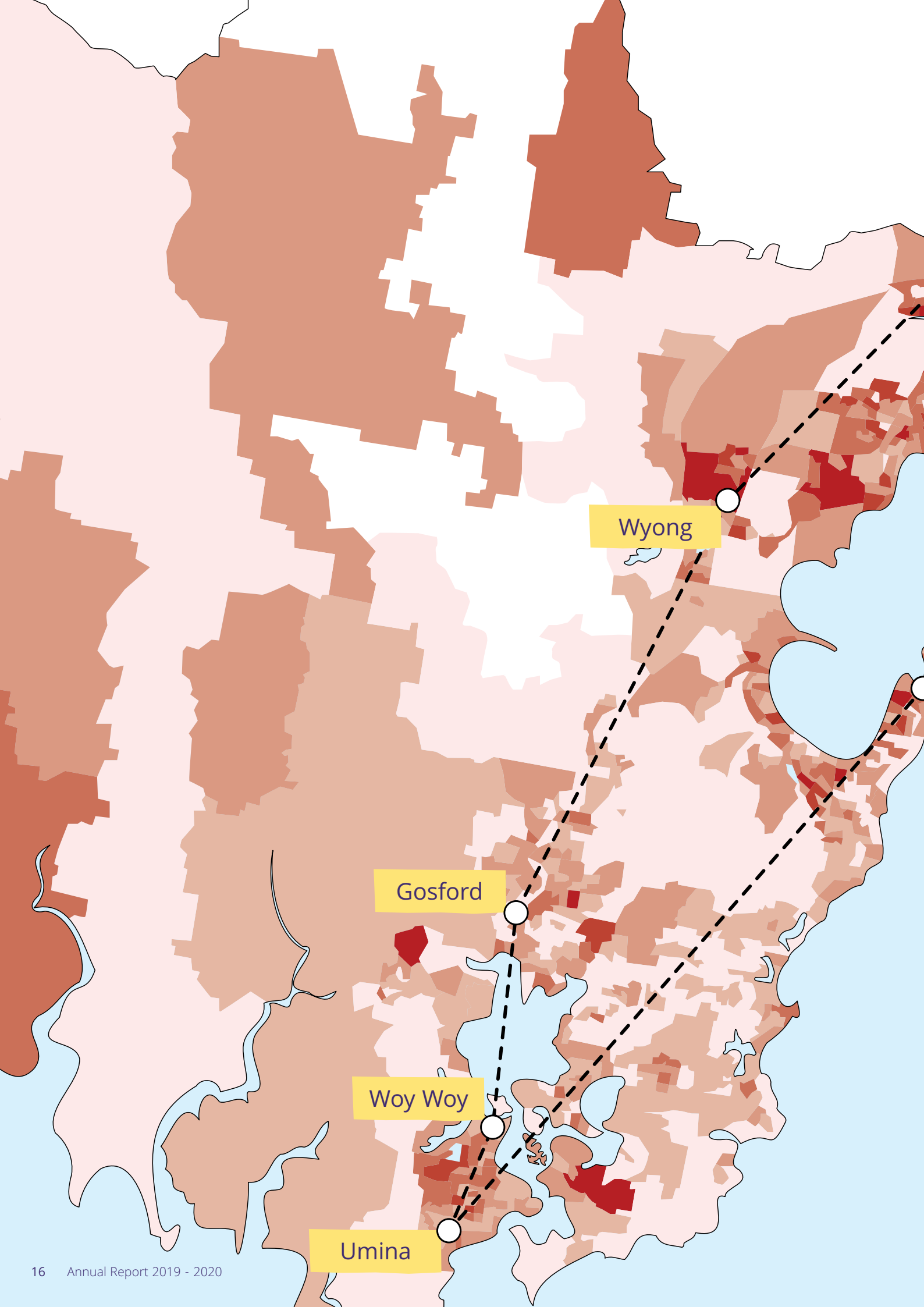
Cassie Wheeler
Aboriginal ITC Outreach

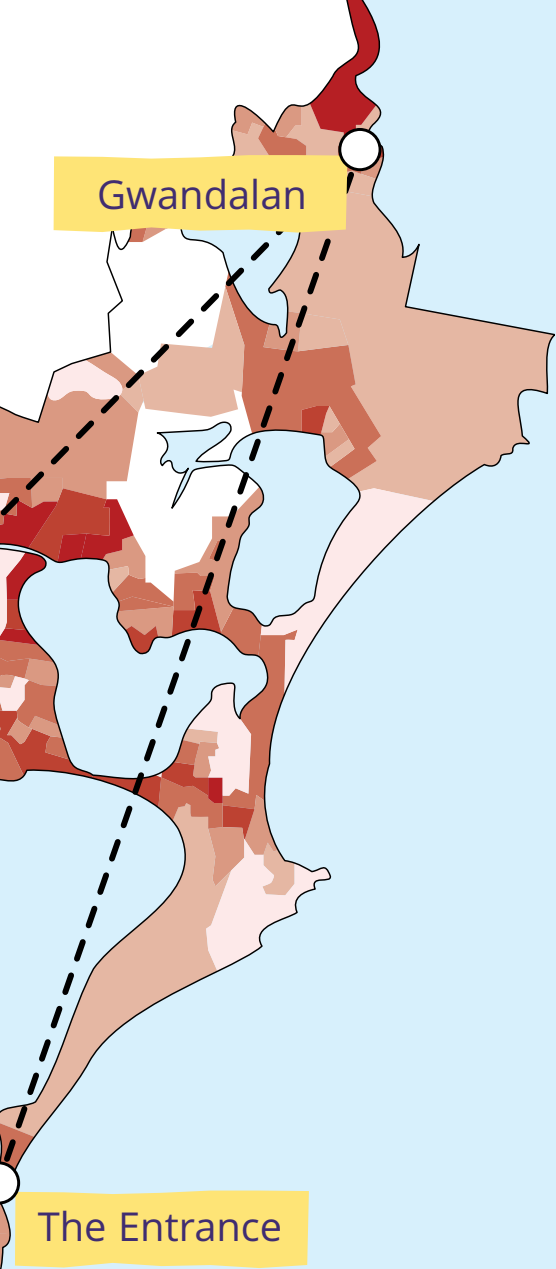
Doreen Smith AHP
ITC Outreach Worker

Moir Fraser
Aboriginal Outreach

Allan Beale
Health Promotions
Coordinator

Dean Murray
Health Promotions





Gwandalan

The Entrance

Our Community



Fastest growing

Aboriginal population in Australia.

According to 2016 Census data there are **12,485** Aboriginal people living on the Central Coast.



40% increase

from the 2011 census.

However, due to under-reporting and growth, we estimate there are

15,500 Aboriginal people living on the Central Coast.



55% are youth aged 24 years and under.

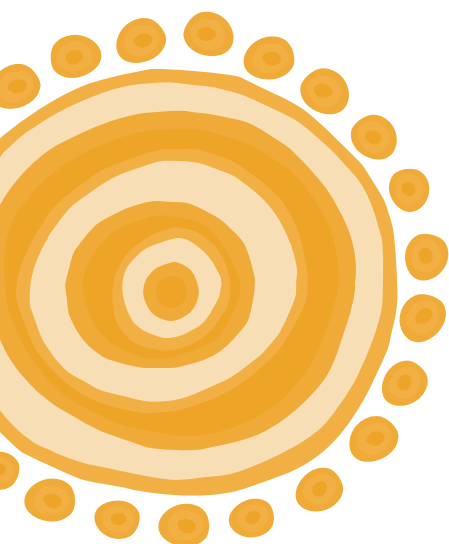
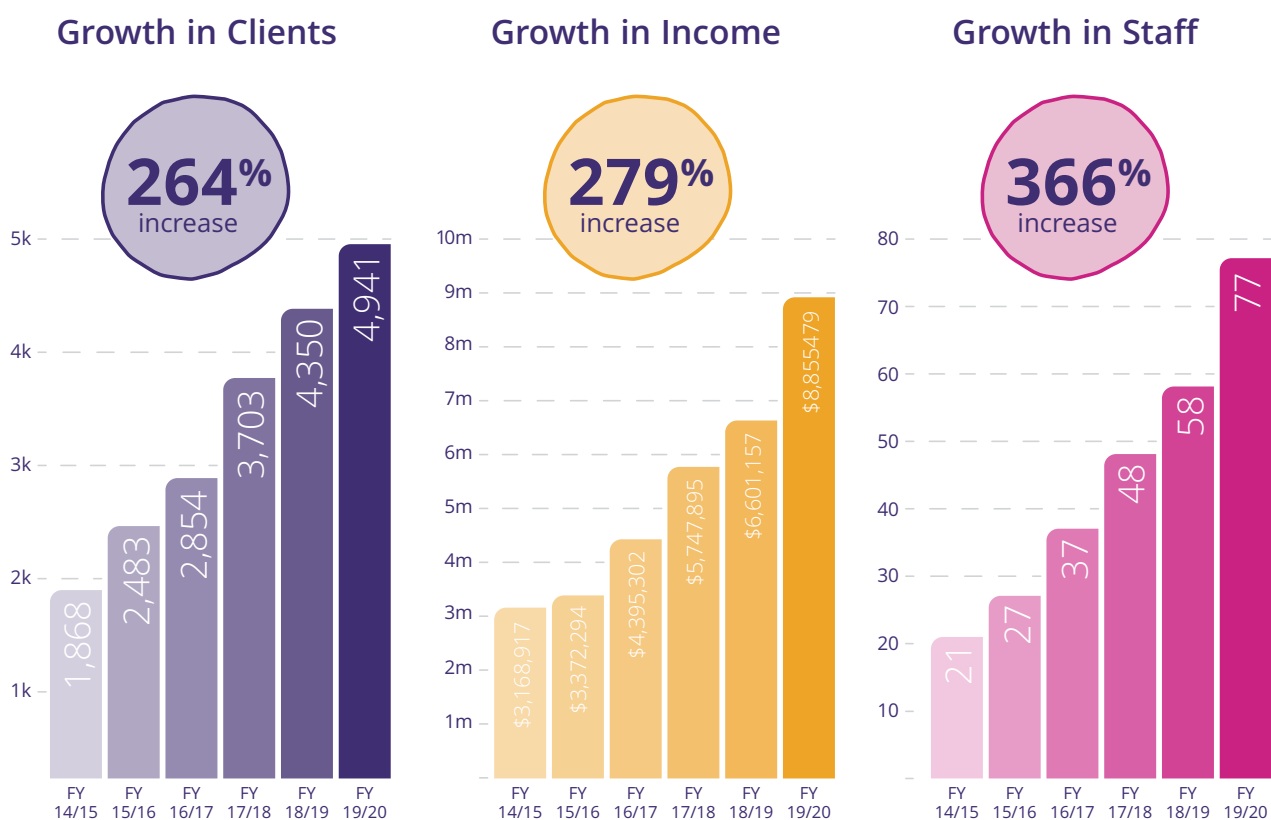
Key

Percentage of total persons

- 0%
- 0.8% - 3.1%
- 3.2% - 5.2%
- 5.3% - 8.1%
- 8.2% - 15.6%
- 15.7% - 32.7%

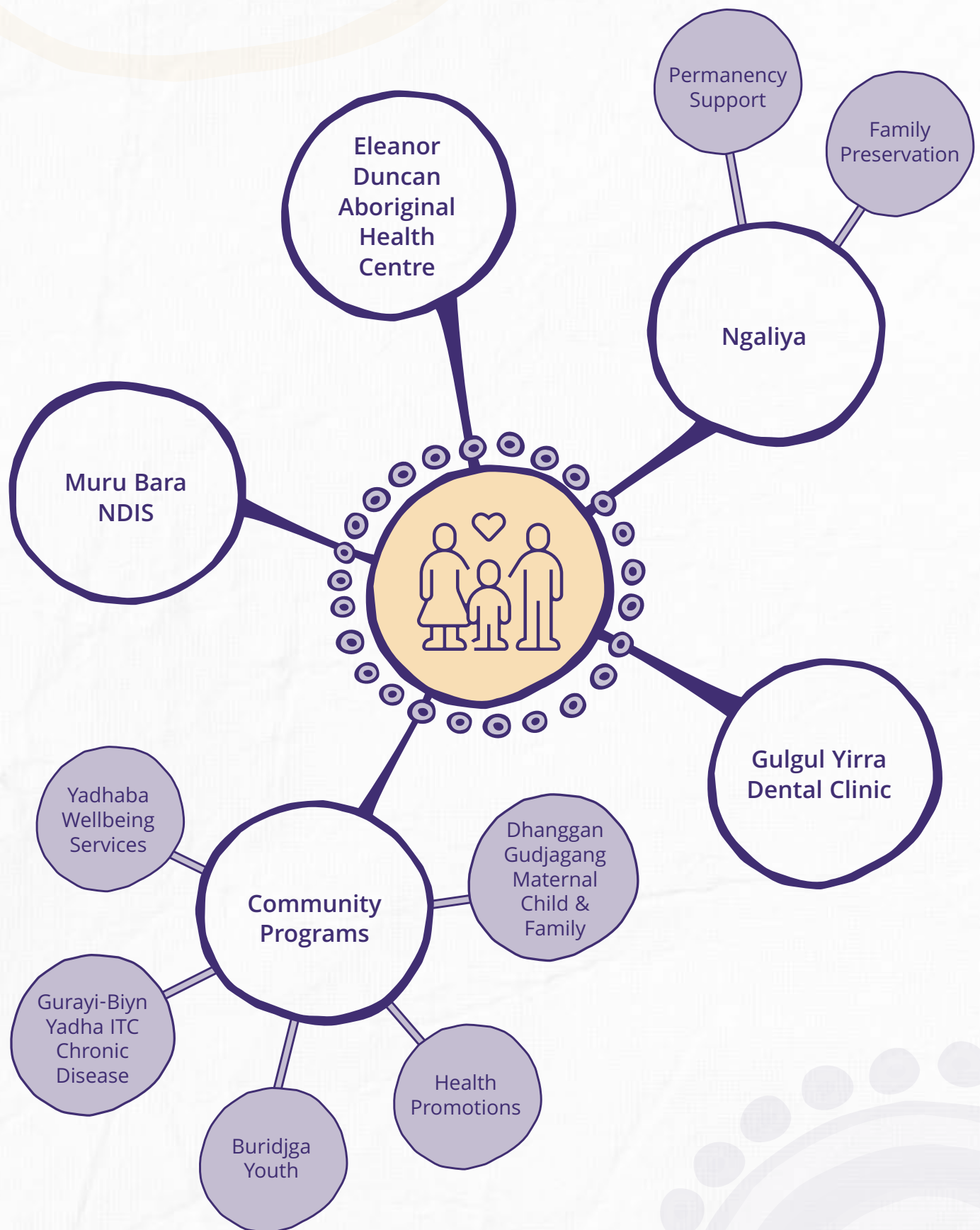
Serving our Growing Community

Yerin Eleanor Duncan has undergone enormous growth in the past five years to meet the increasing needs of our community.



When someone comes to Yerin, we work with them to address their physical, spiritual, emotional, social, economic and cultural needs. To do this, we offer a variety of health services and community programs. Our health services treat the physical wellbeing of our clients, while our community programs support clients to access primary care and empower them to live happy and healthy lives.

Our Services

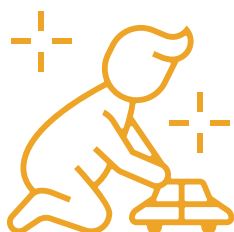


Caring for our Community

Our health needs change over time, depending on age and circumstance. Yerin Eleanor Duncan offers over 30 programs to support the physical, mental and social health of our community through the different stages of life.

Gudjagangs & Families

 page 22



Youth

 page 26



We work to make sure our kids get the best start in life and that they are with happy, healthy families. We seek to keep families together and preserve our culture.

Dhangan Gudjagang

Giving mums and bubs the best start in life

Family Preservation

Keeping families safely together

Ngaliya Permanency Support Program

Supporting children in Statutory Care

Yadhaba Wellbeing

Psychosocial group therapy for emotional & cultural support

Yerin works to support high-risk, vulnerable young people in our community through the provision of AOD and Mental Health programs to engage, encourage and inspire.

Buridjga 'Get Up' Youth Program

Ongoing support to high-risk, vulnerable young people aged 12 - 24 years

Family Preservation

Keeping families safely together

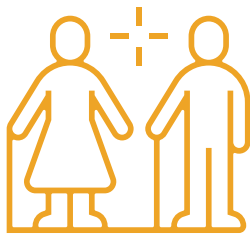
Ngaliya Permanency Support Program

Supporting children, young people and their carers



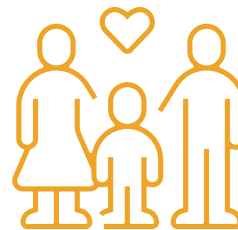
Elders

 page 28



Our whole mob

 page 30



As we age, our health needs change over time. Yerin supports the wholistic health of our Elders through a variety of programs and services.

Yadhaba Wellbeing

Physical, emotional & cultural support
Guri Gambu Men's Group
Gulgul-ba Women's Group

Aboriginal Health Centre

Flu Clinics
715 Health Checks
Home visiting

COVID-19 Support

Phone check-ins
Wellbeing Packs

Delivering culturally responsive, integrated primary health care services to support the social, emotional, physical and cultural needs of our whole mob.

Yerin Eleanor Duncan Aboriginal Health Centre

Wholistic, culturally appropriate healthcare

Gulgul Yirra Dental Clinic

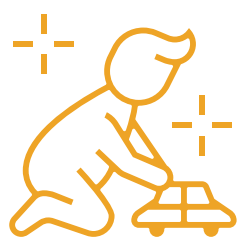
Welcoming, accessible dental health care for our community

Muru Bara Ability Services

Culturally responsive disability support under the NDIS

Integrated Team Care

Assistance with chronic disease health issues



Caring for our Gudjagangs & Families

Aboriginal children and young people continue to be overrepresented in the care system and sadly, the number of Aboriginal children entering care continues to rise.

On the NSW Central Coast, we have approximately 500+ Aboriginal children and young people in statutory out of home care.

Yerin Eleanor Duncan works to support gudjagangs and families. Our Ngaliya Permanency Support team provides kinship and non-related carers with case management and support, while our Family Preservation team works to keep Aboriginal families safely at home and increase the number of kinship carers in our community when children need to be placed in care.



10 families
24 children/youth
supported

Ngaliya Permanency Support

Supporting kinship and non-related carers
with case management



9 team
members

Services provided:

- Support for kinship carers, children and extended family
 - Therapeutic support and education
- Counselling for children • Family counselling
- Parenting skills • Carer education and training
 - In-home support and respite services
- Identity and connection to Country and family

Ngaliya Family Preservation Team

Keeping Aboriginal families safely together



4 team
members

Services provided:

- Wrap around supports • In-house supports
- Parenting routines and practical life skills
 - Increasing child safety
- Advocacy • Family group and counselling

Dhangan Gudjagang

Giving our kids the best start in life



Immunisations



Speech therapy
visits



Child psychology
visits



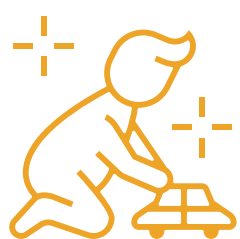
Paediatric visits



Antenatal
patients

Services provided:

- Culturally responsive pregnancy and postnatal care • Antenatal, Mum's & Bub's and Parent's Groups
- Pregnancy support • Advice on women's business • Breastfeeding support
- Post-birth care for mum and bub • Advice on child development • Ongoing health support



Caring for our Gudjagangs & Families

Other services supporting Gudjagangs & Families

- Yerin Eleanor Duncan Aboriginal Health Centre
- Gulgul Yirra Dental Clinic
- Muru Bara Ability Services
- Yadhaba Health & Wellbeing



“ Hear from a Carer

We are not just carers to one placement. We are a family who feel so thankful to be able to care for this one small (but mighty!) boy.

We acknowledge his birth family as they are his family, and through him, ours to care for too. It is refreshing to work together with an organisation and individuals who are so invested in centering their focus on the child and supporting families like ours to meet the unique needs of the child in care.

You have facilitated medical appointments, occupational therapy, screening, psychology assessments, speech therapy, and have provided us with tools to meet specific physical needs.

You have always shown us that you are happy to consider providing whatever we have needed to support his placement in our home and in school.

On a less technical but still greatly appreciated level, during the COVID-19 shut down we had calls, care packages, activities for our child - even Duplo, which is his favourite.

We love our child. And we are thankful to work together with someone who represents an organisation that values our role in this partnership.

So, thank you Josh and thank you Yerin for showing us as non-Aboriginal carers, a partnership and pathway forward that honours our child, his culture, his birth family, and our family as a whole.

We are all in this together.

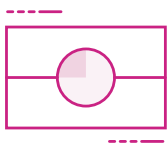
Michelle (and Steve)

”



Caring for our Youth

A unique feature of the Central Coast's Aboriginal population is youth. Whereas the general Australian population is ageing, 56 percent of Aboriginal and Torres Strait Islanders living on the Central Coast are under 24 years old and facing the following challenges.



One quarter

of Aboriginal youth under 19 years of age are not in vocational training or education



1 in 12

Aboriginal youth are in out of home care



1 in 8

Aboriginal youth are at risk of harm



Buridjga Youth AOD & Mental Health

Supporting high-risk, vulnerable young people



Young people
& families
supported



Youth group
participants



Young people linked
to employment
services



Young people linked
to counselling
services



Team members

Services provided:

- Youth Group
- Tidda Time
- Dream Builders
- Youth Yarning Circle
- One-on-one case management
- Harm reduction
- Motivational interviewing
- Counselling
- Cultural support for youth accessing external services
- After hours contact if required
- Face-to-face home visits and family support
- Weekly and fortnightly check-ins
- Youth Justice (Court Support)
- 715 Health checks

Partnerships & Connections:

- Central Coast Local Health District
- Juvenile Justice
- Gudjagang Ngara Li-dhi
- Wyong Neighbourhood Centre
- Phoenix Youth Services
- Bara Barang Aboriginal Corporation
- PCYC Umina Beach
- Bungree Education Gaps Program
- MINGALETTA Aboriginal & Torres Strait Islander Corporation
- RYSS





Uncle John Ingram



Caring for our Elders

Supporting Elders and older people in our community has been a strong focus this year, especially during the COVID-19 pandemic.

COVID-19 is a dangerous virus for everyone, but it is especially dangerous for the elderly and people with existing health conditions such as issues with the heart, lungs or kidneys, as well as conditions like diabetes.

During these times of isolation, lock down and physical distance, Yerin Eleanor Duncan has been providing support to our Elders through:



Regular phone
check-ins



Delivery of
wellbeing packs



Flu Clinics



Guri Gambu
Men's Group



Gulgul-ba
Women's Group



“ Hear from an Elder

My Name is Vivian Cain and I am an elderly Aboriginal women who has lived on Darkinjung country for the past 30 years.

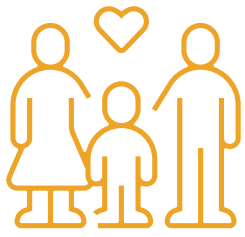
In this time I have worked and been a client of Yerin Eleanor Duncan and have watched the service grow to the capacity it is today servicing our Aboriginal people on the Central Coast.

In this time a lot of work has been put in to gaining the much needed Aboriginal Dental Service which is now up and running, managed by Kylie Nichols and her dental team.

In writing this, I personally would like to say that I have always found the unit to be friendly and culturally presented at all times and to congratulate all staff involved in servicing our community.

Vivian Cain

”



Caring for our Whole Mob

Yerin Eleanor Duncan Aboriginal Health Centre



1,773 clients supported



654
715 health checks



9,687 services delivered

COVID-19 Response



Established a 'COVID Clinic Room'



Moved straight to Telehealth



Formed a Pandemic Response Team for the region

We secured for our staff and community:



80 litres of hand sanitiser



12,000 masks



300 gowns

Through the implementation of Telehealth we were able to:



Reduce barriers to reaching community members



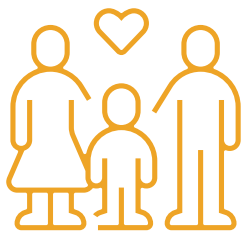
Increase 715 health checks



Improve clinician productivity and work morale







Caring for our Whole Mob



Gulgul Yirra Dental Clinic

 **1,942** clients supported

 **2,443** services delivered

 **15,339** treatments

 now open **5 days** per week

Services offered

- ✓ Root Canal Therapy (Anterior teeth only)
- ✓ Restorations
- ✓ Dentures made internally
- ✓ All preventive treatment
- ✓ Dental radiographs
- ✓ Oral Health Education
- ✓ Extractions
- ✓ Referral pathway to Oral Surgeons
- ✓ Crowns (limited service based on patient's exigency)
- ✓ Full comprehensive examinations
- ✓ Hygiene
- ✓ Mouthguards made on site

Muru Bara Ability Services NDIS

 **65** clients currently receiving support

 **61** clients in process of gaining access

Services offered

- ✓ Transport
- ✓ Therapeutic support
- ✓ Innovative community participation
- ✓ Coordination of support

Health Promotions



Although it has been an eventful year due to COVID-19, we maintained our ability to promote Yerin Eleanor Duncan Aboriginal Health Services, which is critical to ensuring our community is empowered to take care of their own health and wellbeing.

Success Stories

- ✓ Worked in collaboration with Darkinjung LALC to ensure members and community had food security during critical COVID-19 lockdown period.
- ✓ Delivering much-needed care packs and food relief to our community during COVID-19, including the elderly and vulnerable.
- ✓ Establishing a partnership with OzHarvest to provide 50 food hampers to community weekly.
- ✓ Changing the lifestyles of families via the GO4FUN program, encouraging healthy eating and activity within family units.



Ongoing Programs

- ✓ Guri Gambu Men's Group Monthly Meetings
- ✓ Gulgul-ba Women's Group Monthly Meetings
- ✓ Cancer Support Program Meeting



July 2019

- NAIDOC Week Events:
 - Wyong Hospital
 - Gosford Hospital
 - Frank Baxter Juvenile Justice Centre
 - Wyong Council
 - Community Event, Gosford Racecourse
 - Family Funday, Baker Park & The Glen
 - Mingaletta
 - Kikupa Touch, Woongarra
 - Kariong Correctional Centre

August 2019

- Yerin Eleanor Duncan Aboriginal Health Services Dental Launch
- South Cares events at Woongarra Public, Chertsey Primary, Darkinjung Barker, Wyong Public, Budgewoi Public, Kanwal Public Schools
- National Aboriginal and Torres Strait Islander Children's Day
- Local Advisory Group Meeting, Gorokan Public School
- NACCHO Men's Conference, Melbourne
- Combined Principal's Network Meeting





September 2019

- Presentation to Aboriginal Home Care (Australian Unity), Williamstown
- Information Day for students at Brisbane Water Secondary College, Woy Woy
- Community Services Information Session
- Strong Aboriginal Men, Old Wyong Public School
- Innovations in Cancer Treatment and Care Conference, Sydney
- Presentation to Connecting with Aboriginal Communities, Wamberal

October 2019

- Who is in your Neighbourhood, Lake Haven Recreational Centre
- Strong Body, Strong Mind, Engaging Dad's Conference, Sydney Airport
- Pink Up Central Coast Party
- Oceania Tobacco Control Conference, Sydney
- Connecting with local Aboriginal Services and Organisations, Wyong Race Club
- Community Cancer Champions for Cancer Council, Mingara Recreation Club
- Smoking Cessation meeting

November 2019

- Strong Aboriginal Men Workshop, Old Public School, Wyong
- Breast Cancer Fundraiser Afternoon Tea, Melbourne Cup
- Presentation to San Remo Neighbourhood Centre
- PACC Meeting, Wyong
- Presentation to Ability Options, The Entrance
- The Glen Thank You Event, Chittaway Point
- Reducing the Harms from Alcohol Project, Community Room
- Presentation at Northlakes High School Awards Night



December 2019

- Transition to School, GNL, Wyong
- Presentation to Koori Families, Killarney Vale Public School
- Presentation to Koori Families, Mannering Park
- Yerin's Community Christmas Party, Palmdale

February 2020

- Wear Red Day Morning Tea, Wyong
- Buridjga Launch, NDIS Building, Wyong
- 2020 Rainbow Inclusion Network, Gosford

March 2020

- PACC Meeting, PCYC Umina
- International Women's Day Morning Tea, Wyong
- Love Lane Festival, Wyong

April, May, June 2020

- Commenced adapted COVID-19 services including:
 - Distribution of care packs and food hampers to community during COVID-19
 - Telehealth wellbeing checks
- Launched food relief partnership with Oz Harvest

Partnerships

Yerin is proud to partner with the following Aboriginal and non-Aboriginal community service organisations. Enthusiastic collaborations such as these allow us to come together, share resources and knowledge for the betterment of our community.

Our Community

First and foremost, we work in partnership with our community to provide services that meet our mob's real and diverse health needs.

Key Strategic Partners

Jawun

Facilitating corporate, government and philanthropic organisations coming together to increase the capacity of Aboriginal organisations.

Empowered Communities

Indigenous leaders from across Australia working with government and corporate to reform Indigenous policies and programs.

Barang Regional Alliance

Yerin is proud to be an opt-in organisation of Barang Regional Alliance.

NSW Aboriginal Affairs

Working together to promote social, economic and cultural wellbeing.

Collaborative Service Delivery Partners

CCLHD (Nunyarra Aboriginal Health Service, mental health and AOD)

Hunter New England Central Coast

Primary Health Care Network

Key Community Partners

OzHarvest

Wesley Gambling

Coast Shelter

The Glen Rehabilitation Centre

Dooralong Lodge

Central Coast Community Legal Centre

EpiCentre San Remo Neighbourhood Centre

Wyong Neighbourhood Centre

Warruwi – NSW Aboriginal Safe Gambling Services

Kamira

Gudjagang Ngara li-dhi

Bara Barang

Mingaletta



Jawun Secondees

Jawun brings corporate, government and Indigenous leaders together to share their skills and knowledge. This creates real change in the lives of Indigenous people by supporting Indigenous communities and organisations.

During 2019-2020, Yerin Eleanor Duncan was thrilled to host three Jawun secondees who assisted in the areas of Residential Disability Services and Staff Professional Development Planning.



Stuart
Gillan

From: APS – National Disability Insurance Agency

Focus: Disability Services – Residential Care Delivery Model

Currently working as an Assistant Director for the NDIS and with experience in State and Federal Government and the private sector, Stuart has a strong service orientation for delivery for customers, clients and participants. As a leader he is adept at building relationships and helping people reach their full potential.



Matt
Serhan

From: Westpac

Focus: Disability Services - Residential Care Delivery Model

A Director in the Consumer Division, Matt has worked at Westpac for over 13 years in a variety of roles focused on continuous improvement and strategic delivery. In these roles Matt has developed a passion for challenging the norm to deliver better solutions to customers and people.



Allison
Rickett

From: Westpac

Focus: Staff Professional Development Planning

With previous experience at the Fair Work Ombudsman, Allison currently works as an Employment Lawyer at Westpac. She enjoys the dynamic and challenging nature of working in employee relations.

Training & Professional Development



- Go4fun Facilitators Training
- Provide First Aid
- Identify and Respond to Children and Young People at Risk of Harm
- Develop, Facilitate, and Review all Aspects of Case Management
- Work Effectively in Trauma Informed Care
- Using a Strengths-Based Approach in Case Management
- Certificate IV in Aboriginal and or Torres Strait Islander Primary Health Care
- Certificate IV in Aboriginal Family Wellbeing and Violence Prevention Work
- Graduate Certificate of Diabetes Education
- Infection Control Training – COVID-19
- Certificate IV in Dental Assisting
- Diploma of Leadership and Management
- Aboriginal Children and the Effects of Intergenerational Trauma
- Fire Warden Training
- Child Safe eLearning
- Hand Hygiene – Work Safe-and-Clean
- NDIS Management and Reporting Incidents
- Reportable Conduct Training – NSW Ombudsman
- Safe Home Visiting
- Case Note and Document Report Writing
- Alcohol & Other Drugs - Impact on Parenting
- Parenting Styles
- Mental Health First Aid
- Governance: Board & Management
- Financial Literacy
- Work Health & Safety Training



Yerin Supervision

Yerin works closely with Yamurrah Services, a locally owned and operated Aboriginal service that provides:

- Counselling
- Clinical and cultural supervision
- Project management
- Research and evaluation

We primarily engage Yamurrah for cultural and clinical supervision and counselling for all staff, both Aboriginal and non-Aboriginal. This is to ensure we are providing a safe place for staff to maintain cultural accountability and development.



Our Supervision Program has been created through collaboration between Yamurrah team members and Yerin staff to ensure the program is underpinned by trust and cultural safety.

www.yamurrah.com



Sub-Committees & Meetings

In the 2019-2020 financial year, Yerin Eleanor Duncan Aboriginal Health Services maintained three existing sub-committees 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. Sub-Committee Meetings are held bi-monthly, however, due to COVID-19 some meetings took place via Zoom and some were deferred.

Health Care Quality Sub-Committee

Chair: Vickie Parry

This committee assists 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 Sub-Committee

Chair: Corinne Hodson

This committee assists Yerin in understanding and managing its organisational risks and assists 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

Chair: Jodi Shannon

The Community Empowerment Steering Committee oversees the prioritisation of the recommendations from the Yerin Eleanor Duncan Aboriginal Health Community Empowerment Strategy and its implementation.

The following internal meetings took place on a monthly basis:

- Staff Meeting
- Management Meeting
- WHS Committee
- Clinical Meetings
- Programs Meetings
- Cultural Supervision for all staff (bi-monthly)
- Men's Group (restrictions applied due to COVID-19)
- Women's Group (restrictions applied due to COVID-19)
- Yadhaba Wellbeing Group



Accreditation

Gulgul Yirra Dental Clinic

Australian Dental Association Accredited Dental Practice

Eleanor Duncan Aboriginal Health Centre

AGPAL
Australian General Practice Accreditation Limited

Muru Bara Ability Services

Fully accredited program under the NDIS.
Quality and Safeguards Commission.

Future accreditation applications:

- Supported Independent Living Accommodation Provider
- Children's Respite Service - OGG's, Voluntary, Out of Home Care Standards

Ngaliya Permanency Support & Family Preservation

Ngaliya PSP has maintained provisional accreditation under the Office of the Children's Guardian.

Central Coast Aboriginal Pandemic Plan

In response to COVID-19, Yerin Eleanor Duncan was instrumental in publishing the Central Coast Aboriginal Pandemic Plan. As Australia's first Aboriginal pandemic plan, the document has been distributed for adaptation and use in other communities throughout Australia.

Yerin Eleanor Duncan Service Summary

● EDAHC

- General Practitioners (doctors)
- Aboriginal Health Workers
- Primary Health Care Nurses
- Podiatry
- Dietetics
- Diabetes Education
- Optometry
- Speech Therapy
- Physiotherapy
- Pathology (Douglass Hanly Moir)
- Endocrinology
- Paediatric Care
- Psychiatry
- Psychology
- Treatment of acute illnesses
- Management of chronic conditions
- Social and emotional intervention and referrals
- Quitting smoking
- Visiting Specialists (AOD)

● Yadhaba

- Smoking cessation
- Drug and alcohol therapy intervention
- Mental health
- Support navigating mainstream health system
- YadhabaFit exercise & Wellness Program
- Women's and Men's groups
- Yadhaba Wellbeing Group
- Dialectal Behaviour Therapy Group
- Specialist counselling: AOD, mental health and psychiatry

● Gurayi-Biyn Yadha ITC

- Health care plans
- Co-ordination of appointments
- Transport
- Home visits to assist with care coordination
- Assistance with prescriptions & medications
- Support at medical and specialist appointments
- Advocacy services for access to culturally appropriate services
- Support pharmacists to undertake home medication reviews
- Supplementary services; medical aids

● Dhanggan Gudjagang

- Pre- and post-pregnancy support
- Advice on women's business
- Contraception education
- Breastfeeding & feeding support
- Post-birth care for mum and bub
- Advice on early childhood & childhood development
- Support navigating mainstream health system
- Support navigating local Aboriginal early childhood services
- Psychosocial group therapy

● Gulgul Yirra Dental Clinic

Root Canal Therapy
(Anterior teeth only)

Extractions

Restorations

Referral pathway
to Oral Surgeons
(external voucher)

Dentures made
internally (external
voucher)

Crowns (limited
service based on
patient's exigency)

Preventive
treatments

Comprehensive
examinations

Dental radiographs

Hygiene

Oral health
education

Mouthguards made
on site

● Ngaliya

PSP

Support, advice &
training for kinship
& non-related
carers

Therapeutic
interventions

Behaviour
management
support

Children, family &
group counselling

Family Preservation

Parenting skills

In-home & respite
support

Advocacy & referral
to therapy services

Wrap around
supports

Increasing child
safety

● Muru Bara NDIS

Support and
information to
access the NDIS

Support
coordination of
your NDIS plan

Links to culturally
responsive services

Therapeutic
supports

Cultural advocacy

Community
participation

Assistance with
travel/transport

Options for
therapists or
disability supports

● Buridjga Youth AOD

Youth groups/
Juvenile Justice
diversion

Providing advocacy
with school,
vocational &
career options

Harm reduction
and motivational
interviewing

Support navigating
mainstream
mental health &
AOD services



Our Financial Performance and Position

Income during the 2019-2020 financial year was \$8.89 million which was mainly derived from grants. DCJ is the largest funding partner, with a contribution of \$2.05 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 period ended 30 June 2020, Yerin received a total of \$1,069,024 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 increased by \$766,032 (37.5%) for the period of 2019/2020. The financial statements for the period 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.

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.

\$8,888,052

Revenue

\$8,122,020

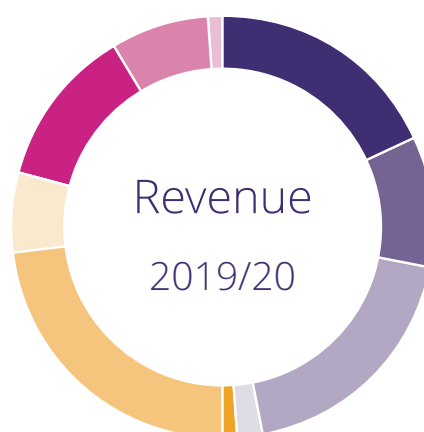
Expenses

\$766,032

Surplus

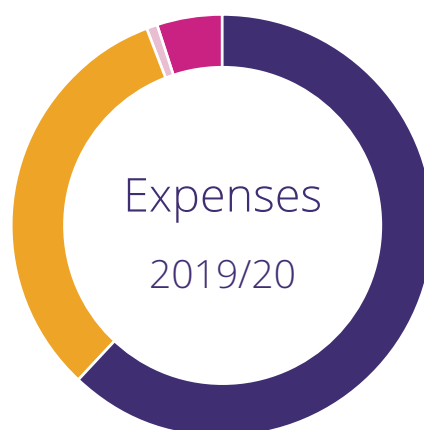
Revenue

Commonwealth Government Grants	\$1,611,635
NSW State Government Grants	\$898,504
Hunter New England Central Coast Primary Health Network	\$1,673,507
NSW Rural Doctors Network	\$171,060
Central Coast Local Health District	\$93,252
DCJ	\$2,053,855
Other Grants	\$554,535
Medicare Revenue	\$1,069,024
NDIS	\$666,322
Other Revenue	\$96,358
Total	\$8,888,052



Expenses

Employee benefits expenses	\$5,040,186
Operational	\$2,621,242
Administration	\$64,335
Depreciation and Amortisation	\$396,257
Total	\$8,122,020



\$5,076,898

Assets

\$2,267,435

Liabilities

\$2,809,463

Equity



In support of the Uluru Statement from the Heart
and a constitutionally enshrined First Nations Voice

#VoiceTruthTreaty #UluruStatement #FirstNationsVoice
www.1voiceuluru.org

Yerin Eleanor Duncan Aboriginal
Health Centre

Dhanggan Gudjagang Team

Yadhaba Wellbeing Team

Gurayi-Biyn Yadha ITC

Buridjga Youth

Suites 8 & 9, 36 Alison Road, Wyong NSW 2259
P: (02) 4351 1040

Yerin NDIS Services

33b Alison Road, Wyong NSW 2259
P: (02) 4350 0278

Permanency Support Program &
Family Preservation

Suite 6, 36 Alison Road, Wyong NSW 2259
P: (02) 4350 0270

Yerin Corporate Services Team

Suite 1, 6 Margaret Street, Wyong NSW 2259
P: (02) 4350 0209

Yerin Dental Services

37 Alison Road, Wyong NSW 2259
P: (02) 4350 0222

yerin.org.au

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