



**YERIN**  
**ELEANOR DUNCAN**  
Aboriginal Health Services

# Annual Report

2020-2021



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## Acknowledgement of Country

Yerin Eleanor Duncan Aboriginal Health Services 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 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.



**YERIN**  
**ELEANOR DUNCAN**  
 Aboriginal Health Services

## *Our Namesake and History*

The remarkable Eleanor was an active community member on the Central Coast and one of the first Aboriginal Registered Nurses in NSW.

Born on the lands 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 Eleanor Duncan strives to ensure representation within our organisation from Eleanor Duncan's descendants. Currently, Vickie Parry, Eleanor's daughter and Stacy Parry, Eleanor's granddaughter, are members of our Board.

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



## *Inspiring strong, healthy, long lives.*

Purpose / Vision / Values

### **Statement of Purpose**

Empowering the Aboriginal community, on Darkinjung Country.

### **Vision Statement**

Inspiring strong, healthy, long lives.

### **Values**

Cultural Connectedness

- Belonging
- Capability
- Resilience

Excellence

- Innovation
- Leadership
- Self-Determination

Integrity

- Accountability
- Empowerment
- Justice





## Chairperson Report

With Vickie Parry

Yaama Maliyaa

As a proud Gomeri Woman I feel very honoured to again be presenting Yerin Eleanor Duncan Aboriginal Health Services 2020/21 Annual Report.

Firstly, I would like to take a moment to acknowledge the Darkinyung people, the custodians of the land that we live and work. I would also like to acknowledge the strong connection and respect that we have for our Elders, past and present and for our youth who are walking with us into the future.

As everyone would know I have held the position of Chair with Yerin Eleanor Duncan Aboriginal Health Services for several years. I have fought and worked alongside many Aboriginal community members and stakeholders who understood the need to improve health outcomes for our people.

During this time, I have had the privilege to support, navigate and watch Yerin Eleanor Duncan Aboriginal Health Services grow and go from strength to strength and in the past six years simply excel.

Yerin Eleanor Duncan Aboriginal Health Services is now the largest employer of Aboriginal people on the Central Coast with some 79 employees of which 55 identify as Aboriginal, with over 30 programs operating and providing much needed services to our community. What an achievement!

As the years go by, I'm finding it tougher to write this report, not because I find it difficult but because there is always so many great initiatives that happen within Yerin Eleanor Duncan Aboriginal Health Services that I can't decide on what to leave out! I believe that every detail, no matter how little, highlights our achievements.

At our AGM in 2020 we welcomed Pascal Adolphe, Chief Executive Officer at Benojo, as a skills-based committee member. Pascal brings to the Board a unique set of skills in Risk Management, Business Development, Business Strategy and Strategic Planning and at each Board Meeting, he challenges all of us; whether it's around, our thinking, our governance or our understanding of what is expected of us as an Organisation, the Chief Executive and our vision of where our Organisation should be and where it's heading.

Over a number of years, the Board, the Chief Executive Officer and the Management team have discussed the need for our own purpose-built premises and how this could be achieved. We started to lobby Local Council, our Local Members of Parliament, the Ministry of Health, Aboriginal Health, National Indigenous Australian Agency, State Government agencies and we also travelled to Canberra to meet with Minister Ken Whyte to no avail.

In September/October 2020, I received a call from the CEO and Business Manager who wanted to catch up to discuss an exciting opportunity. That opportunity ended up being a major investment that Yerin Eleanor Duncan Aboriginal Health Services has made for the Darkinjung Aboriginal Community. We were able to purchase the old nursing home on McPherson Road, Mardi, alongside the beautiful Wyong River, what an exciting start to 2021!

In February 2021, the Board and Management team embarked on a 2-day intensive strategic planning process to develop and consolidate Yerin Eleanor Duncan Aboriginal Health Services 2021 – 2024 Strategic Plan. This plan was launched on the 16th of

April along with the surprise acknowledgement of our new premises. This was a wonderful surprise for our community and many of our staff; it was also a time for everyone to wander through and check out our new home.

This year in partnership with Barang Regional Alliance – the Empowered Communities and the Local Decision-Making reform agenda, Yerin Eleanor Duncan Aboriginal Health Services, Mingaletta Aboriginal Corporation and Gudjagang Ngara li-dhi tendered as a consortium for and was awarded the Aboriginal Together Home Program. This program was advocated through the OCHRE Local Decision-Making process and will provide intensive case management to Aboriginal people facing long-term homelessness with housing. Through this consortium, a MOU was developed with Compass Housing who will provide appropriate housing for our clients.

Yerin Eleanor Duncan Aboriginal Health Services launched the Ma-Guwag – Hey, Take Care Suicide Prevention program. The event drew around 60 community members, and we were blessed to hear from Brian Dowd, an Aboriginal man and business owner, speaking to his lived experience of contemplating suicide! It was an absolute honour for me to launch such an amazing program that is operated by just as amazing young people from our service.

We also launched our Respite, Voluntary Out-of-Home Care temporary accommodation program. This program offers opportunity for carers who need time away from the everyday grinds of caring for family and children in OOHC.

There have been some amazing opportunities for our community over the years and Yerin Eleanor Duncan Aboriginal Health Services is always advocating and pushing boundaries to improve the lives of Aboriginal people living on Darkinjung Country. There are still challenges and we need our community to be behind

us and our service going forward.

I want to thank our Board Members Toni Carew, Jodi Shannon, Corinne Hodson, Stacy Parry and Pascal Adolphe who volunteer their time to attend meetings, voice their concerns, discuss issues, provide advice and to lead the direction of our Aboriginal Community Controlled Health Service.

A huge thanks needs to go to the Chief Executive Officer, Belinda Field, who fronts up every day, pushes the boundaries for what's right and just, and never forgets why she does what she does.

Thanks to our Business Manager Paul Hussain who through his sheer determination, connections and gift of the gab was able to get Yerin Eleanor Duncan Aboriginal Health Services first dibs on our new premises. I also want to mention and thank our Management Accountant Darren Fitzgibbon, Zac and Anna at Breakthrough Accounting who provide the most amazing service and advice to Yerin Eleanor Duncan Aboriginal Health Services and our Board each meeting.

To all the staff at Yerin Eleanor Duncan Aboriginal Health Services thank you! As I have said before, if it wasn't for the wonderful staff who turn up every day to support our community, there would be no service! Thank you!

Yerin Eleanor Duncan Aboriginal Health Services not only provides primary health services during these hard times of the pandemic, but continue to support our most vulnerable and at-risk clients through the distribution of food hampers, wellness courses, in-house supports and our continued patient wellbeing check ins. We are committed to keeping our community safe by providing education and vaccinations for all our clients through the current delta outbreak. All these services together make us a unique culturally safe centre, one that my mother would be extremely proud of.





*CEO Message*  
With Belinda Field

I would like start by acknowledging that Yerin Eleanor Duncan Aboriginal Health Services provides a suite of programs and services on the lands of the Darkinjung people. Acknowledging and recognising all Aboriginal people who have come from their own Country and who now call this Country their home.

It is my pleasure to have the opportunity to share some of the highlights from the 2020/2021 year, to look at progress against our strategic objectives and demonstrate the impact of our work.

**Securing Our Future**

Back in 2017, we began progressing a range of ambitious projects to fulfil our vision of a community that is effectively informed about health, social, emotional and wellbeing services, and where we can provide excellent culturally responsive services, integrated at one central location on Darkinjung Country.

Well, we did it! We purchased our very own property! McPherson's Road Wyong is magnificently positioned on 2 acres of land, along the Wyong River. This investment is important for the long-term development of Yerin Eleanor Duncan in meeting its social and economic goals on Darkinjung Country. The property will accommodate our existing 79 staff, with room for future growth.

I would like to recognise the vigorous efforts of our Chairperson Vickie Parry, Business Manager, Paul Hussein and Management Accountant, Darren Fitzgibbon. Their guidance, persistence and endurance has paid off - our community has and OWNS its 'forever' place.

**Strategic Re-Alignment**

Yerin Eleanor Duncan Aboriginal Health Services Board, Executives and Management Teams spent two days at the beginning of 2021 finalising our new and invigorated Strategic Plan. Collectively, we reformulated our Vision Statement, Statement of Purpose, and our Values to ensure we deliver on commitments to our community living on Darkinjung Country.

We will continue to focus our Strategic Plan on achieving our purpose, communicating and operationalising our organisation wide priorities. We seek to live our values and purpose and work for social impact to move from "closing the gap" to "exceeding the gap". We do this by improving service growth, enhancing delivery models, capability, and quality frameworks to meet the changing needs of Aboriginal individuals in our community.

**Developing Our Leaders**

We continued to develop our leaders across the organisation, with 11 of our 18 Managers and Team Leaders undertaking a Diploma in Leadership and Management, and Yerin Eleanor Duncan's Leadership and Management program which was facilitated by Jawun as a virtual secondment in February 2021. They developed their leadership capabilities and skills to manage change and influence culture within our organisation.

The Executive and Leadership teams focused on operational excellence to facilitate delivery of our purpose and strategic direction, increase our focus

on quality and compliance, build on our Yerin Eleanor Duncan's trauma informed responsive services and to consolidate accountabilities. We introduced a new Leadership Model to support all our leaders to successfully manage their teams for a positive impact.

This year our staff continued to meet the challenges that COVID-19 presented us, and in every instance, they rose to excellence, bringing to life our values and ensuring our clients and community's safety continued to be our absolute priority. To all Yerin Eleanor Duncan's staff and volunteers, we thank you!

**Delivering Performance**

Our financial results this year demonstrated the underlying strengths of our financial systems, and strong operational performance. The strength of our balance sheet is a key highlight as it underpins our ability to provide services to our community. We ended 2020/2021 with a very strong financial position.

While the duration and impact of the COVID-19 health crisis is unclear, our organisation is relatively well positioned. We are, however, prepared for a range of economic scenarios. We have made provisions accordingly and will monitor our financial position closely as the situation evolves and adapt where necessary.

**Our Partners**

Yerin Eleanor Duncan Aboriginal Health Services is continually thankful for the incredible support of like-minded organisations who share our vision for a healthier Aboriginal community and are passionate

about supporting our purpose "Empowering the Aboriginal Community on Darkinjung Country".

A lot of our achievements have been made possible thanks to the many partners we have worked with over the year. Together, we have concentrated on service delivery programs and projects to promote our community's aspirations.

I would like to express gratitude to Barang Regional Alliance as well as our Aboriginal Community Controlled Organisations that operate on Darkinjung Country, highlighting our ongoing work to combat the inequalities we continually face as a community. I am excited and inspired by the work Barang and our Aboriginal Organisations do, and I am confident that, together, we can work to dismantle the systems of power and privilege that maintain inequality and injustice.

**Wrap Up**

I would like to reiterate the work achieved by the Board, Executives, Management, staff, and community members; fatigue, tears and laughter have gone into the acquisition of McPherson Road, Mardi.

To Vickie, Paul and Darren, for their wisdom, leadership, and counsel; the Board for their support and stewardship; the Management team for their drive and determination, I am sincerely grateful. I am so proud to be a member of such a strong and resilient organisation. I am confident that we are well placed to ride out whatever is put in our way and perform strongly in the years ahead. I am excited about what the future holds.



Belinda Field  
Chief Executive  
Officer



Vickie Parry  
Chairperson

Jodi Shannon  
Board Member

Stacy Parry  
Board Member

Corinne Hodson  
Board Member

Toni Carew  
Board Member

Pascal Adolphe  
Board Member

Corporate Services

Caitlin Grosse  
Executive Assistant

Allison Trindal  
Administration  
Officer

Thomas Trindall-Welsh  
Ancillary Worker

# Organisational Chart



Paul Hussein  
Business Manager

Liam Currie  
Quality Officer



Darren Fitzgibbon  
Management  
Accountant



Madelene Davy  
Family, Youth and  
Homelessness  
Services Manager

Ngaliya Family  
Preservation  
Aboriginal  
Together Home  
Buridjga Youth  
Program

Kristy O'Sullivan  
Team Leader  
Kyree Cooper  
Team Leader  
Joshua Carew  
Youth Caseworker

Jamie Wheeler  
Senior Caseworker  
Erin Gillette  
Housing Support Worker  
Lyiona Spiteri  
Youth Caseworker

Kylie Mitchell  
Caseworker  
Karina Kay  
Housing Support  
Worker

Angela Anderson  
Caseworker

Vacant  
Caseworker

Child, Youth, Family & Homelessness Services Administration

Child, Youth, Family & Homelessness  
Services Allied Health

Taylor Haberfield  
Carer Support  
Natalie Daniels  
Therapeutic Co.

Jennifer Smith  
Admin Support  
Jasmine Fitzgibbon  
Occupational Therapist

Rebecca Richardson  
Admin / Intake  
Vacant  
Speech Therapist

Joseph Hussein  
Casual Admin



Breannon Field  
Child and Family  
Services Manager

Ngaliya Permanency  
Support Program  
Dhangan  
Gudjangang Program  
VOOHC

Alex Christian  
Team Leader  
Frances Ralph  
Team Leader  
Jodie Green  
Team Leader

Crystal Bell  
Senior Caseworker  
Kirra Osborne  
Family Worker  
Bailey Carney  
Trainee

Emma Stevens  
Caseworker  
Jindara McGee  
Family and Education

Jasmine Ingram  
Caseworker  
Nicole Rowe  
ACE's Coordinator

Vacant  
Caseworker

Nicole Woods  
Early Childhood Nurse  
Cassandra Curran  
Midwife



Vicki Field  
Programs  
Manager

ITC

Yadhaba  
Welbeing

Psychology

Health  
Promotions

Ma-Guwag  
Suicide Prevention

Mura Bura  
NDIS

Carisa Cook  
Team Leader

Tanya Cannings  
Team Leader

Doreen Smith  
Care Coordinator

Brett Field  
Health Worker

Teck Wai Mah  
Psychologist

Allan Beale  
Team Leader

Ryan Field  
Team Leader

Dean Murray  
Health Promotions

Celeste Uerata  
Suicide Prevention

Brooke Harb  
Coordinator of Supports

Kim Brennan  
Coordinator of Supports

Tamikah Ashbrooke  
Data and  
Administration

Amyee Karpowicz  
Customer Service

Rikki Smith  
Care Coordinator

Stephen Morris  
Health Worker

Belinda Allan  
Psychologist

Corey Grech  
BBV and Sexual Health

Kaine Duroux  
Suicide Prevention

Cassie Wheeler  
Outreach Worker

Lea-Anne Miller  
Health Worker

Mercedes Edkins  
Psychologist

Tess Hitch  
Dietician

Selina Chapman  
Psychologist

Vacant  
Psychologist

Moira Fraser  
Administration

Jordan Fitzgibbon  
Triage Nurse



Jessica Wheeler  
Practice Manager

General Practitioners  
EDAHC

Nurses  
EDAHC

Reception  
EDAHC

Dr Elly Warren  
Team Leader

Jordan Fitzgibbon  
Team Leader

Sarah Wheeler  
Team Leader

Dr Derek Fleming  
GP

Dr Angela Gray  
GP

Kylie Le Strande  
Registered Nurse

Jade Hayes  
Senior Medical  
Receptionist

Dr Bruce Macauley  
GP

Dr Adam Moody  
GP

Marissa Hussein  
Registered Nurse

Clayton Jeffrey  
Medical Receptionist

Dr Karyn Avery  
GP

Dr Oyekan-John  
GP

Casual Pool

J Charles-Kennedy  
Medical Receptionist

Dr Tim Scrivener  
GP

Visiting Clinicians



Kylie Nichols  
Dental Manager

Gulgul Yira  
Dental

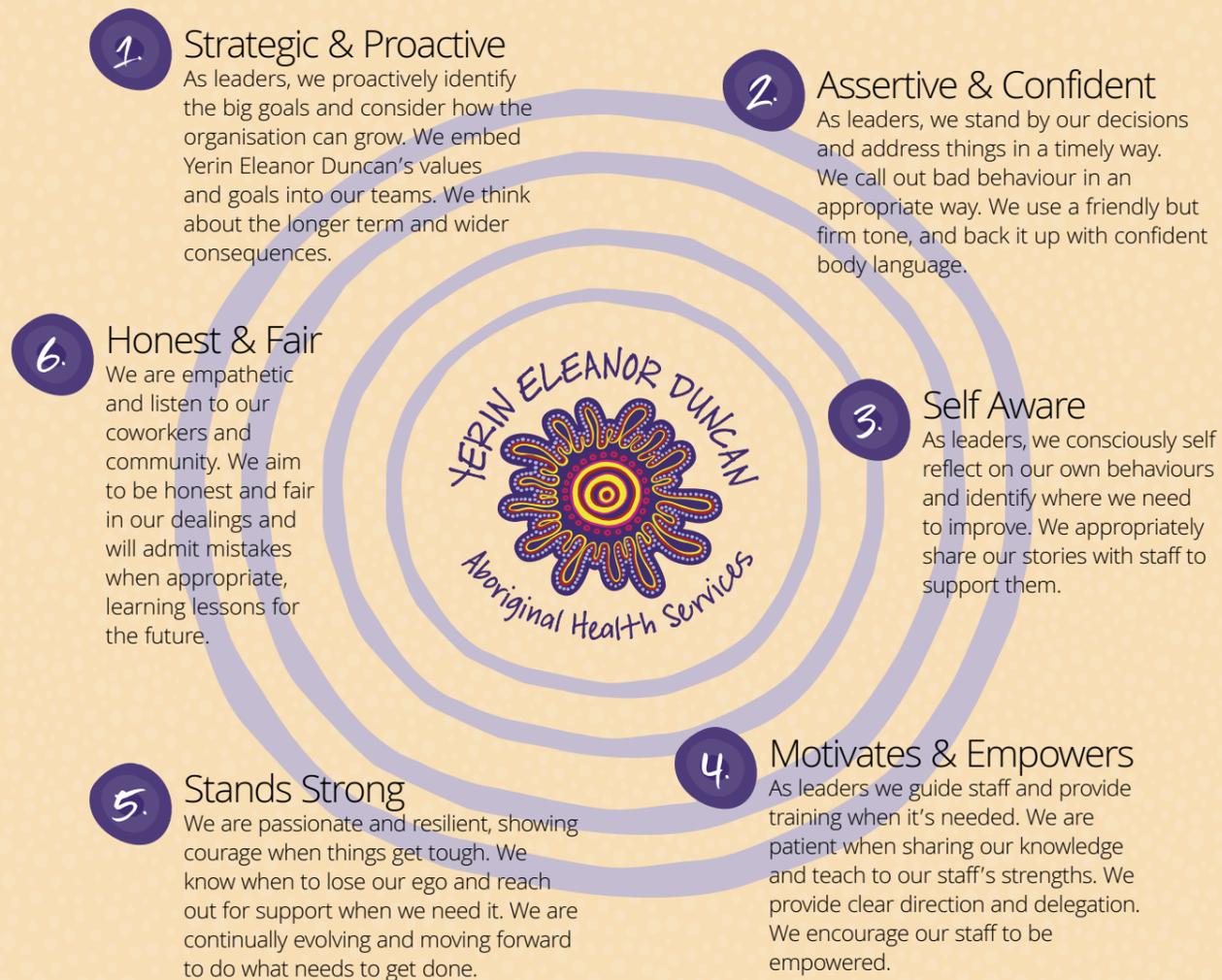
Kylie Barling  
Receptionist

Terri Bell  
Allied Health  
Receptionist

Sharen May  
Dental Assistant

Visiting Clinicians

# What leadership traits are most important to us?



## What you saw

Yesterday the Darkinjung Community celebrated the purchase of a property. Yerin Eleanor Duncan Aboriginal Health Services will use this property to provide services to our local community for years to come.

## What you didn't see

- Large rent being paid to sustain tenancies across multiple Yerin Eleanor Duncan sites (that provided essential care for our community).
- Yerin Eleanor Duncan teams provide holistic care to community despite the challenges working from multiple sites.
- A leadership team dedicated to changing this situation. A team that attended many, many meetings, lobbied MP's, other stakeholders, asking for support, a site.
- Getting NO WHERE!
- Developing a strategy (over years) where Yerin Eleanor Duncan could afford to purchase a site.

The strategy consisted of generating income, term deposits, an amazing Business Manager and Accountant, communicating with real estates for potential buildings placed on the market to meet Yerin Eleanor Duncan's specific requirements.

- But mostly, HUGE amounts of resilience, determination, flexibility, commitment, and passion to execute the plan.

## Result

- We (the Aboriginal community) own this property (building and land)! It was paid in FULL!

## Here's what you need to know

- This is just another example of the exceptional leadership in local Aboriginal communities. Mob developing plans/targets based on local needs and developing their own solutions.
- Federal and State Governments need to recognise and support our local goals/targets.

# Professional Development

234 Cultural Supervision sessions provided by Yamurrah to staff between 20th July 2020 and 21st June 2021.



- |  |  |  |  |
|--|--|--|--|
| <p><b>Administration Training</b></p> <ul style="list-style-type: none"> <li>Case Note and Document Writing Training</li> <li>Client Information Management System Training</li> <li>Continuous Quality Improvement State Forum</li> <li>Diploma of Leadership and Management</li> <li>Governance Training</li> <li>JustCare Clinical and Program Software Training</li> <li>Leadership Skills Development</li> </ul> <p><b>Child, Youth, Family and Homelessness Services Training</b></p> <ul style="list-style-type: none"> <li>Certificate IV Aboriginal Family Wellbeing and Violence Prevention</li> <li>Child Safe eLearning</li> <li>Domestic Violence Alert Workshop</li> <li>Family Connections and Networks</li> <li>Family Prevention and Violence Training</li> <li>Guardianship Training</li> <li>Good Practice in Leaving Care Workshop</li> <li>How to Recognise and Respond to Risk of Harm (Child Protection) Training</li> <li>North Carolina Family Assessment Scale (NCFAS) Training</li> <li>NDIS Reforms Webinar</li> <li>Practice Skills of Working with Children (Trauma) Workshop</li> <li>NSW Office of the Children's Guardian (OCG) Standards Workshop</li> <li>Reportable Conduct eLearning</li> </ul> | <ul style="list-style-type: none"> <li>SAFESpace eLearning</li> <li>Shared Lives Shared Stories Training</li> <li>Supporting Successful Restoration Training</li> <li>Uncomfortable Conversations – Elephant in the Room eLearning</li> <li>Vulnerability Index – Service Prioritisation Decision Assistance Tool (VI-SPDAT) Training</li> <li>Winangay Foster Carer Assessment Training</li> <li>Working with Aboriginal Children and Families in Permanency Support Program</li> <li>Writing Assessments for Court Webinar</li> </ul> <p><b>Health and Medical Training</b></p> <ul style="list-style-type: none"> <li>Anaphylaxis eTraining</li> <li>Best Practice Clinical Software Training</li> <li>Better in Bits – Supporting GP Registrars</li> <li>Certificate IV Aboriginal and Torres Strait Islander Primary Health Care</li> <li>Chronic Disease Management Remote Training</li> <li>Continuous Glucose Monitoring System Training</li> <li>COVID-19 Vaccination Training Program</li> <li>COVID-19 Vaccine Update eLearning</li> <li>Credentialed Diabetes Educator Course</li> <li>Dermoscopy Masterclass</li> <li>Diabetes Alliance – Managing the Obese Patient Training</li> <li>Early Childhood Oral Health eLearning Program</li> </ul> | <ul style="list-style-type: none"> <li>Eye Camera Training</li> <li>First Aid/CPR Course</li> <li>Graduate Certificate of Diabetes Education</li> <li>Immunisation for Health Practitioners eLearning</li> <li>Medication Management Training</li> <li>Paediatric Asthma Training</li> <li>Peri-natal Depression and Anxiety Training</li> <li>RACGP Management of Type 2 Diabetes Training</li> <li>Specialised Reproductive and Sexual Health Training for Youth Workers</li> <li>Titanium Dental Clinical Software Training</li> <li>Vaccine Storage and Cold Chain Management Training</li> </ul> <p><b>Social, Emotional, Wellbeing and Community Programs Training</b></p> <ul style="list-style-type: none"> <li>Advanced Diploma of Aboriginal Specialist Trauma Counselling</li> <li>Advanced Training in Suicide Prevention</li> <li>Applied Suicide Intervention Skills Training</li> <li>Applying a Trauma Informed Approach Training</li> <li>Averting Mental Health Challenges Workshop</li> <li>Certificate IV Alcohol and other Drugs</li> <li>Certificate IV in Community Services</li> <li>Diploma of Community Services</li> <li>Drug and Alcohol First Aid Course</li> <li>Let's Walk Together, Let's Talk Together Symposium</li> </ul> | <ul style="list-style-type: none"> <li>Loss and Grief Training</li> <li>Male Survivors of Child Sexual Abuse Training</li> <li>Mental Health First Aid – Talking about Non-Suicidal Self-Injury Course</li> <li>Mental Health First Aid – Talking about Suicide Course</li> <li>QPR Suicide Awareness eLearning</li> <li>Social and Emotional Wellbeing Forum</li> <li>Survivors and Mates Support Network Training</li> <li>Tracy Westerman Suicide Prevention Training</li> <li>Trauma and Recovery Training</li> <li>Vicarious Trauma and Self-Care Training</li> </ul> <p><b>Workplace Health and Safety Training</b></p> <ul style="list-style-type: none"> <li>Dignity of Risk Training</li> <li>Disability Awareness Training</li> <li>Duty of Care Training</li> <li>Fire Warden Training</li> <li>HAA Work Safe-and-Clean eLearning</li> <li>Infection Prevention and Control Update eLearning</li> <li>Manual Handling Training</li> <li>Prevention to Occupational Violence Training</li> <li>Professional Boundaries Training</li> <li>Safe Home Visiting Training</li> <li>Warden Training</li> <li>WHS Awareness Training</li> <li>WHS Committee Training</li> </ul> |
|--|--|--|--|



## Subcommittees and Meetings

### Clinical and Program Governance Committee

The Clinical and Program Governance Committee has been established to assist Yerin Eleanor Duncan Aboriginal Health Services to implement the Clinical and Program Governance Policy by supporting the clinical and program governance systems to set, monitor and improve the performance of Yerin Eleanor Duncan. The Committee also communicates the importance of the patient and client experience and the need for quality management to all members of the workforce.

### 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 Services Community Empowerment Strategy and its implementation, as it aligns to the yearly operational plan.

### Finance Risk and Audit Committee

The Finance, Risk and Audit Committee's purpose is to assist Yerin Eleanor Duncan Aboriginal Health Services to understand and manage its organisational risks and assist the 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.

### Project Control Group

The Project Control Group assists the Board and Executive Leadership Team in making strategic decisions to assist with the transition to the new facility.

### WHS and CQI Committee

The Organisation's WHS Committee assists in ensuring a safe and healthy work environment by actively

contributing to the improvement and maintenance of health and safety within the workplace. Continuous Improvement is part of the organisations culture and it is the underlying driver behind all new ideas, programs, and projects to continuously improve the program quality and outcomes for clients and families. This Committee ensures all Improvement Plan recommendations are actioned.

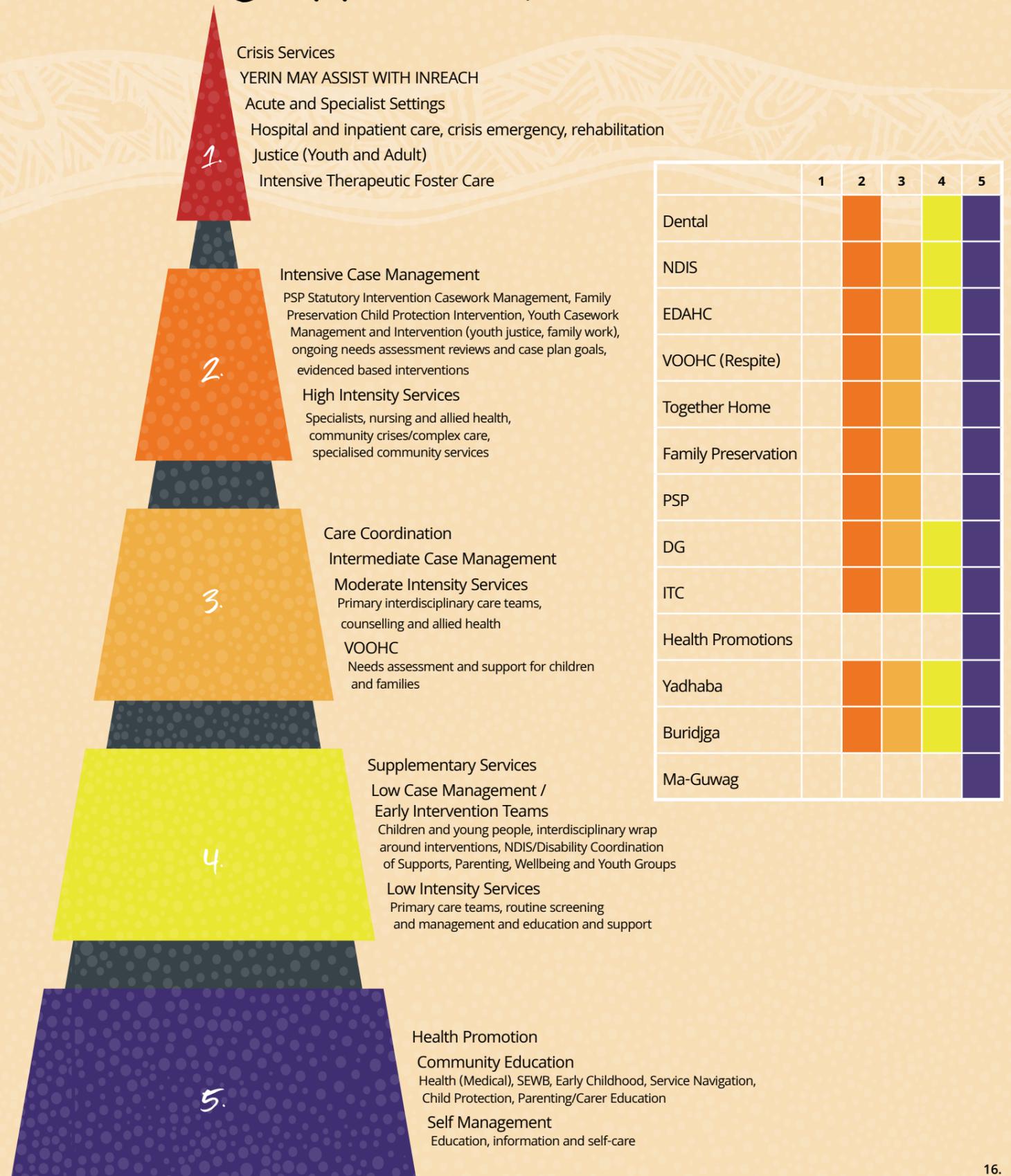
### Bi-Monthly Meetings

- Board
- Staff
- Child, Youth, Family and Homelessness Services
- Social, Emotional, Wellbeing and Community Programs
- ACE's Committee

### Monthly Meetings

- Management
- WHS
- Team Leader
- Individual Team Meetings
  - Clinical
  - Dental
  - Yadhaba & Ma-Guwag
  - ITC
  - Health Promotions
  - Psychology
  - NDIS & VOOHC
  - DG
  - PSP
  - Family Preservation
  - Aboriginal Together Home Program
  - Buridjga

# Stepped Care Model





*Eleanor Duncan Aboriginal Health Centre*

The Eleanor Duncan Aboriginal Health Centre (EDAHC), an AGPAL Accredited bulk billing centre, is integrated with a range of targeted community programs which cover chronic disease management, mental health, alcohol and other drug support, antenatal care and women's health, men's health, screening and preventative health, children and young people's health and care for Elders. EDAHC has proudly been reaccredited until June 2024.

EDAHC provides high quality patient and family-centred primary care to the Aboriginal and Torres Strait Islander community on Darkinjung Country. We aim to address the real and diverse health needs of our community by providing holistic, comprehensive, and culturally responsive care to our patients, clients and their families. Throughout this financial year, we

have implemented a multi-disciplinary chronic disease team to assist in providing holistic health to chronic care patients.

Between 1st July 2020 and 30th June 2021, EDAHC saw a total of 2,174 patients, providing a total of 14,124 episodes of care.

EDAHC was proudly successful in delivering our COVID-19 Pandemic Plan including a vaccination program, which commenced in March 2021. Between March 2021 and September 2021, 1,557 vaccinations were provided. EDAHC celebrates that by the end of June 2021, 85% of our staff were fully vaccinated, with another 10% of staff having received their first dose. Further to this, 150 flu vaccinations have also been delivered to patients.

An EDAHC patient has provided a testimony of the ongoing, culturally responsive, and dedicated care that was provided for their whole family. The patient stated that "without the support of all doctors and behind

the scenes staff such as nurses and receptionists, [they] believe [they] could not have coped nor survived [their] four years of incredible pain and mental anguish".

“

Yerin Eleanor Duncan are not only professional in the care of patients, but they are approachable from the reception area to the nurses, and then finally the doctors. They should be proud of their achievements since opening and I can only imagine every patient that walks through that door are treated with respect and care.





“

When I made an appointment, I was treated with the utmost respect by the reception staff and on attending I was greeted professionally by staff. The dentist was very clear in providing me with information... I would recommend this service to the wider Central Coast Aboriginal community.

## Dental

Yerin Eleanor Duncan Dental Service, partner with Central Coast Local Health District Oral Health Services, provide a five-day dental service to community under the Aboriginal Community Controlled model. Yerin Eleanor Duncan Dental has commenced an outreach service at Woy Woy Dental Clinic one day per fortnight, the first Aboriginal Community Controlled Dental Outreach Clinic in the region, a huge achievement and worth celebrating. Yerin Eleanor Duncan Dental Service also provides weekly Allied Health Clinics including Podiatry and Optometry.

Yerin Eleanor Duncan Dental provides a range of oral health services including all preventative dental, restorations, extractions, referrals to external Oral Surgeon for some wisdom teeth extractions, root canal therapy on anterior teeth, custom mouthguards (made onsite) and dentures (onsite).

The previous year was monumental for Yerin Eleanor Duncan Dental seeing a total of 2,124 clients with a total of 3,639 visits. We are proud to have provided 6,293 treatments to children and 18,037 treatments to adults, totalling 24,384 treatments! Due to the

increase in treatments, we have been able to purchase a third dental chair and employ three additional staff.

Yerin Eleanor Duncan Dental have provided oral health education at a range of events including:

- Youth Booth with NAISDA Dance College
- Presentation to Oral Health Students at Ourimbah University, Wyong High School Site Visit and Presentation about Oral Health
- CCLHD Oral Health Mobile Van Visits
- Oral Health and Denture Program Presentation at Mingaletta
- Kooloorra Preschool visit with Yerin Eleanor Duncan Dental Services Mascot, Flossy

Yerin Eleanor Duncan Dental Services received an award from the Central Coast Local Health Districts Caring for the Coast Awards for Excellence in Inclusion and Diversity.





# Social, Emotional Wellbeing and Community Programs

## Yadhaba

Yerin Eleanor Duncan takes an all-inclusive approach when caring for our clients and their families. We support our clients to address their physical, social, emotional, and cultural wellbeing. We believe that this view of health best meets the medical, social, and emotional needs of our local Aboriginal and Torres Strait Islander people. The Yadhaba Wellbeing team aims to empower clients to develop strategies to manage their mental health through active engagement with support services. Yadhaba endeavours to reduce barriers and improve access to services required to holistically meet the needs of Yadhaba clients that may be experiencing mental health and or Alcohol and other Drugs issues.

Yadhaba provides a Stepped Care Model case management framework to clients. The program includes a distinct referral process which includes: access assessment and triage, AOD engagement and assessment, one-on-one counselling for continued support, referral to external counselling services

where appropriate, access to mainstream Specialist Services (AOD and Psychiatry) and facilitation of wellness groups to provide smaller group work interventions to address mental health issues.

Throughout the 2020-21 Financial Year, Yadhaba provided support and interventions for 448 clients. 60% were female and 40% male. 24% of clients are aged between 18 and 24 and a further 63% of clients are aged between 25 and 64.

Yadhaba provided a total of 3,220 episodes of care to clients during the 12-month period. Furthermore, a portion of Yadhaba clients exhibit symptoms that are similar to but not severe enough for diagnosis as a clinically recognised diagnosis. This demonstrates the preventative health support Yerin Eleanor Duncan promotes and provides.

The Yadhaba team, over the past year, has been transitioning to a new software system, JustCare. This will ensure streamlining of data collection and provide

more accurate data collection, enhanced workflow, and convenient data extraction for reporting on Key Performance Indicators (KPIs). The Yadhaba team works closely with several other support services, these include, but are not limited to, The Glen, Kamira, CCLHD AOD Services, CCLHD Mental Health Services, The Salvation Army, Nunyara, Nyiang, Bara Barang Corporation and Department of Communities and Justice.

Yadhaba organised, presented at, and or attended the following events between July 2020 and June 2021:

### Attended

- Healthy Cooking Choices Classes
- Ma-Guwag Launch
- International Drug Users Day
- Schizophrenia Awareness Week
- National Sorry Day
- Reconciliation Week
- World Mental Health Day

### Organised

- Monthly Wellbeing Group – topics included:
- Connection with Country, Culture and Community Discussion
  - Socialisation and Fostering Friendships and Relationships
  - Clear your Mind
  - Mindfulness Non-Therapeutic Counselling
  - Social Interaction and Friendships
  - Positive Planning
  - Expressing Concerns and Thoughts
  - Dealing with Crisis in your Life
  - Goal Setting Strategies
  - Culture Connection Aboriginal Art Exhibition
  - Yadhaba Fit Fitness Program

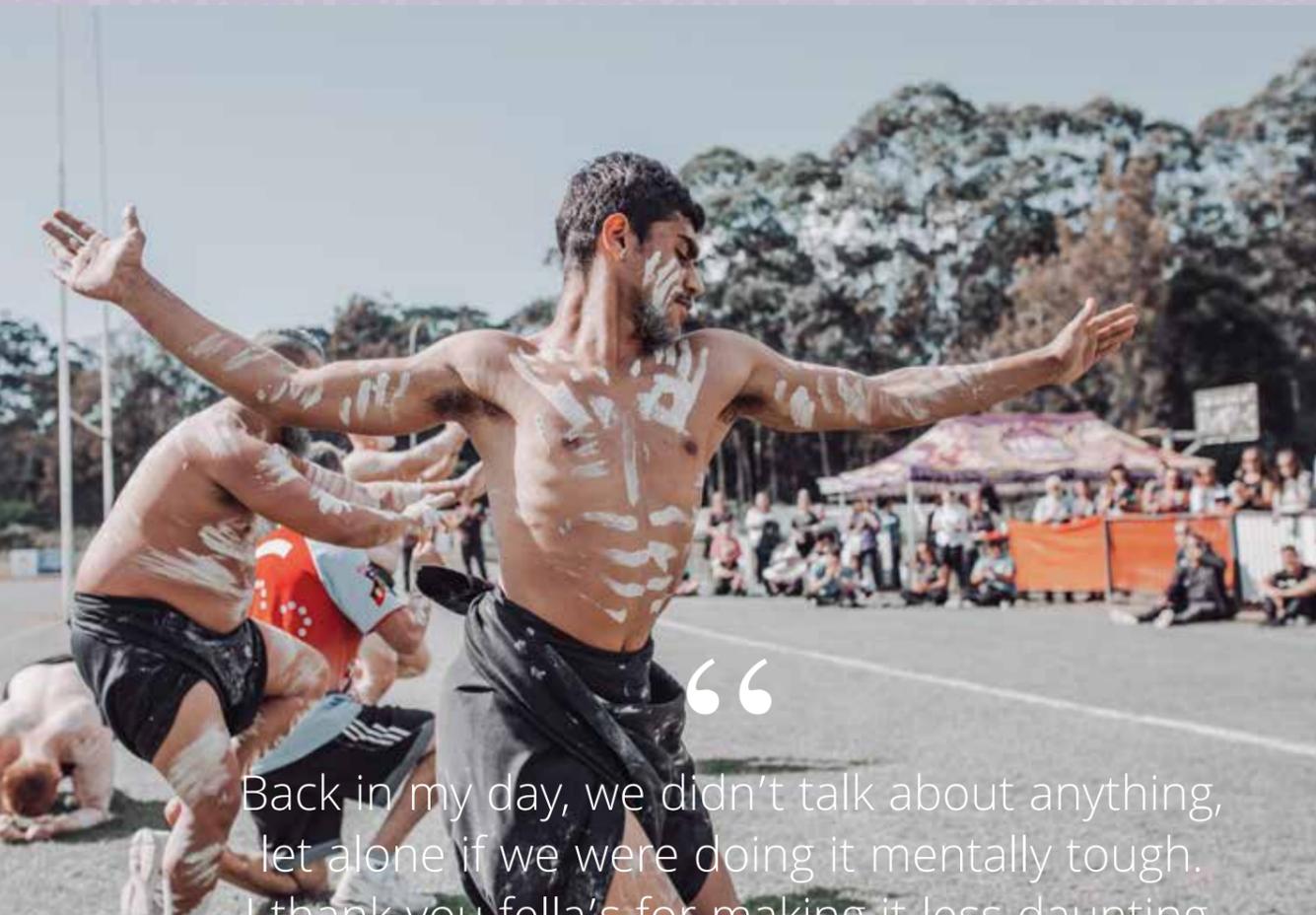
### Presented At

- Biddabah Public School Inservice
- Terrigal High School Inservice
- Men’s Health Awareness Week
- Men’s and Women’s Groups



Yadhaba has given me the strength and courage to move away from my mistakes that I had made in the past and learn from them. I’m finally finding myself to be settled and happy especially within myself.





“

Back in my day, we didn't talk about anything, let alone if we were doing it mentally tough. I thank you fella's for making it less daunting, being able to sit here and have you listen to me without judgement.

## Ma-Guwag

The Ma-Guwag Suicide Prevention Program aims to provide targeted and culturally responsive community awareness about suicide and to promote help seeking programs and behaviour change in community.

The program is about building knowledge and awareness about suicide and to break down the stigma associated with mental health, in particular suicide.

This program does not include a Case Management Model, its aim is to provide health promotion and education, however, due to COVID-19, Ma-Guwag has taken on a small caseload to increase brief interventions for individual clients that are currently experiencing mental health distress.

The Ma-Guwag official program launch was held on Monday 26th April 2021 at Berkeley Vale with approximately 60 community members in attendance. This day incorporated Walk About Barber services and a presentation from Brian Dowd, The Glen Dancers

providing cultural immersion through dance and a heartfelt testimony given by a respected community member about her journey and suicide.

Ma-Guwag continues to engage the community across many mediums. Mostly via social media platforms such as Facebook, Instagram and our Yerin Eleanor Duncan website. Our Facebook posts have included suicide prevention and mental health management information, which has reached 4,000 people, and 1,000 current followers on Instagram. Throughout COVID-19 restrictions and lockdowns, Ma-Guwag have moved outreach services to online, as well as conducting wellness checks via phone calls.

In May 2021, the Ma-Guwag team were invited to present at an AH&MRC Symposium in Sydney. Ma-Guwag also presented to young people and adults about the importance of being connected to culture, health and wellbeing at numerous schools, Men's Groups and Wellness Clinics over the past year.

## Health Promotions

Yerin Eleanor Duncan Health Promotions aims to empower Aboriginal people living on Darkinjung Country to live strong, healthy long lives by increasing community engagement, awareness, health literacy and preventative health strategies. Health Promotions main focus for the year has been on Men's Health increasing the Guri Gambu Men's Group to fortnightly sessions and Men's Wellness Clinic being held quarterly.

Our Health Promotions team also delivered on broader preventive health topics—to support our Aboriginal community members to remain as healthy as possible for as long as possible. We delivered a combination of educational and organisational sessions to enable individuals in our community to increase control over and improve their health.

Over the past year, Yerin Eleanor Duncan's Health Promotions Team has organised, coordinated or attended the following events:

### Health Literacy and Education

- Biggest Morning Tea (raising funds for Cancer)
- Gamble Aware Week Morning Tea with Waruwi Aboriginal Safe Gambling Team
- International Day for People with a Disability Morning Tea
- International Drug Users Day Morning Tea
- Jeans for Genes Morning Tea
- Men's Health Awareness Week Morning Tea
- Ovarian Cancer Awareness Week Morning Tea
- RUOK Morning Tea
- Walk for Autism (staff participated in a walk together)
- White Ribbon Day Morning Tea
- World Asthma Day Morning Tea
- World Autism Awareness Day Breakfast

- World Cancer Day Morning Tea
- World NO Tobacco Day Morning Tea

### Other Events

- Dhanggan Gudjagang Baby Wrap Launch
- KARI Foundation Ella 7's Football Competition
- Kooloora Pre-School NAIDOC Week Book Reading
- NAIDOC Morning Tea and Afternoon Tea (split due to COVID-19)
- National Reconciliation Week Morning Tea
- National Sorry Day Morning Tea
- The Glen Yarning Circle
- Yerin Eleanor Duncan Community Christmas Party
- Yerin Eleanor Duncan Strategic Plan Launch and Launch of the new premises
- Youth Careers Expo

### In-Service

- In-Service Presentation at The Hub to Community Services Students
- In-Service Presentation at The Hub to Young Parents
- NAIDOC Heal Country Presentation

Yerin Eleanor Duncan Health Promotions works in collaboration with the following partners:

- OzHarvest
- The Elderslee Foundation
- Gudjagang Ngara li-dhi (GNL)
- Yula-Punaal Education and Health Aboriginal Corporation
- Wyong Neighbourhood Centre
- Bakers Delight, Wyong
- Centre Management, Wyong Plaza
- Waruwi Aboriginal Safe Gambling Team

With the ongoing support of these partners, Health Promotions continue to deliver wellness packs, food hampers, hygiene packs and community programs to Aboriginal and Torres Strait Islander people living on Darkinjung Country who require additional assistance.





“

I would like to say that I have found Guri Gambu to be highly informative, not only culturally but from a health and wellbeing perspective. I look forward to being able to catch up with my Brothers and Uncles when lockdown is finally over.



“

You were there to help me understand and encourage me, you helped me see light at the end of a dark tunnel. You showed up and gave me hope and now my health and wellbeing has improved better than I could of ever imagined.

## ITC

Gurayi-Biyn Yadha Integrated Team Care Program (ITC) aims to contribute to improved treatment and management of complex chronic conditions for Aboriginal and Torres Strait Islander people enrolled in the program. The team works to improve access to appropriate health care through care coordination and the provision of supplementary services for Aboriginal and Torres Strait Islander people with chronic disease. ITC strive to improve the capacity of mainstream primary care service providers to deliver culturally responsive services to the Darkinjung community.

Yerin Eleanor Duncan ITC staff work collaboratively with Specialists, Allied Health Providers, GP's and other healthcare providers to provide culturally responsive and financially affordable care to ITC patients. The ITC Team provide advocacy support during appointments, acting as the conduit between the patient and their treating GP or specialist, provide health education, and support clients to deepen their knowledge and understanding regarding their chronic condition. We aim to empower our community to be self-determined in their health care decisions. We place a strong emphasis on improving the gap in life expectancy for our mob.

The ITC Program saw a total of 443 clients in the last 12 months, of these 84 are complex care clients and 359 are supplementary service clients. Supplementary Services includes financial assistance with Specialist and Allied Health Payments, Specialist GP and Allied Health Support, Transport, Medical Aids and Nutritional Supplements.

Throughout the past year, the ITC team has organised, or attended the following events:

### Organised

- World Asthma Day Afternoon Tea
- Ngnamus Bus (Breast Screening)
- Biggest Morning Tea (Raising funds for Cancer)

### Attended

- Women's Group
- Central Coast Elders Day
- Sorry Day Morning Tea
- Reconciliation Week Morning Tea
- Aunty Jean's Program



“  
After many years I was finally able to receive my new mobility aids, with the assistance of Muru Bara and Better Rehab staff. Making my goals a reality.”

## Muru Bara National Disability Insurance Scheme

Yerin Eleanor Duncan Aboriginal Health Services proudly provides culturally responsive disability support under the National Disability Insurance Scheme to Aboriginal and Torres Strait Islander people living on the Central Coast, Darkinjung Country.

Our Disability Support Program, Muru Bara (meaning 'Making Pathways' in Darkinjung language) aims to connect our community with culturally responsive disability services and supports and to source opportunities to empower our community through Support Coordination (COS). Muru Bara is currently providing Support Coordination for 45 participants with 14 of these participants accessing Allied Health Services, provided by both internal (Yerin Eleanor Duncan) and external providers.

Muru Bara provides respite services for participants aged 7 to 65 years with short term accommodation that have funds in their NDIS plans. Muru Bara also provides Allied Health Services to participants with necessary funds in their NDIS plans including Occupational Therapy, Speech Therapy, Exercise Physiology, Psychology and Psychosocial groups.

Over the past year, Muru Bara has continued to assist certain eligible participants to receive a suitable NDIS plan. We have been able to conduct NDIS review plan meetings which has aided us to increase funding amounts and access for 25 of Muru Bara participants.

During both COVID-19 Lockdown periods, Muru Bara delivered fortnightly wellness packs to all participants!



## Permanency Support Program

Through our Ngaliya Permanency Support Program, we continue to be committed to supporting Aboriginal children and young people who are unable to live with their parents. The program aims to support families as well as provide support and healing for those who have been adversely affected.

Our casework practices are informed by an understanding of personal and intergenerational trauma and seeks to holistically address individual, and community needs from a culturally responsive framework. Yerin Eleanor Duncan provides culturally responsive Permanency Support Programs including respite, short to medium term care and long-term care.

Ngaliya Permanency Support Program seeks to keep families together and preserve culture. We believe that community and cultural connection is an essential part of remediating past and current struggles and for building strong and positive futures for Aboriginal children, young people, and their families. We know that past government and social policies and practices continue to contribute to an over-representation of Aboriginal children, young people and families in welfare and state care-reliant programs. The lived experience of the Stolen Generations is reverberating for us, and we strive to not let history be repeated.

Over the past year, Ngaliya Permanency Support Program have case managed 25 children. The Ngaliya Permanency Support Program is in the process of increasing our capacity with incoming transfers

from the Department of Communities and Justice into our program. Excitedly, we have received an expression of interest from two community members seeking to become carers. We are pleased that both these carers have progressed to the next stage of becoming authorised.

Ngaliya Permanency Support Program have provided 1,427 episodes of care to our children and young people through support and case management over the past 12 months. This equates to approximately 4 contacts between caseworker and carer households per day. Additionally, the team provided care packs to all households as a response to COVID-19.

Between February 2021 and July 2021, Ngaliya Permanency Support Program has been working through the NSW Office of the Children's Guardian accreditation process. Due to COVID-19 restrictions, the final stage of accreditation has been postponed to January 2022. Ngaliya Permanency Support Program Provisional Accreditation expires in April 2022. However, due to our outstanding results, we are well positioned to obtain Full Accreditation in 2022.

Ngaliya Permanency Support Program successfully reunited three children to their birth mother's care. Ngaliya Permanency Support Program are extremely proud of this huge achievement and congratulate the efforts of the Caseworker and birth mother. Furthermore, The Children's Court Magistrate involved in the reunion said this was the best restoration case she had seen in the 34 years she had been working in this area of the Children's Court. The Magistrate praised Ngaliya Permanency Support Program for our commitment and high quality of work.



“

Yerin Eleanor Duncan manage to support this unique dynamic with such a professional and personal manner, and as carers, this has made our journey through the system much easier to navigate. We always appreciate the openness, and friendly manner in which the staff have welcomed our family and the way in which the best interests of the young person in care is central to all decision making.

“

I am so happy that I don't have DOCS in my life anymore. Yerin Eleanor Duncan has helped me to be a better mum and I know that I am the best person to look after my son. I have learned heaps and have a lot more confidence now and I love being a mum.

## Family Preservation

Ngaliya Family Preservation team works with families who have been identified by the Department of Communities and Justice (DCJ) to provide intensive case management support within the family home. Ngaliya Family Preservation Program have been allocated 10 Family Preservation packages to work with our most vulnerable families living on Darkinjung Country. Ngaliya Family Preservation Caseworkers work with families for up to two years through a structured home visiting program delivered in line with the Homebuilders Intensive Family Preservation model.

The family is given the opportunity to receive assistance to reduce identified child protection concerns through intensive case management, structured home visiting, accessing targeted parenting programs, child and family counselling, skills and parenting capacity building, safety assessments and referrals to specialised support services. The Family Preservation team works in partnership with DCJ Caseworkers to keep children safe at home and keep our families together on Darkinjung Country.

Throughout the past year, the Family Preservation team has provided intensive Casework support to 13 families. Three families exited the Family Preservation program after successfully completing their case plan goals and they no longer required statutory intervention from the Department of Communities and Justice. The child protection concerns were addressed with the families and the parents have been provided with the support and skills they need to keep their children at home with them. The parents were able to change their behaviour and learn new ways of parenting so their children could safely stay at home, and they did not have to enter the Out-of-Home Care system.

An internal audit of processes was completed in March 2021 across the Family Preservation team. As a result of this audit, a revised procedure manual has been developed and implemented to facilitate a streamlining of service provisions in line with the Department of Communities and Justice sector requirements.

“

You were one of the only people I feel I could talk about everything with and supported me the best you could. You made me realise that I am strong enough to get through a lot of my issues and you have been someone I can talk to about the issues.

## Dhangan Gudjagang

The Dhangan Gudjagang program is built on the philosophy that every mother and baby deserve a positive birth and parenting experience accessing comfortable, culturally safe and responsive services.

Our team of Aboriginal Family and Health Workers, Midwives and Early Childhood Nurse works within an interdisciplinary framework, additionally, providing support to clients and families who are at risk of, or experiencing, domestic and family violence. Our Adverse Childhood Experiences Coordinator works with the team to provide intervention and care coordination for children and their families that may require more intensive supports due to experiencing early childhood trauma.

The Dhangan Gudjagang program facilitates a number of community groups such as Women's Group, Postnatal and Antenatal groups, Family Violence and Intervention Groups, support and advocacy across justice and community services (housing and child protection).

There were 244 referrals received by the program between 1st July 2020 and 30th June 2021. This includes 73 mothers for pregnancy care, 40 live births and 19 currently pregnant mothers. It also includes 75 clients participating in the ACE's program, 47 clients in the domestic and family violence program and 94 clients actively working with the Aboriginal Health and Early Education Workers.

July 2020 to June 2021 has been an enormous year for the team with the launch of Dhangan Gudjagang's first Baby Wrap and Placenta Pod, delivery of the Which Way Smoking Cessation Research Project in collaboration with University of Newcastle and weekly and monthly online education videos in collaboration with Central Coast Schools as Community Centres. There were 12 education sessions filmed, reaching over 3,114 views online.

Dhangan Gudjagang celebrates their ongoing relationship with Central Coast Local Health District Maternity Department. Dhangan Gudjagang has previously been unable to receive discharge summaries for new mothers due to electronic file transfer, however, our Midwife has been working closely with the Central Coast Local Health District Maternity Department to overcome this issue and incorporating relevant 'flags' into the maternity information system to signify a shared care arrangement. This developed partnership has allowed us to enhance our service delivery.

Throughout COVID-19 restrictions, Dhangan Gudjagang have conducted routine welfare checks on vulnerable individuals and families, regular community education, advice and support and linked clients with relevant internal interdisciplinary teams to ensure holistic, wraparound care coordination continued to be provided.

## Buridjga

The Buridjga Youth Program is funded through the Targeted Earlier Intervention initiative by the Department of Communities and Justice. The purpose of the program is to enhance the wellbeing of young Aboriginal people living on Darkinjung Country. The team works directly with young people, community service providers, schools, and youth specific health services to develop strategies to engage with and meet the needs of high-risk vulnerable young people aged between 12 and 24 years.

The program provides targeted support for young people and their families to work on family capacity building, education and skills training and connects young people to youth specialist services and assists with referrals to psychological support.

Throughout the past year, 103 referrals were received and accepted into the program for direct case

coordination. A further 74 clients were engaged in the program through indirect support via attendance at Youth Groups and school based outreach sessions.

The Buridjga team co-facilitated a total of 27 youth groups in partnership with Gudjagang Ngara li-dhi Aboriginal Corporation and engaged 74 young people through these groups. The team also provided targeted school based workshops with NG Central School at Kariong where they worked intensively with 16 young people who were at risk of disengaging from school.

More recently, the Buridjga team has developed a Program Logic which was submitted and approved by DCJ Commissioning and Planning. All program data was also submitted through the Data Exchange (DEX) platform.

“

I was homeless and living in a refuge and I had no connection to family or the Aboriginal community. I received a call from one of the Youth Workers and a couple of days later they came out to meet me. Straight away I felt a connection and we all started to talk about what I need and what support they can give me, and what support I can get in community. I now have my own unit and attending school. Thank you for everything you have done for me over the last couple of months, it means a lot.



“

Tears of joy, thank you so much, we are so excited. We have been crying as we are so blessed to have people like yourself to help us, it means a lot.

## Aboriginal Together Home Program

Throughout 2020/21 Yerin Eleanor Duncan was successful in obtaining much needed program funds to deliver the Aboriginal Together Home Program for Aboriginal and Torres Strait Islander people living on Darkinjung Country who are facing severe homelessness, with 17 packages available under a consortium arrangement with Gudjagang Ngara li-dhi and Mingaletta. The programs key aim is to transition Aboriginal people onto a path away from homelessness and into long-term stable housing, whilst improving overall personal health and wellbeing. The provision of housing and support through the program aims to address people's support needs, build individual capability and capacity and foster connections to community.

In line with Housing First principles, Aboriginal Together Home is premised on a separation between housing and support functions. We have formally partnered with Compass Housing to provide the housing stock for our clients.

In addition to tenancy supports, program participants will also receive trauma-informed, wrap-around support to address underlying risk factors associated with homelessness services. Working in partnership with Compass Housing, the Aboriginal Together Home Team will provide comprehensive assistance through unitising Yerin Eleanor Duncan's integrated health, social, emotional, wellbeing and support services to address client health and wellbeing needs.

Yerin Eleanor Duncan Aboriginal Together Home Program leads the Client Referral Assessment Group (CRAG) for the Aboriginal Together Home Program on the Central Coast in collaborative partnership with representatives from DCJ Housing and DCJ Commissioning and Planning.

14 referrals have been received and assessed through the CRAG since program commencement in May this year, with 4 current clients actively engaged in the program with packages allocated to them.

## Voluntary Out-of-Home Care (VOOHC)

In February 2021 Yerin Eleanor Duncan became a registered Voluntary Out-of-Home Care provider, completing all necessary registration compliance as per the NSW Office of the Children's Guardian.

Our Voluntary Out-of-Home Care program plays an important role in caring for some of our most vulnerable children and provides much needed respite and support for families caring for children with complex needs. Children with disability and complex care needs often require additional supports and rely on the commitment of Yerin Eleanor Duncan providing safe, skilled, and caring adults to meet their needs.

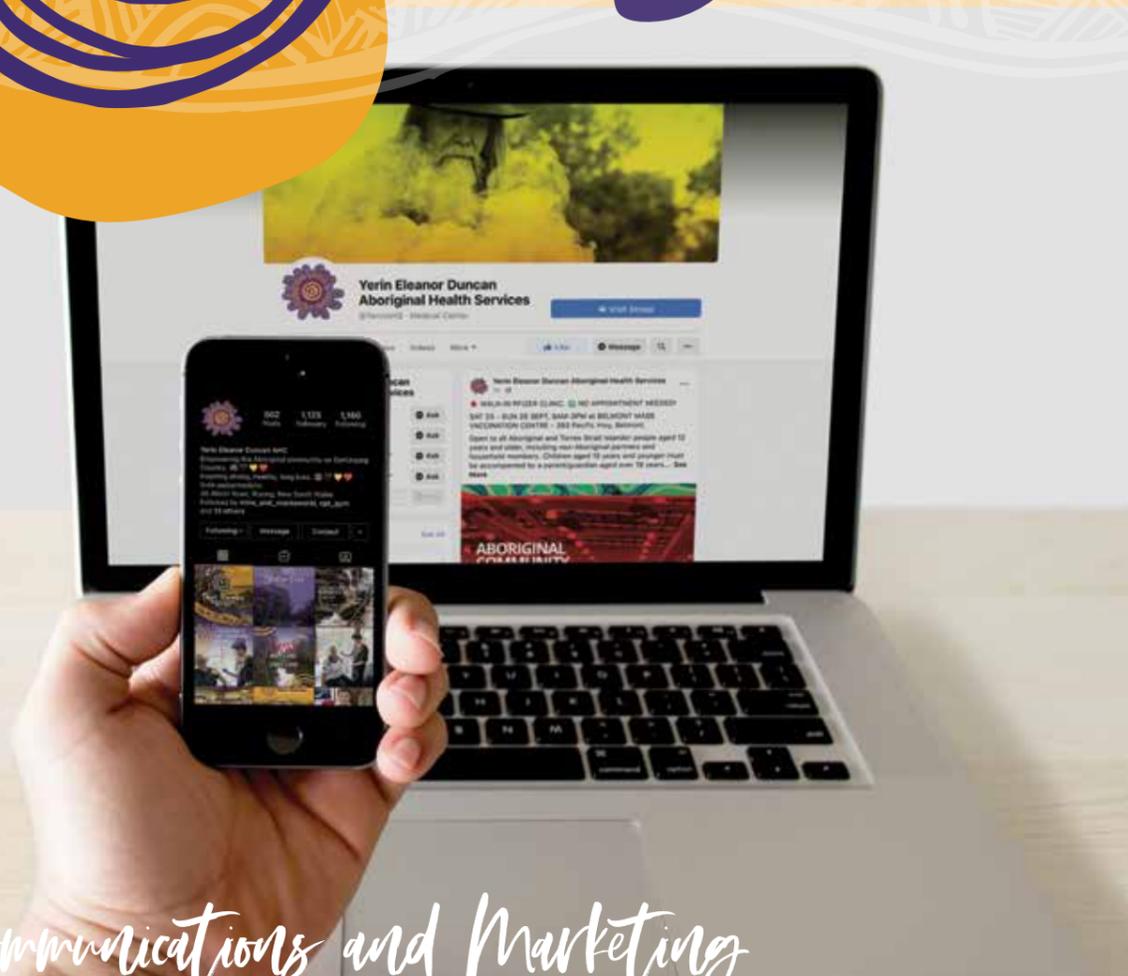
Voluntary Out-of-Home Care is arranged by a parent of a child/ren (i.e., a person who has parental

responsibility for the child), or a person authorised by the parent to act on their behalf with an organisation like Yerin Eleanor Duncan.

Yerin Eleanor Duncan is a designated agency (accredited by the NSW Office of the Children's Guardian) registered by the Office of the Children's Guardian to provide, arrange, or supervise VOOHC. We do this by providing supports to our children aged 7 to 13 years, with or without a disability, providing short term respite. Delivering overnight centre-based care at Yerin Eleanor Duncan's beautiful home located at Woongarah.

Our VOOHC team provided 13 children between March 2021 and August 2021 with VOOHC placements.





# Communications and Marketing

Communications and marketing took a positive change in direction in February 2021 with a new collaboration with Forrest Buddy Creative and it's Creative Director Trent Brailey.

The pandemic created many challenges with face to face communications and other more traditional mediums like print. The way we were all communicating changed as we knew it due to the restrictions of Covid-19 and are now more in line with how the community was talking to each other. A more online and social media focussed strategy was taken on.

We made some big changes to how we communicate by using online zoom meetings, video communications and emotive imagery to harness the attention we needed to get our staff and communities attention.

We also bought our staff and supporters to the forefront of social media to help tell our story and deliver important health-based messaging. As we saw a huge increase in followers and engagement once we personified our communications.

People based content resonated the best. Content that evoked discussion, a sense of pride and community stories out performed noticeboard posts we had done in the past.

This growth has seen us reach so many more people in the community. We will continue to push hard to grow local following and encourage community to follow our social media as it is by far our strongest marketing channel in terms of reach and community engagement. Especially in lockdown.

Content outside of core services trends well and messages that align Yerin Eleanor Duncan with the bigger picture generate more engagement.

This is only early days and we feel sustained growth in the space is achievable. Generating even more awareness and community engagement.

Frequent and quality content has seen us harness awareness well outside the Central Coast and seen many messages and comments from other organisations and

people who have shared our messages. We will work with community to increase awareness of social media platforms. We will work with community as required to provide education of how to use social media platforms and the benefits it can provide in terms of connection to family and receiving regular updates of services and events.

Social media posts that have been generated by staff have been extremely successful and staff will be vital

in stepping up marketing even further. Training days will be organised for staff to develop their ability to capture quality content using mobile phones and storytelling techniques.

Story based content will be developed on an ongoing basis including staff and respected community members. These techniques will allow us to develop a 'brand story' and a deeper connection with community using social media.

## Social Media Insight

**f** 1 FEB 2021 - 30 JUN 2021

**4.1K Total Followers**  
316 New Followers  
**UP 43.4% from previous 140 days**

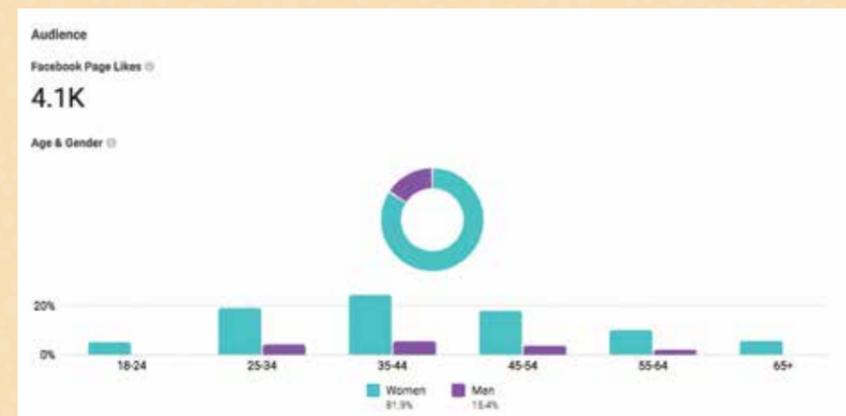
**1.2K Page Views**  
**UP 246% from previous 140 days**

**50.5K People Reached**  
**UP 15.9% from previous 140 days**

**31.1K Engagements**  
Engagement is when someone actioned something on a post. Eg like, share comment. This is the true metric of success.  
**UP 84.3% from previous 140 days**  
1,031 Comments  
968 Shares  
10,660 Post Reactions

**Engaged Viewers**  
**UP 193% from previous period**

**8.1K total VIDEO views**



**i** 1 FEB 2021 - 30 JUN 2021

**1.3K Total Followers**  
Doubled since Trent takeover  
**25% Men 75% Women**

**684 Profile Visits**  
**UP 224 from previous 30 days**

**3,299 People Reached**

**28.3K Post Impressions**  
Impressions are how many times our content was shown  
**UP 7.4K from previous 30 day**

**2,526 Content Interactions**  
**UP 12.5% from previous 30 day**

**2,300 Post Interactions**  
**UP 3.5% from previous 30 day**

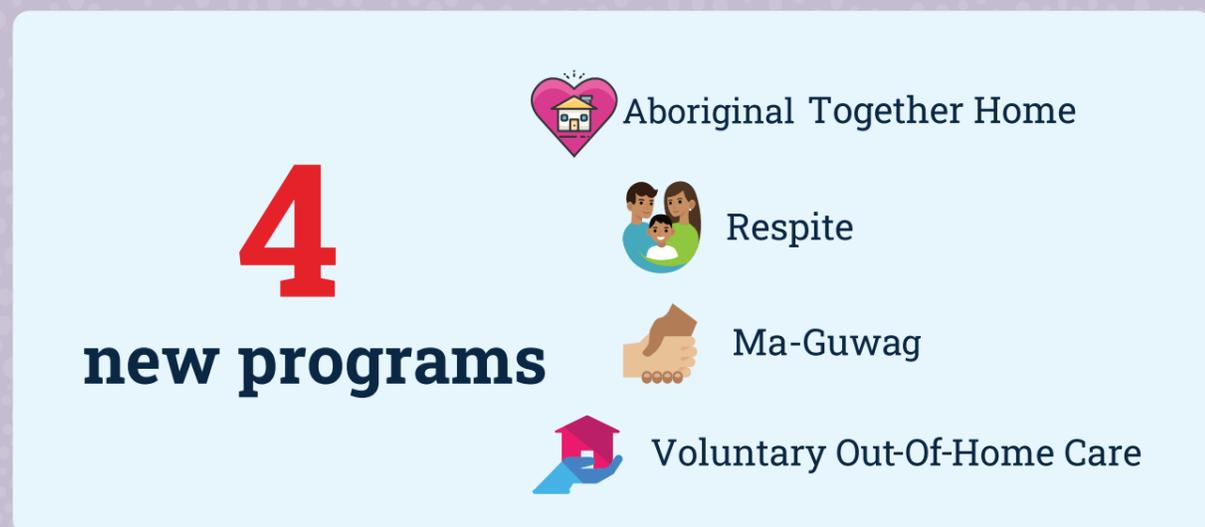
**70 Story Interactions**  
**UP 159% from previous 30 day**

**109 Reel Interactions**  
**UP 159% from previous 30 day**

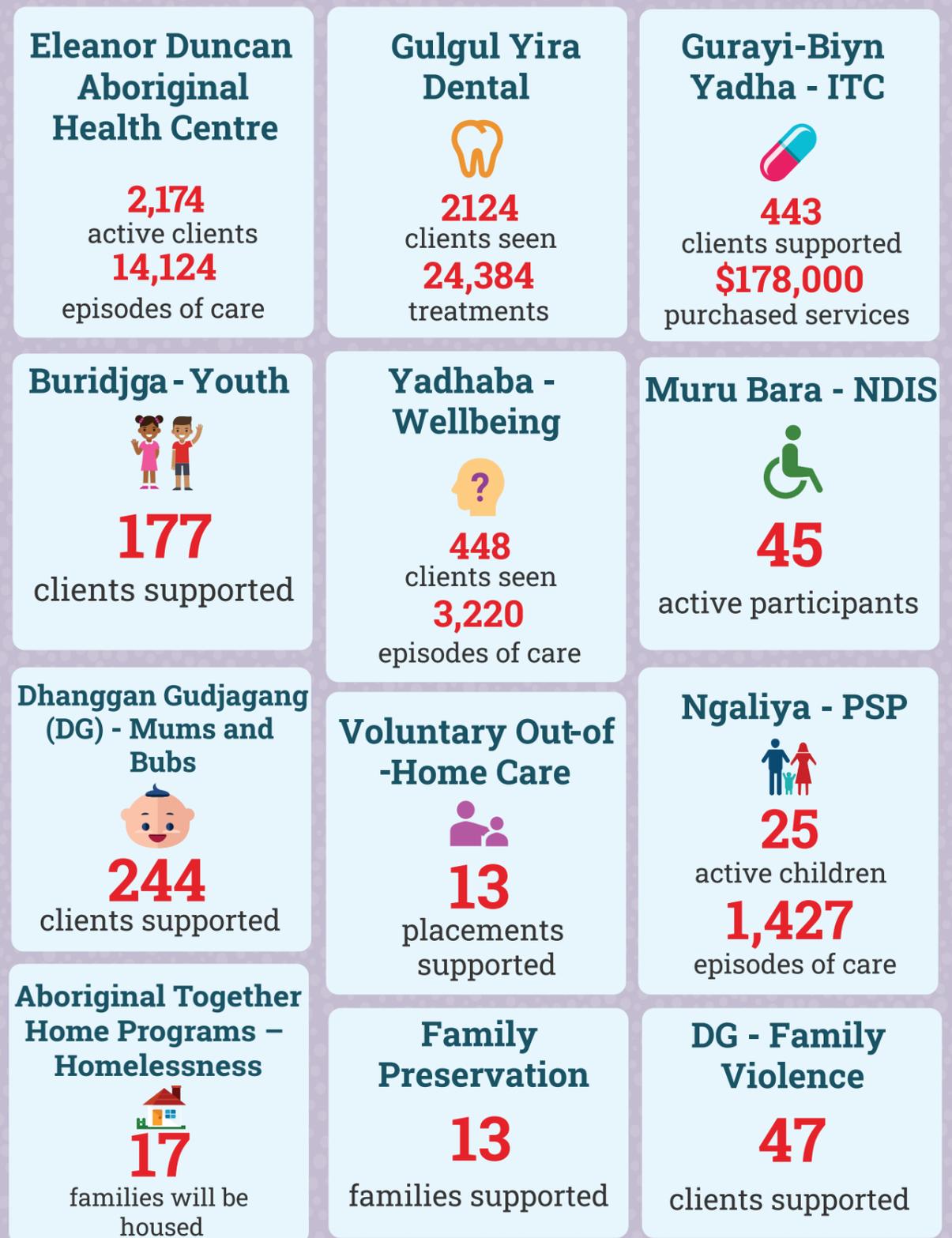


# Business Statistics

Yerin Eleanor Duncan's  
response to community needs – 20/21

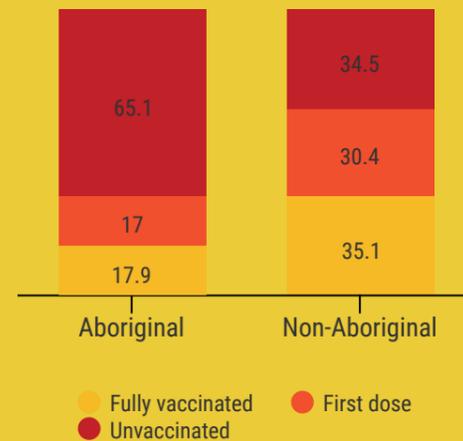


Access to culturally responsive services.



Aboriginal and Torres Strait Islander people on Darkinjung Country.

There is a **17.2%** gap between Aboriginal and non-Aboriginal people fully vaccinated against Covid-19 on the Central Coast. The gap widens to **30.2%** for first dose rates. 



The Aboriginal community on the Central Coast is significantly younger than the non-Aboriginal population

**21**



**43**

Median age of Aboriginal population

Median age of non-Aboriginal population

**15,371**

Aboriginal people residing on Darkinjung Country

ABS (June 2019)

Aboriginal children are...



**6x** more likely to be the subject of substantiated abuse or neglect

**8x** more likely to be receiving child protection services

**10x** more likely to be on a care and protection order

**11x** more likely to be in Out-Of-Home Care

than non-Aboriginal children.

The suicide rate among young Aboriginal and Torres Strait Islander Australians aged 15-24 is



**5x higher**

than that for non-Aboriginal and Torres Strait Islander people.

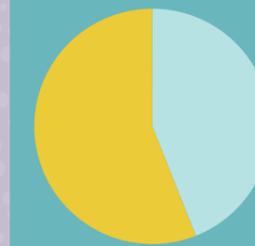
Aboriginal and Torres Strait Islanders have up to **5 times** the rate of hospitalisations for some chronic diseases than other Australians



Aboriginal and Torres Strait Islander children aged 0-4 were hospitalised for dental conditions at

**1.7x**

the rate of non-Aboriginal and Torres Strait Islander children between July 2015 and June 2017



44% of Aboriginal and Torres Strait Islander children aged 5-10 have at least one tooth with untreated decay, compared to 26% of non-Aboriginal and Torres Strait Islander children of the same age.

With age, the incidence of severe disabilities increases:

**1 in 10** Aboriginal 45-54 year olds on the Central Coast have severe disabilities, compared to **1 in 25** non-Aboriginal people of the same age and LGA.

**1 in 7** Aboriginal 55-64 year olds on the Central Coast have severe disabilities, compared to **1 in 17** non-Aboriginal people of the same age and LGA.



Nationally, Aboriginal and Torres Strait Islander people with disabilities participate in cultural activities at the same rate as Indigenous people without disabilities.



# Our Financial Performance and Position

Income during the 2020-2021 financial year was \$10.37 million which was mainly derived from grants. DCJ is the largest funding partner, with \$2.81 million during the year.

The positive working relationship and support from all grants is invaluable to Yerin Eleanor Duncan's ongoing operation and future. Total income surpassed \$10 million for the first time in the 2021 financial year, highlighting Yerin Eleanor Duncan's continued ability to secure Grant Funding to support the communities needs. Grant income was supplemented by Medicare Income and for the period ended 30 June 2021, Yerin Eleanor Duncan received a total of \$994,858 in the form of Medicare Income.

Another significant milestone achieved during the 2021 Financial Year was the purchase of Yerin Eleanor Duncan's building at 35 McPherson Road, Mardi. The building asset value on the balance sheet is \$1,642,859 at the end of the financial year.

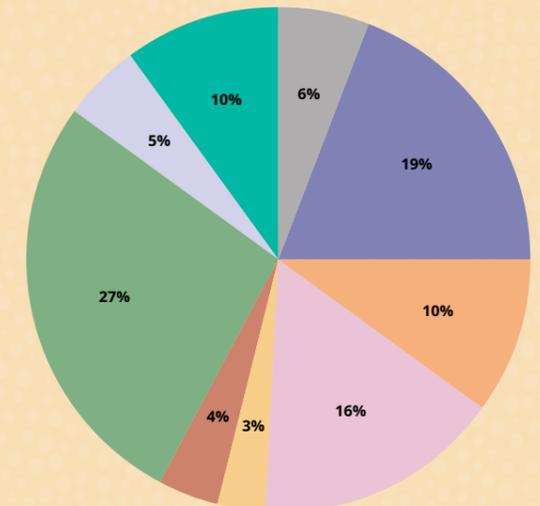
A significant portion of Yerin Eleanor Duncan's expenditure is related to program and client-specific costs, reiterating Yerin Eleanor Duncan's commitment to providing comprehensive primary, secondary and allied health services to our community on Darkinjung Country, the Central Coast.

Our equity increased by \$129,495 (4.6%) for the period of 2020/2021. The financial statements for the period were audited by Hall Chadwick. Yerin Eleanor Duncan continues to operate with good liquidity and efficiency within its financial capacity. Our full financials are available upon request.

Yerin Eleanor Duncan will consolidate existing services for the Aboriginal people on Darkinjung Country to progress and sustain our organisation through maximisation of funding opportunities which continue and complement current service provision.

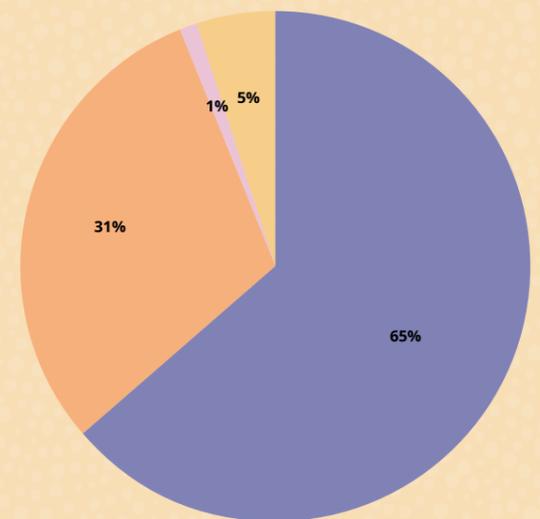
## Revenue

Commonwealth Government Grants	\$1,932,770
NSW State Government Grants	\$1,093,073
Hunter New England Central Coast Primary Health Network	\$1,657,606
NSW Rural Doctors Network	\$352,250
Other Revenue	\$472,199
DCJ	\$2,812,631
Other Grants	\$476,147
Medicare Revenue	\$994,858
NDIS	\$579,976
<b>TOTAL</b>	<b>\$10,371,510</b>



## Expenses

Employee Benefits Expenses	\$6,426,952
Operational	\$3,218,905
Administration	\$85,992
Depreciation and Amortisation	\$510,166
<b>TOTAL</b>	<b>\$10,242,015</b>



Revenue - \$10,371,510

Expenses - \$10,242,015

Surplus - \$129,495

## Our Strategic Partners



## Membership



## Accreditations



“  
To see the smiles on the kids faces and to know they understand we are here to support them as they grow in our community is why we do it.”



**YERIN**  
**ELEANOR DUNCAN**  
Aboriginal Health Services

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