



**YERIN**

Aboriginal Health  
Services Inc.

# ANNUAL REPORT 2016 – 2017

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## OUR VISION

*To be the most esteemed Aboriginal Medical Service in Australia*

## OUR VALUES

*Honesty • Trust • Caring • Respect • Cultural Safety • Fairness*



# ACKNOWLEDGEMENT OF COUNTRY

Yerin Aboriginal Health Service Inc. would like to acknowledge that we operate and function on the lands of the Darkinjung 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.





# CEO MESSAGE

*Yerin is proud of the ongoing contributions that our organisation makes to our local Aboriginal and Torres Strait Islander community.*

It has been another busy and successful year at Yerin Aboriginal Health Services Inc. Several themes come to mind as I reflect on the year, including our continued collaboration with partners and supporters and the strategic growth of our organisation.

A wonderful example of this was a boost to our existing programs and services including the Integrated Team Care to assist people with chronic disease, the Yadhaba team working with adults and youth experiencing mental health and/or drug and alcohol issues, along with the commencement of our Dental Clinic and additional counselling services.



The community and our clients are the centre of everything we do, this underpins our excellence in Continuous Quality Improvement (CQI). Yerin's high quality policies and procedures kicked into high gear in 2016-2017, with AGPAL accreditation obtained for a further three years (June 2017 – June 2020).

Across the entire organisation, staff embrace Yerin's Continuous Quality Improvement teachings to embed quality improvement in their day-to-day work to benefit all.

We are also seeing the steady development of a growth performance culture which is characterised by strong employee engagement, teamwork, the drive for operational excellence and accountability for results. This is making Yerin, as individual employees and an organisation, more agile and innovative.

These contributions are complemented by several key health and education initiatives which were implemented in the 2016-2017 financial year via our partnerships with the Central Coast Local Health District, Nunyara Aboriginal Health, Breast Screen NSW, University of Newcastle (Ourimbah Campus), New South Wales Centre for Health and Hunter New England Central Coast Primary Health Network, to name a few.

We would like to acknowledge that the success of these initiatives is due to our community being empowered to take charge of its own health.

Our staff, visiting allied health teams, specialists, partners and volunteers are central to our ability to deliver services and programs to our clients and community and I would like to thank them for helping contribute to our ongoing success.

Everything that is reflected in the following pages of this report is the result of a passionate team of local community members who make up our staff,



who believe in what we do and who provide high quality patient and family centred health care to the Aboriginal and Torres Strait Islander communities of the Central Coast, Darkinjung country.

I would like to sincerely thank the Board of Directors and management for your ongoing commitment to this organisation. I would like to acknowledge the efforts of the Board and management, who all demonstrate a steadfast commitment to the goals of this organisation and to constantly improving the services we provide to our members and community.

**BELINDA FIELD**  
CEO, Yerin



# CHAIRPERSON REPORT

*The Yerin Board and I are again honoured to be presenting Yerin's Annual Report for the 2016-2017 financial year, as well as highlighting some of Yerin's achievements.*

The 2016-2017 financial year saw Yerin and the Eleanor Duncan Aboriginal Health Centre deliver some astounding outcomes in the areas of service delivery, community access and stakeholder collaboration just to name a few.

Yerin and the Eleanor Duncan Health Centre provided some 20,547 episodes of care with 2426 active patients and 807 new patients for this financial year. At the last Board meeting, it was tabled that we were averaging some 70 new clients per week. As well as increased client numbers, Yerin's staff has also grown. We now have 29 full time employees, five part-time and three casual staff, a total of 37 employees which is a remarkable increase from earlier years.

In an effort to service the Aboriginal community in the southern area of the Central Coast, Yerin, in collaboration with Nunyara Aboriginal Health and the Central Coast Local Health District, opened an outreach service which operates out of Nunyara's refurbished premises twice a week. It has been great to see amazing numbers of community members accessing this service.

At the end of 2016, through the concerted effort of the management team, Yerin gained funding from the Central Coast Primary Health Network to deliver the Integrated Team Care (chronic disease) and the adult and youth mental health and drug and alcohol program.

Our CEO joined the Central Coast Local Health District Board and is encouraging robust discussion on Aboriginal health issues in our community.

I am a current Board Member on the Central Coast Primary Health Network Community Advisory Committee and Mick Pittman is Yerin's Director on the Barang Regional Alliance.

Our membership increased with 14 new members this financial year, bringing our membership to 87.

Marlene Lauw resigned as a Director and in the interim by Yerin's constitution, Shanell Bacon was elected by the Board. I would like to thank Marlene for her commitment and dedication and thank Shanell for taking on the role.

Thank you also to all the Directors for their work during the year, the continued support of our members and the Yerin Executive Management Team that supports the work of the Board.

I'm inspired by the great work, passion, commitment and professionalism of our staff in working to improve the health and wellbeing of our clients and the community.

*"Aboriginal Health Our Way"*

**VICKIE PARRY**  
Chairperson



# HISTORY OF YERIN



*"Yerin is a powerful metaphor with many meanings, written in the land at Erina since the dreaming.*

*It is the meeting of salt water and the fresh water creating brackish water mixing near the mouth of a creek through this metaphor we can learn from difficulties in bringing opposites into creative balance."*

*- Larry Maxwell Towney*

For over 20 years, Yerin has been providing culturally appropriate medical services to the Aboriginal and Torres Strait Islander community on the New South Wales Central Coast.

Following calls from the Central Coast Aboriginal Health Action Group for culturally appropriate health services for the local Aboriginal and Torres Strait Islander community, our services were established in 1995.

This came thanks to funding being secured by Division of General Practice, along with donations from other organisations. The Centre became incorporated in February 1996.

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

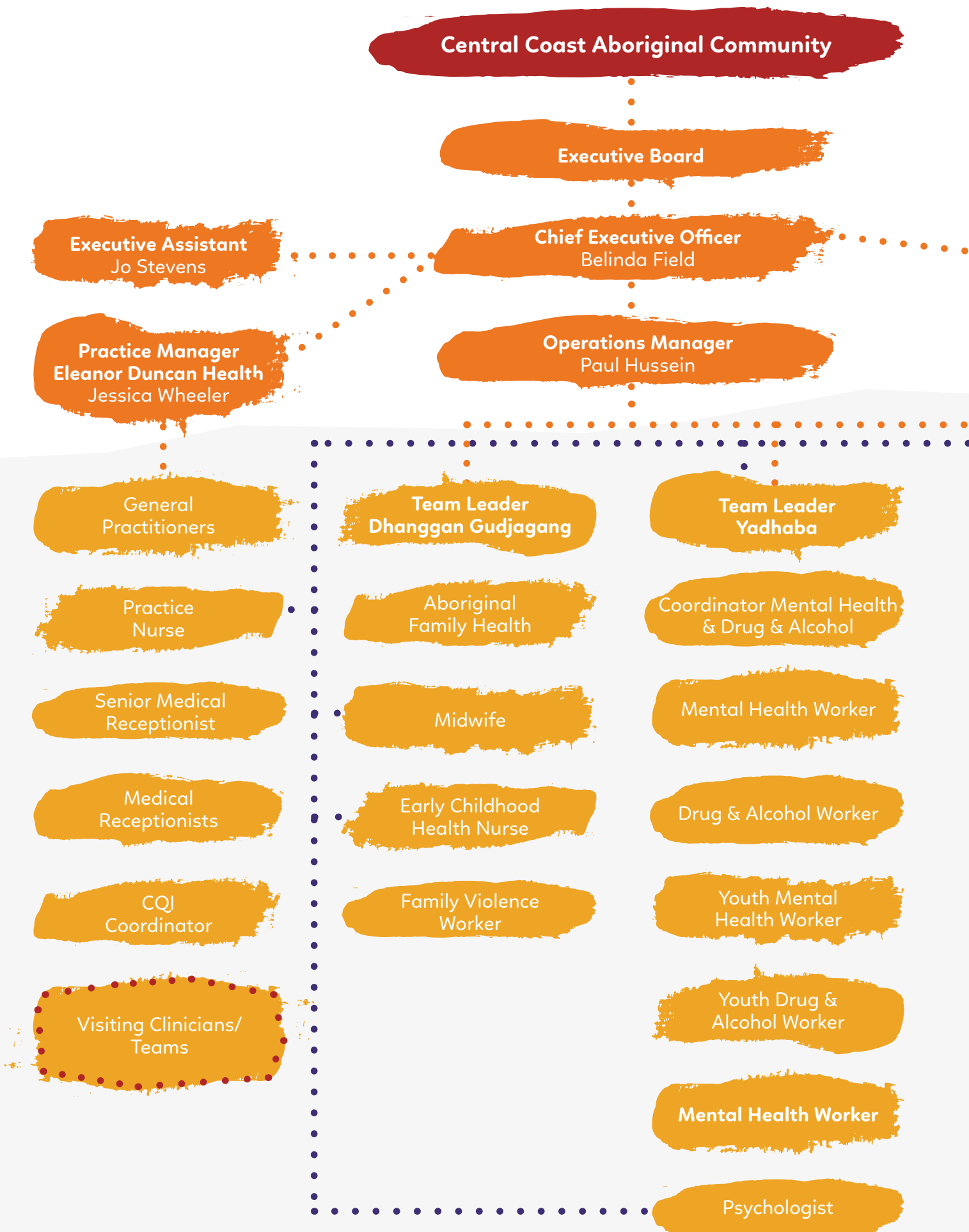
Born on the land of the Gomeroi people in Moree in 1937, Eleanor went to school at the local mission and studied nursing in Newcastle where she became one of the first Aboriginal Registered Nurses in New South Wales.

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

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

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

# YERIN ORGANISATION CHART





# EXECUTIVE BOARD MEMBERS



**Chairperson**  
Vickie Parry



**Deputy Chairperson**  
Phillip Peterson



**Secretary**  
Denise Markham



**Treasurer**  
Amy Parry



**Director**  
Mick Pittman



**Director**  
Shanell Bacon

**Team Leader  
Integrated Team Care**

Care Coordinators  
(Chronic Disease)

Aboriginal Outreach  
Worker (Chronic Disease)

Aboriginal Health  
Practitioner

**Public Health  
Team**

Oral Health Worker

Health Promotions

**Administrative  
Support**

Administrative Support  
Programs Team

Administration Officer

**Management Accountant**  
Sharon Jacobs

Finance  
Officer

**Key**

- Direct Reporting Line
- Clinical Reporting Line
- Visiting Staff

# HIGHLIGHTS OF OUR WORK THIS YEAR






**11**  
**NEW STAFF  
MEMBERS**



**EXPANSION OF  
DENTAL SERVICE  
TO INCLUDE A  
NEW TWO CHAIR  
PRACTICE AT THE  
OLD MEDICAL  
CENTRE BY  
MARCH 2018**



**ESTABLISHMENT  
OF YADHABA TEAM  
TO AID CLIENT  
WELLBEING IN  
FEBRUARY 2017**



**AUSTRALIAN  
GENERAL PRACTICE  
ACCREDITATION  
LIMITED (AGPAL)  
ACCREDITATION  
OBTAINED FOR A  
FURTHER THREE  
YEARS (JUNE 2017  
– JUNE 2020)**



**COLLABORATION  
BETWEEN YERIN, CENTRAL  
COAST LOCAL HEALTH  
DISTRICT AND HUNTER  
NEW ENGLAND CENTRAL  
COAST PRIMARY CARE  
AGENCIES WORKED TO  
DEVELOP INTEGRATED  
SERVICE DELIVERY**



**UPDATES TO  
I.T SYSTEM TO  
PROVIDE AN  
INTEGRATED AND  
MORE EFFICIENT  
PLATFORM**



# YADHABA – MEANING ‘GET BETTER’

In February 2017, Yerin expanded its community program with the addition of five key Aboriginal staff members to create the Yadhaba (Wellbeing) team which has enabled Yerin to increase support to community members.

Yadhaba maintains a focus on mental health and drug and alcohol support thanks to a team including a Mental Health Nurse and four Aboriginal Health Workers. The team provides a holistic approach to not only the individual client but their family as well.

Yadhaba offers a range of service options beyond the walls of Yerin to help people through a recovery process.

These services are determined by individual circumstances including previous trauma, current health conditions, dependencies, employment status, financial position and housing.

The program is both centre and community based, which enables clients to feel safe when accessing health care providers at the health centre in Wyong

or the Nunyara outreach clinic with the program also providing home visits and transport support to clients.

The Yadhaba team ensures ongoing advocacy when linking clients to other services which may include other health services, community services or access to government agencies.

The Yadhaba team is visible at local community events and where possible, offers presentations at community hubs and schools.

Yadhaba has been developed to focus on factors which enhance social and emotional wellbeing including, connection to country, spirituality, ancestry, self-determination, community governance, cultural continuity and family.

The Yadhaba team works and liaises with other professionals such as our GPs, counsellors, Central Coast Aboriginal Mental Health Team, youth health and other support services and organisations to assist members of the Central Coast community.



# YADHABA TEAM ACHIEVEMENTS

## TEAM OUTCOMES

Enhancing the social and emotional wellbeing of our community is the main priority for the Yadhaba team. The team regularly engages with our community in a culturally safe and respectful manner, with a focus aligned to the mental, physical and spiritual aspects of Aboriginal and Torres Strait Islander health and wellbeing.



### STRENGTHS BASED INTERVENTION

- Focus on trusting and workable relationships.
- Empowering people to take a lead in their own care process.
- Working in collaborative ways on mutually agreed upon goals.
- Drawing upon the personal resources of motivation and hope.
- Creating sustainable change through learning and experiential growth.

### EVIDENCE BASED INTERVENTION

- Evidence-based interventions (EBI) are treatments that have been proven effective (to some degree) through outcome evaluations. As such, EBI are treatments that are likely to be effective in changing target behaviour if implemented with integrity.

### HEALING WELLBEING EMPOWERMENT

- Aboriginal people empowering ourselves by taking all appropriate and necessary powers and responsibilities for our own lives and futures. We have the right to the development of our economic, social and cultural life trajectory.

### ABORIGINAL WORLD VIEWS

- Health is not just the physical wellbeing of the individual, but the social, emotional, and cultural wellbeing of the whole community. This is a whole-of-life view and it also includes the cyclical concept of life-death-life.





## DRUG AND ALCOHOL DETOXIFICATION

Yerin has established a pathway with Central Coast Area Health to enable the best and fastest support for our patients to enter Maruma-Li Unit.

Maruma-Li is a 15-bed residential medical detoxification unit for people 18 years and older. Admission is for clients requiring medical and/or supportive care undergoing detox from alcohol and other substances. This partnership has opened doors for our team to engage and learn from nursing staff and doctors and also have a care share role with Central Coast Area Health drug and alcohol Aboriginal Liaison Health Worker, Narelle Pass.

Dr Tony Gill, Narelle, Steve Ella and Steve Childs, allowed the team to undertake a week work experience in the drug and alcohol role at Central Coast Area Health.

The team got to see the different roles and how to engage or refer client to services. The team met a number of staff members and formed close bonds with area health, which has strengthened our pathways.

The Yadhaba team has been able to walk beside each of its patients through the whole process of the detoxification. Team members make daily visits during Monday to Friday and on weekends they make daily phone calls.



*Over the last eight months, we have seen a large number of community members contact the newly formed team, Yadhaba, for support with drug and alcohol detoxification.*



This has shown to be a positive result in keeping our patients in high spirits even when they are at their lowest or weakest points.

We have received great feedback from the nursing staff, Nursing Unit Manager Richard Green, and Drug and Alcohol Unit doctors.

As our team is only in its first year of forming, we can only see the bond between services and community growing from here.





## DRUG AND ALCOHOL REHABILITATION

Following the detox phase, it is important for our mob to go through and use the rehabilitation services that Yerin offer.

We have found that patients find the 3 to 12 months away from mob daunting, but encourage them to undertake this important part of the program.

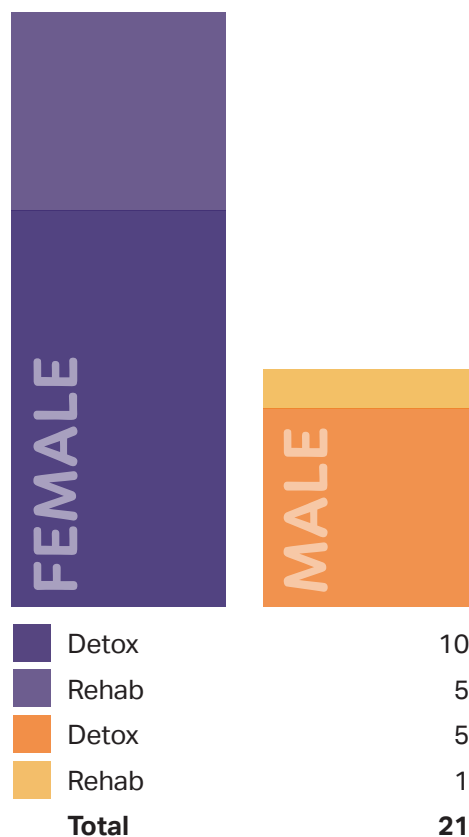
As part of this step, we allow family to visit regularly and we have our Aboriginal AOD Health Workers there walking beside them every step of the way.

The team is only a yarn away and we do not push the process upon anyone, if it's not for them, we will look at what other support we can put in place like home rehabilitation, men's and women's yarning circles or AOD groups (AA and NA). There are a number of in-house services we can provide.

Alternatively, if they are looking for something closer to their home, we have many connections within the community and health sector we can call on to ensure our patients are well looked after.

The team is here for our community, we are here to ensure our community is growing strong for our youth and Elders.

## REHABILITATION FIGURES





## DOORALONG REHABILITATION CENTRE

Yadhava has established a pathway with Dooralong Rehabilitation Centre and our team has assisted a number of patients that have successfully been accepted into their program. Dooralong Rehabilitation Centre has an outstanding program and we appreciate that we have been welcomed with open arms.

Dooralong Rehabilitation Centre took our team on a tour of its estate and shared with us the background on how Dooralong grew into the successful rehabilitation program it is today. We are looking forward to watching this pathway continue to evolve as our team and community grows.

## WHOS REHABILITATION

We have also engaged with WHOS Rehabilitation in Cessnock and Rozelle. As they aren't locally based, we have only been able to transport our patients to these rehabilitation sites and converse with them via phone. We have a growing relationship with WHOS Rehabilitation that will continue to flourish.

## KAMIRA

Kamira provides alcohol and other drug treatment services for women with or without children across New South Wales. Kamira Farm is situated on the Central Coast and is a highly structured, comprehensive program incorporating therapeutic groups and individual counselling with dedicated staff on hand 24/7.

Kamira offers sessions on child care and parent effectiveness training, healthy dietary plans, yoga

and relaxation training, gardening, camping and other extracurricular activities. Patients generally stay between six to nine months, with children up to the ages of eight years old able to stay with their mothers during this time. In addition, our Yadhava team is able to provide support to mothers whilst at Kamira.

## THE GLEN

The Glen Centre is proud to be an organisation that helps break down the barriers between Indigenous and non-Indigenous Australians and work towards reconciliation.

The Glen acknowledges that while Indigenous Australians are struggling with drug and alcohol abuse issues, it is a common problem in all aspects of modern Australian society and addiction doesn't discriminate based on colour or anything else.

The transition program enables clients to attend training or find employment and to equip our fellows with the right tools before they enter back in to the community.

During their stay at The Glen, patients will participate in mental health awareness, group counselling, one on one sessions with the psychologist, group meetings, grief counselling, as well as physical activities, such as access to The Glen's gym, beach and bush walks.

Yerin has a good working relationship with The Glen and we often engage with them, taking our Men's Group out there for monthly meetings and rely on the support they give us in return.





## WOMEN'S GROUP

Yerin is proud to support an ongoing Women's Group that meets every month to discuss community issues and undertake fun and important activities.

In return, Yerin provides a healthy and nutritional morning tea for all the Women's Group meetings.

### MEETINGS

- 23 March – Group meet and greet
- 27 April – First Women's Group
- 25 May – The start of 'Bling My Bra'
- 29 June – Pamper Session
- 27 July – Wear your PJs
- 31 August – Finishing 'Bling My Bra' Project
- 28 September - High Tea



## MEN'S GROUP

In addition to the Women's Group, Yerin also holds regular meeting for men in the community.

Yerin's Men's Group has consistently had around 10-15 men attending each gathering. Some of the positive outcomes the men have stated from the group include:

- Giving advice on what helps or has helped them through everyday struggles in life
- Connection – men are connected and comfortable expressing their feelings and wellbeing since the last meeting, and look forward to each gathering
- Support and help navigating other services including Centrelink, housing and employment
- Storytelling and experiences of Aboriginal culture
- The group is a non-therapeutic counselling group and is an easy, soft entry point to primary health care
- The men are able to get familiar with the workers
- The men also get to have something to drink and eat which is reasonably healthy
- Gatherings are held at different locations on the Central Coast, which helps them become more familiar with services in area and also assists with access.





*The Yadhaba team regularly links with the local youth support services to ensure that our youths are linked to our Primary Health Care Services, as well as additional wellbeing and mental health support services.*

## YOUTH IN FOCUS

The team works from a family centred framework, ensuring that families are well supported.

Our bolstered Youth Team has placed a more targeted focus on supporting young people to achieve their goals.

Such examples include supporting six young people to undertake their Certificate II in Community Services.

The team attends schools, Juvenile Justice and other youth spaces regularly to undertake wellbeing screening. This approach helps identify young people who are at risk of experiencing challenges in their life before it escalates to a bigger problem.

In linking with schools, we are beginning to identify what assistance schools need to support our Koori kids to stay connected with education and better health which is a partnership we hope to grow over the coming months and beyond.

The team has engaged with Evolution Youth Services, RYSS, Juvenile Justice for referral purposes and work to collaborate with them to better help the youth in our community.

We have seen 17 youth and 34 adults present with drug and alcohol misuse and have helped guide and support them into appropriate services either in-house or externally.

In addition, we have supported 35 young people and 56 adults with mental health care.

As a result of the development of the Yadhaba team, we are expanding our knowledge by attending the Aboriginal Interagency each month to receive and exchange relevant information specific to our local community.



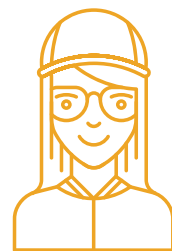


In addition, it has enabled us to achieve the following:

- Linkage with youth service has allowed the Central Coast Local Health District Youth Service and Yadhava team to complement each other, link activities and support youth in our community.
- New partnerships have been established with private providers including visiting Pediatricians (Dr Shorter and Datta) and Mental Health Nurse (Adam Rice) to support services to children and young people through the centre providing much needed medical and counselling support.
- The Cultural and Service Exchange between Children and Young People's Mental Health (CYPMH) and Yerin, which incorporates learning, sharing and yarning together as part of a partnership project to further enhance culturally appropriate mental health services to young people with mental health problems and support for their families and/or carers.
- 24 staff from both Yerin and CYPMH participated in a cultural and service exchange in September 2017 with cultural tours to be provided to Central Coast Mental Health Service staff to increase their insights into our community.



**208**  
ACTIVE YOUTH  
CLIENTS



**83**  
INCREASE OF NEW  
YOUTH CLIENTS



# INTEGRATED TEAM CARE (ITC)

## SUPPORTING OUR COMMUNITY WITH CHRONIC ILLNESS

Yerin's Integrated Team Care (ITC) is responsible for the treatment and management of Aboriginal and Torres Strait Islander people with chronic conditions, helping to provide better access to the health services these patients require.

The ITC program consists of Aboriginal Care Coordinators and an Aboriginal Outreach Worker. Care Coordinators provide a holistic approach to managing ITC clients care need, by identifying barriers to accessing health care.

There are certain requirements which need to be met to be eligible for the ITC program and these include:

- Being Aboriginal and/or Torres Strait Islander
- Having a current GP Care Plan
- Identifying as having one of the following conditions
  - Diabetes
  - Cardiovascular Disease
  - Chronic Kidney Disease
  - Cancer
  - Chronic Respiratory Disease

### CHRONIC CARE (ITC) PROGRAM STATISTICS

#### JAN '17 – JUNE '17

CLIENTS SUPPORTED BY NURSES/  
WORKERS (CARE COORDINATION) **130**

CLIENTS ACCESSING  
SUPPLEMENTARY SERVICES ONLY **220**

CLIENTS PRE-ENROLLED WAITING  
FOR ASSESSMENT/CARE PLAN **20**

#### JAN '17 – OCT '17

CLIENTS SUPPORTED BY NURSES/  
WORKERS (CARE COORDINATION) **166**

CLIENTS ACCESSING  
SUPPLEMENTARY SERVICES ONLY **276**

CLIENTS PRE-ENROLLED WAITING  
FOR ASSESSMENT/CARE PLAN **65**

### CARE COORDINATION STATISTICS

JAN '17 – JUNE '17		JAN '17 – OCT '17	
<b>Clients</b>	<b>130</b>	<b>Clients</b>	<b>166</b>
Supported Visits	150	Supported Visits	241
Number of Specialists	70	Number of Specialists	110
Number of Allied Health	30	Number of Allied Health	250
Transport Arranged	180	Transport Arranged	441

### SUPPLEMENTARY SERVICES STATISTICS

JAN '17 – JUNE '17		JAN '17 – OCT '17	
<b>Clients</b>	<b>220</b>	<b>Clients</b>	<b>276</b>
Supported Visits	207	Supported Visits	240
Number of Specialists	842	Number of Specialists	1015
Number of Allied Health	215	Number of Allied Health	308
Transport Arranged	813	Transport Arranged	1005
Medical Aids Provided	42	Medical Aids Provided	58
Pre-enrolled	20	Pre-enrolled	65





## ITC CASE STUDY - HECTOR

### Referral into ITC program:

Hector is a 42-year-old male who was having multiple re-admissions to Gosford Hospital including seven admissions in six-month period. The Nunyara Aboriginal Health unit notified Yerin's ITC program of the need to plan for his discharge back to his home in March 2017.

The ITC nurse, Mary King, met Hector at Gosford Hospital on the medical ward along with other services, Nunyara, the discharge planning team and a relative.

### Client Assessment Findings:

Upon discharge from hospital, Mary (Registered Nurse) and Doreen (Aboriginal Outreach Worker) conducted a home assessment and found that Hector lived alone in a shed on a local property with basic facilities on site. Hector had low mood, deep vein thrombosis, cellulitis of his leg and was receiving infusions of IV antibiotics. Hector weighed 175 kilograms and was struggling with his emotional, physical, spiritual and psychological wellbeing needs.

His GP Care Plan indicated he had asthma, Chronic Obstructive Pulmonary Disease, Klinefelter Syndrome, obesity and history of depression. Hector was on a number of pain medications, and was found to be incontinent and isolated from family.

### Client goals and services provided:

Hector's primary goal was to drive to Cairns and to travel around Australia. The ITC program provided the following support to assist with his recovery:

- Encouraged Hector to regularly visit his GP (external service) and a case plan was implemented.
- Home visits were provided every second day to provide emotional support and wellbeing checks to ensure positive eating habits and medication adherence – as client was predominantly lying bed.
- Supported and advocated with Australian Unity to ensure his daily living was met.
- Worked closely with Leanne from Nunyara Aboriginal Health unit who provided great support daily, in reinforcing positive living skills and encouraged Hector to have a go.
- The ITC program continued to provide home visits, taking him to various appointments (including medical, social and financial support) and strongly advocated with service providers on his goals and his immediate needs.
- Joint home visits with Yerin's Yadhapa Case Worker, Brett, were conducted and access to relevant support was implemented, including priority access to counselling sessions and to Yerin Men's Group.

- Hector was encouraged to access broader programs such as the Aunty Jeans program to support his diet, exercise and education, even though he lacked confidence and was very anxious. Our ITC Nurse would sit with him in the carpark until he felt comfortable to attend a new service/program.
- ITC continues to provide emotional support providing a space to listen to his needs and encourage positive conversations.

#### **Client Status and Outcomes:**

Hector now gets community transport to all his appointments, providing him with confidence and independence. Outcomes have included:

- Reduced dosage of pain, depression and anxiety medications.
- Weight loss of over 50 kilograms to date – now 125 kilograms.

- Completing Yerin's Ganama Program cooking classes.
- Attending Yerin's Men's Group on four occasions.
- Regularly accessing counselling sessions with our psychologist.
- Participating in the Aunty Jeans program.

Hector now prepares his own fruit and vegetable juices and home cooked meals. He has more self-confidence and has decreased side effects due to the reduction in medications.

#### **Ongoing Plan:**

Hector rings the ITC program every day to stay in touch and continues to function independently. He is positive in his recovery and has planned his trip in a few months to Cairns while planning a bigger trip in April 2018, where he intends to travel across Australia.

## **MAKING OUR HEALTH A PRIORITY – FINANCIAL YEAR '16 – '17**



**807**  
**NEW PATIENTS**



**428**  
**GP MENTAL HEALTH  
TREATMENT PLANS**



**738**  
**HEALTH CHECKS**



**2426**  
**ACTIVE PATIENTS**  
(3 VISITS IN THE LAST 2 YEARS)



**20,547**  
**CARE SESSIONS PROVIDED**



# HEALTH PROMOTION & CONNECTING WITH OUR COMMUNITY

In 2016, Wesley Counselling Services Central Coast and Yerin incorporating the Eleanor Duncan Aboriginal Health Centre joined in partnership to improve access to services and increase the types of services available to our clients.

As of 11 October 2016, Wesley's Financial Counsellor, Fiona Eaton, and Gambling Counsellor, Danielle Vilder, have relocated to Eleanor Duncan Aboriginal Health Centre in Wyong, several days each month.

The financial and gambling services provided are free, independent and confidential. Most of the referrals are coming directly from the team at the Aboriginal Medical Centre.

## FINANCIAL COUNSELLING

The first three months were slow in terms of client bookings, but that is to be expected when a new service is established.

Processes have to be trialled and amended as needed, staff relationships develop as trust and rapport are built, word has to spread to the client base and then relationships with clients develop over time. Referrals are received primarily from the medical centre staff. We have been able to give financial counselling advice/suggestions to staff members who have queries and concerns. Yerin is very pleased with how the financial counselling service has grown over the last 12 months and we hope that will continue into the future.





11 OCT '16 – 30 SEPT '17

**67** APPOINTMENTS BOOKED

**20** APPOINTMENTS NOT ATTENDED (9 CANCELLED & 11 NO SHOWS)

**30%** NON-ATTENDANCE IN LINE WITH OTHER SERVICES (25-30%)

**24-74** CLIENT AGE RANGE

## ISSUES

- Lack of budgeting and low financial literacy
- Unmanageable debt and financial over-commitment
- Housing issues and family breakdown
- Loss of or reduced employment
- Accidents and illness
- Carer role
- Domestic violence
- Mental illness
- Gambling and other addictions
- Taxation issues

## DEBT TYPES

- Utilities and rent arrears
- Mobile phones and internet
- Credit cards and personal loans
- Taxation and child support
- Private and Centrelink debts

## REFERRAL TYPES

- GP and Psychological counselling
- General counselling
- Gambling counselling
- Material aid
- Support groups
- Centrelink
- Tax Help Program
- Ombudsman services

## ASSISTANCE PROVIDED

- Baseline assessment of financial situation
- Budgeting education
- Advocating and negotiating with creditors
- Advising and assisting with debt enforcement
- Assisting with accessing entitlements and material aid
- Assisting with lodging complaints to external dispute resolution services
- Referral to other community, health and legal services
- Providing information about consumer rights
- Providing information on credit laws, the debt recovery process and pre-insolvency advice
- Bankruptcy and other areas of legislation
- Providing information and options for change

## OUTCOME EXAMPLES

- Debt waivers (cancellations) based on financial and compassionate grounds
- Better repayments negotiated
- Assistance to file for bankruptcy
- Superannuation fund accessed
- Budgets established
- Clients learning to deal with creditors and providers themselves
- Ongoing education about consumer rights
- Visible reduction in stress and anxiety as financial matters improve and become manageable





## COMMUNITY AWARENESS

- Presenting and promotion at the Community Connexions Conference on Family/Domestic Violence Connexions 2016 – an opportunity for Central Coast workers and service managers to connect and network, to access valuable information and renew their inspiration for working towards a violence-free society.
- Promoting awareness of family/domestic violence at various Aboriginal community events such as those held during NAIDOC Week.
- Currently in the planning stage with local police and community to undertake and support projects such as art therapy groups, which promote awareness and education around family/domestic violence.
- Co-facilitation with Baptist Care to deliver “Breaking Free Program” group running weekly for nine weeks.

## THREE-WAY HEALTH PARTNERSHIP

The current Aboriginal Health Services Plan 2013 – 2017 expired on 30 June 2017. The plan was originally developed on the premise of building trust through partnerships, implementing what works locally backed by evidence, ensuring better integration of planning and service delivery across the sector.

The partnership solidified an already strong existence of a sense of community, thus embedding the importance of cultural wellbeing and contribution of key stakeholders in the achievement of health equity outcomes for the Aboriginal community.

The partnership agreement assisted all three agencies to flex strong performance monitoring, management and accountability, as well as providing training opportunities, building Aboriginal workforce in the region and building on existing integrated services.

A current comprehensive Central Coast Aboriginal Health Collaborative Partnership Agreement 2017-2020 has been developed and endorsed by Yerin, Central Coast Local Health District and the Hunter New England Central Coast Primary Care agencies to design and build an overarching document that will underpin the enactment of the three-way health agreement.

In collaboration with the community, the three agencies came together over two days to design and facilitate conversation focusing on community empowerment and integrated service delivery is achieved under the partnership under a co-design model. The two days proved successful, with a diverse range of health and non-health staff, community and consumers in the room. The official launch and signing of the three-way partnership was held on 16 October 2017 at Yerin.

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

## March

- 1 Yarning About Cancer
- 8 International Women's Day
- 9 World Kidney Day
- 16 National Close The Gap Day
- 21 Harmony Day

## May

- 9 Smoking Cessation In Service
- 12 International Nurses Day
- 25 Australia's Biggest Morning Tea
- 26 Remembering Sorry Day
- 31 World No Tobacco Day

## April

- 2 Goats Family Festival
- 3 Gambling Free Financial Health Check Launch
- 7 Yarning About Cancer – Nunyara

## June

- 20 Interrelate Family & MH Support Services Morning Tea
- 23 Primary School MH Forum & Expo – Kariiong Mts High
- 26 Gorokan High School Gala Day
- 28 Breast Screen NSW Erina Launch
- 29 Northlakes High School Aboriginal Families

## OUTREACH IN OUR COMMUNITY

On 7 March 2017, Eleanor Duncan Aboriginal Health Centre commenced an outreach clinic in collaboration with Central Coast Local Health District – Nunyara Aboriginal Health Centre – in order to facilitate access for the Aboriginal and Torres Strait Islander

communities residing on the southern end of the Central Coast, Darkinjung country. The clinic operates Tuesday and Thursday with an additional Dhanggan Gudjagang (Mum's and Bubs) immunisation and chronic care clinics being operated on other days.



July

- 3 NAIDOC Flag Raising Ceremony
- 4 Central Coast NAIDOC Community Day
- 5 Baker Park NAIDOC Event
- 11 The Glen Touch Footy Comp
- 25 Tackling Tobacco Teleconference

September

- 14 Breast Screen Afternoon Tea – Yerin Staff & R U Ok Day
- 18 NSW Cancer Council Meeting
- 19 Dr Kim Sexual Health Session
- 24 Dad's Day Out – Lake Munmorah
- 28 'Our Community' Family Fun Day Watanobbi Community Centre



August

- 3 Ray Kelly Fitness Meeting
- 4 Jeans for Genes Day 2017
- 7 National Kids Day
- 11 National Aboriginal TSI Children's Day
- 15 Feltman Training
- 22 Breast Cancer Luncheon
- 29 AH&MRC Hearing Health CQI Collaborative Workshop

October

- 5 The Entrance Public School Community Event – Supporting Mental Health
- 6 Odd Socks Day – Supporting Mental Health
- 19 Breast Screening Day - Yerin & BreastScreen NSW



### **WALK A MILE KOORI STYLE 25 NOVEMBER 2016**

Men, women and children joined to walk as one community for Domestic Violence Awareness on Friday 25 November 2016 to empower community, raise awareness and take a strong stance against domestic and family violence.

The walk was held during the 10 days of activism from 25 November to 10 December and has been an

annual event on the Yerin calendar. This year, our walk was combined with the Central Coast White Ribbon Committee and took place on White Ribbon Day.

This was the first time the White Ribbon Committee and Walk A Mile Koori Style walked together.

The walk took place from The Entrance Police Station, finishing at Memorial Park where a community event was held including stalls and talks.





# DHANGGAN GUDJAGANG – MEANING ‘MOTHER & BABY’

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

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

The Dhanggan Gudjagang team provides:

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

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



**71** CHILD PSYCHOLOGIST  
VISITS

**71**

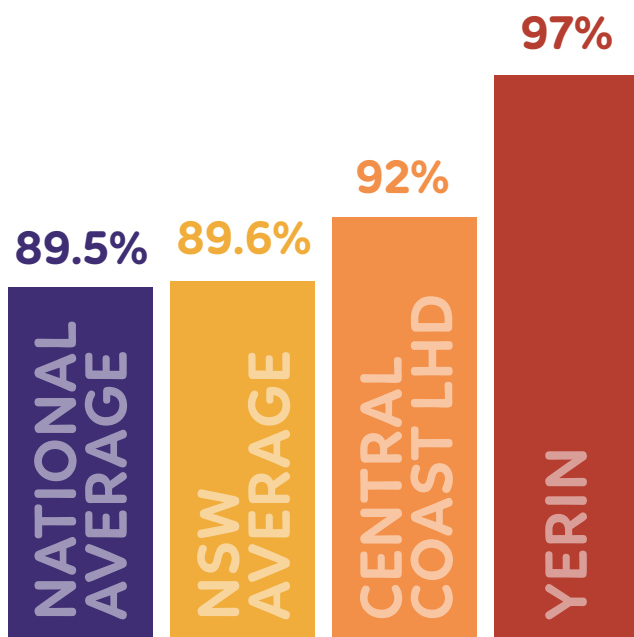
SPEECH  
PATHOLOGIST VISITS



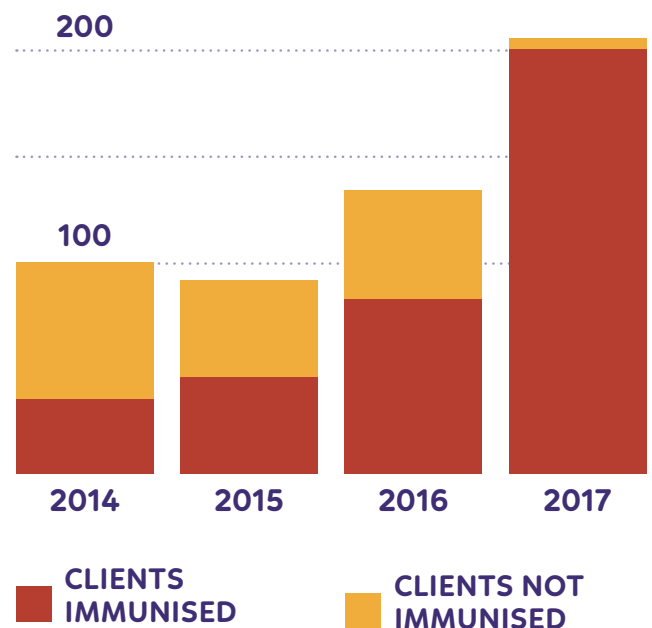
**185** PAEDIATRIC CLINIC  
VISITS

Immunisation is an important part of a child's health and Yerin is proud to have excellent, above average immunisation rates

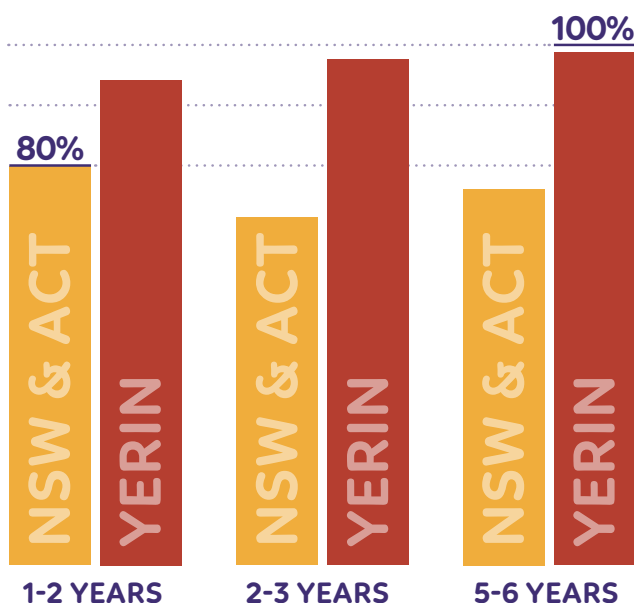
#### IMMUNISATION COVERAGE RATES



#### NUMBER OF CHILDREN IMMUNISED AGED 1 – 6 YEARS



#### INDIGENOUS CHILDREN IMMUNISED BY AGE



#### ACROSS SERVICE SUPPORT AND REFERRAL FOR VICTIMS OF DOMESTIC/FAMILY VIOLENCE

Yerin also provides referrals to victims of domestic or family violence, establishing partnerships with Catholic Care, Central Coast Women's Health Centres, Baptist Care, Gosford and Wyong FACS, Gosford Coast Shelter and Women's Refuges, key Aboriginal services across Central Coast, Wyong and local police. This service supports and links victims of family or domestic violence to specialist and support services where available.

Program services offered:

- court support
- advocacy/support (domestic violence, family violence and Elder abuse, mediation)
- promotion and education awareness raising.

# DEADLY SMILES MEAN A HEALTHY US



## ORAL HEALTH PROGRAM UPDATE

Yerin has secured additional funding with NSW Ministry of Health to now enable the setup of a new dental service at the old medical centre site – 37 Alison Road, Wyong.

This year has been a very busy and constructive year for Yerin's Oral Health Program. With the industrious efforts of the Oral Health Team, management and our partners, we are finally in the implementation stage of fitting out our new two-chair dental clinic.

We hope to have finished by December 2017 and have the clinic up and running by March 2018.

We are working in partnership with the hospital dental service and Oral Health Clinic at Ourimbah University to support the commencement of the clinic.

This is an exciting time for Yerin and the Aboriginal community of the Central Coast and we look forward to being able to expand our services to meet the needs of our community.



*The new dental service will commence early next year increasing access from the existing three hours a week service with the hospital, to the planned three-day service for our community.*



## PARTNERSHIPS

Yerin's Oral Health Program has strong and encouraging partnerships with the Central Coast Local Health District and The University of Newcastle. These partnerships have enabled Yerin to be a part of an integrated and united approach in the commitment of improving the oral health of Aboriginal people across the Central Coast. With the aim and objectives of improving access to oral health services, reducing disparities in oral health status and improving the oral health of Aboriginal people through primary prevention measures.





## WYONG CLINIC

**43** CLINICS

**430** PATIENTS

**232** HYGIENE/PREVENTATIVE APPOINTMENTS

**295** DENTAL TREATMENT APPOINTMENTS

## PRIVATE SPECIALIST REFERRALS

**18** DENTURES

**17** ORAL SURGERY

**16** MOUTH GUARDS/SPLINTS

## GOSFORD CLINIC

**11** CLINICS

**78** PATIENTS

**37** HYGIENE/PREVENTATIVE APPOINTMENTS

**65** DENTAL TREATMENT APPOINTMENTS

## HYGIENE/ PROMOTION PACKS

**250** DISTRIBUTED THROUGH YERIN'S DENTAL CLINICS

**1900** GIVEN OUT AT COMMUNITY DAYS & EVENTS

# PROFESSIONAL DEVELOPMENT & STAFF ACHIEVEMENTS

Since July 2016, Yerin has continued to increase its service to the community. This has seen 11 additional staff members join our team across various services:

- Five new Aboriginal clinicians and workers in the Yadhaba team
- Four new Aboriginal clinicians and workers in the Chronic Disease/ITC team
- One Aboriginal administration worker to support community programs and transport
- One Financial accountant to support the financial compliance and growth of services.

In addition, we have been able to welcome additional part-time or visiting staff which have included:

- One Speech Pathologist (Brooke Crawford)
- One female Counsellor (Ada Fitzgerald)
- One Mental Health Nurse supporting children and youth (Adam Rice)
- Two Financial Counsellors (Fiona and Danielle)
- One Family Referral Service employee (Pam Simon previously Annette D'Adam)
- Other visiting community service staff
- Other clinicians and workers from the area health service – joint case management and review.

As well as expanding our team, Yerin continues to grow and develop our staff through training programs.

## TRAINING CATEGORIES

- |                              |                       |
|------------------------------|-----------------------|
| ● Chronic disease            | ● General             |
| ● Mums & bubs                | ● Culture             |
| ● Alcohol & other drugs      | ● Nursing             |
| ● Domestic & family violence | ● WHS                 |
| ● General medical            | ● Mental health       |
| ● Community Services         | ● Trauma & resilience |

The specific training courses attended by staff included Shark Cage, Professional Boundaries, Quitskills, Motivational Interviewing, Safe Home visit training and We Ali-Li – Trauma Informed Care and Practice.

 **32** ACTIVE STAFF  
IN TRAINING

 **154** TRAINING  
SESSIONS





# ADMINISTRATION UPDATE

## SYSTEM SOFTWARE UPGRADE

On 31 October 2016, Yerin incorporating the Eleanor Duncan Aboriginal Health Centre installed new IT software (Communicare) to maximise integrated care and case management for all staff involved in patient/client care.

This means that Aboriginal workers are now informing the clinical record so a holistic view of health, wellbeing and care is always in focus.

Clients can now be referred or can refer themselves or family members to Yerin using the online referral form through the Yerin website.

This is clinically triaged and a response is provided about service options available, this is in addition to individuals who may wish to ring.

Ensuring we can run an effective and efficient process is paramount and we will continue to update or upgrade systems as needed.

## ONLINE PRESENCE



**1230**  
**605**

**LIKES AT FINANCIAL  
YEAR'S END**

**FACEBOOK AVERAGE  
REACH PER DAY**



# FINANCIALS

## OUR FINANCIAL PERFORMANCE AND POSITION

Income during the 2016-2017 financial year was \$4.4 million which was mainly derived from grants.

The Australian Government Department of Health continues to be the largest funding partner, with a contribution of \$1.5 million during the year.

The positive working relationship and support from these grants is invaluable to Yerin's ongoing operation and future.

Grant income is supplemented by Medicare Income and for the year ended 30 June 2017, Yerin received a total of \$941,000 in the form of Medicare Income.

Yerin also welcomes non-financial help, such as volunteers who can make a difference to our services and the way we operate.

Our volunteers usually leave with a sense of fulfillment, grateful for the learning experience and the opportunity to be immersed in our distinctly lively culture.

We acknowledge and value the contribution that these individuals have made to our success.

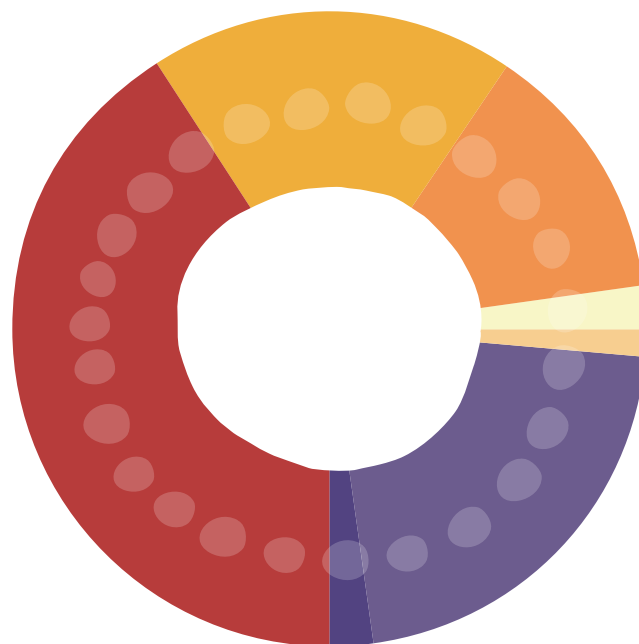
A significant portion of Yerin's expenditure is related to program and client-specific costs, reiterating Yerin's commitment to providing comprehensive primary, secondary and allied health services to our community on the Central Coast.

Our equity and assets increased by 10% and 33% respectively during the 2016-2017 financial year.

The financial statements for the year were audited by the Bishop Collins Group.

Yerin continues to operate with good liquidity and efficiency within its financial capacity.

Our full financials are available upon request.



Commonwealth Government Grants	\$1,806,726
NSW State Government Grants	\$811,176
Hunter New England Central Coast Primary Health Network	\$582,426
NSW Rural Doctors Network	\$107,369
Other Grants	\$51,390
Medicare Revenue	\$941,505
Other Revenue	\$94,710
<b>Total</b>	<b>\$4,395,302</b>



Employee benefits expenses	\$2,794,447
Operational	\$982,932
Administration	\$265,812
Depreciation and amortisation	\$160,314
<b>Total</b>	<b>\$4,203,505</b>



**REVENUE**  
**\$4,395,301**



**EXPENSES**  
**\$4,203,506**



**SURPLUS**  
**\$191,795**



**ASSETS**  
**\$2,974,575**



**LIABILITIES**  
**\$1,460,327**



**EQUITY**  
**\$1,514,248**

## GROW

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.





**YERIN ABORIGINAL HEALTH SERVICES INC. INCORPORATING  
THE ELEANOR DUNCAN ABORIGINAL HEALTH CENTRE**

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