



# Annual Report 2015 - 2016

Incorporating **Eleanor Duncan Aboriginal Health Centre**

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# Acknowledgement

Yerin Aboriginal Health Service Incorporated acknowledges that we operate and function on the lands of the Darkinjung people.

- ❖ We pay our respect to these lands that 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 have now come to call this country their home.
- ❖ We acknowledge our elders 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 our respect to our members who have gone before us and recognise their contribution to our people and community.



Yerin Aboriginal Health Services acknowledges Kylie Cassidy for creating the artwork used as logos for the Centre.



# Goals and Direction

## Statement of Purpose

To provide high quality integrated primary healthcare services to the Aboriginal and Torres Strait Islander communities of the New South Wales Central Coast.

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



## Vision Statement

To be the most esteemed Aboriginal Medical Service in Australia



## Values

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

## Proud of Our Past



Eleanor Duncan Aboriginal Health Centre (EDAHC), was established in 1995 as a result of the Central Coast Aboriginal Health Action Group and with the support of the Central Coast Division of General Practice.

The EDAHC is proudly named after Eleanor Duncan who was a remarkable woman and well respected member of the Central Coast Aboriginal community. Eleanor was a registered nurse, who completed her formal training at both Moree and Narrabri District Hospitals.

Sadly, Eleanor passed away at the young age of 48, which tragically is so often the norm for many Aboriginal people. Her passion for community and lasting legacy continues to inspire us to keep striving for improved health outcomes for Aboriginal and Torres Strait Islander people.

As an Aboriginal Community Controlled organisation, the Yerin Aboriginal Health Service Incorporated (Yerin) Board of Directors comprises of members of the local Aboriginal and Torres Strait Islander community who set the strategic direction of the organisation and meet once per month to monitor implementation of the strategic plan

# Board of Management

The Yerin Board of Management for the 2015 – 2016 period was:

Chairperson

Vickie Parry



Treasurer

Amy Parry



Deputy  
Chairperson

Phillip Peterson



Ordinary Member

Mick Pittman



Secretary

Denise Markham



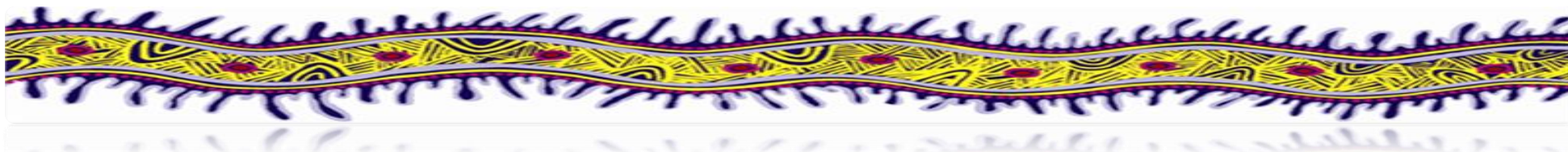
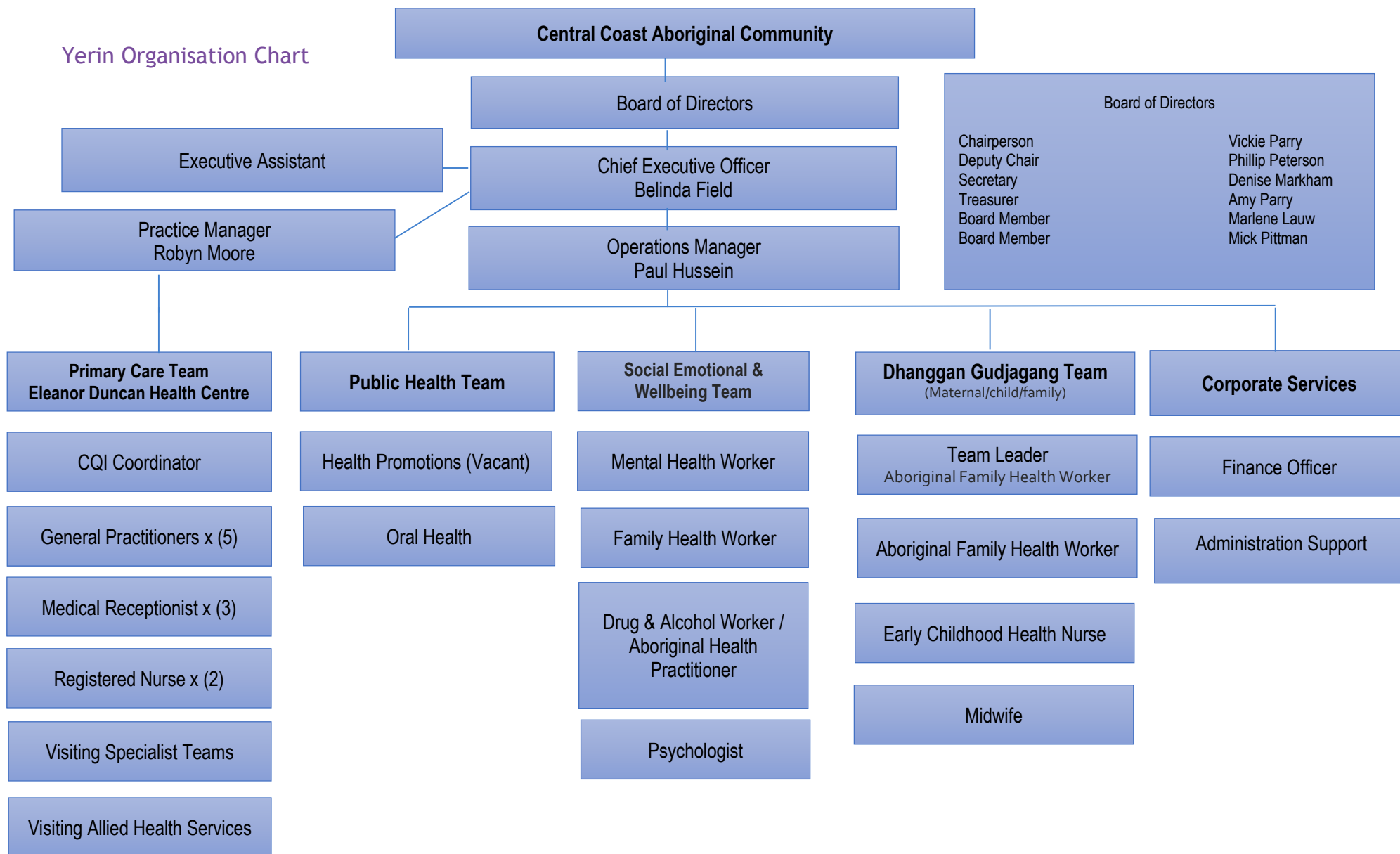
Ordinary Member

Marlene Lauw





## Yerin Organisation Chart



# To Our Stakeholders

## Chairperson's Report

I would like to acknowledge and pay respect to the traditional owners of the land on which we meet; the Darkinjung people. I would like to take the opportunity to pay respect to Elders both past and present and extend that respect to all Aboriginal people present. I would also like to recognise the strength, resilience and capacity of all Aboriginal people from the many nations living on the Central Coast. It is upon these ancestral lands that we hold Yerin's AGM 2015/16.

On behalf of the Board of Directors of Yerin Aboriginal Health Services Inc. incorporating the Eleanor Duncan Aboriginal Health Centre I am pleased to welcome you to our 2015-16 Annual General Meeting. Yerin has made some enormous steps this year in its journey to become the most ***"Esteemed Aboriginal Medical Service in Australia"***

Firstly, I would like to thank my fellow board members Phillip Peterson, Denise Markham, Amy Parry, Michael Pittman and Marlene Lauw for their commitment and dedication to improving the health and social and emotional wellbeing of Aboriginal People living on the Central Coast. These board members not only volunteer their time they bring a range of skills, expertise and knowledge to the Board.

I would like to specially welcome the two newest members to the Yerin Board Mick Pittman and Marlene Lauw. Mick is originally from Casino on the Far North Coast in Bundjalung Country and has lived in Gosford since 1989. Mick served 21-years in the RAAF before spending 26-years with various NSW Government agencies. He worked in NSW Health for 14-years before stints with Community Services, WorkCover, Premier and Cabinet, and NSW Fair Trading. He returned to NSW Health as the Manager of the Nunyara Aboriginal Health Unit with Central Coast Local Health District in September 2012. Mick retired earlier this year which enabled him to join our Board.

Marlene has been working with the Education Centre Against Violence (ECAV) for many years and is a long term resident of the Central Coast. She is committed to enhancing the quality and accessibility of services to Aboriginal people whose lives have been affected by sexual assault, family violence and child abuse. Marlene and the team provide state-wide specialised training, consultancy, clinical supervision, policy advice and resource development for NSW Aboriginal Health workers and their Aboriginal colleagues, community members and non-Aboriginal frontline workers. Welcome to you both.

## Yerin

As you can see in this year's AGM report Yerin has delivered some pretty impressive results in specific areas of its strategic plan such as: -

- Working collaboratively with our community and key stakeholders
- Enhanced delivery of comprehensive culturally proficient patient and family centred care
- Long term sustainability of the organisation





- Improve and sustain a positive, respectful culture within Yerin
- Continue to measure our performance to determine opportunities for improvement.

These results have been gained by the combined efforts of Yerin's Board, our CEO, the Management teams and every single member of our Staff.

The past twelve months have been extremely demanding but highly productive and successful. Yerin have employed a list of impressive professionals who are innovative, creative and passionately driven to provide a quality service to our Aboriginal community. We continue to work with our allied health practitioners to provide innovation for much needed services above our financial capabilities.

Our CEO and management team have excelled, by reviewing our frontline programs, the operational processes and procedures for the clinic, our programs and administration areas. As a result, the CEO and management team were able to implement considerable change to the organisation and improve the overall service delivery and accessibility to our community. As well as being able to balance the high demand on our staff.

The practice manager has made a massive impact on the function and practice of our clinical processes. With the expertise, skill and knowledge she and the reception staff have been able to recoup and reconcile thousands of dollars' worth of rejected and worker's compensation medicare claims.

The clinical teams will continue to review and implement change in order to achieve improved health outcomes, maximise claims from Medicare and Service Incentive payments (SIP).

## **Partnerships**

Our partnerships have flourished with our CEO, management teams and staff. We have built stronger, lifelong connections with Nunyara, the Central Coast Local Health District, Rural Doctors Network, Family and Community Services, the Primary Health Network, Local Government, Mainstream Non-Government Organisation, Aboriginal Affairs and of course Aboriginal organisations.

In April this year Yerin joined the Central Coast Barang Regional Alliance which will further cement our presence and growth on the Central Coast.

In the CEO's report that follows Belinda will address our many achievements for 2015/16. As the chair I would like to highlight some important achievements that have been implemented during a period of change and identify some challenges moving forward.

## **Achievements**

- Yerin is building a capable professional Aboriginal workforce
- Ongoing training and development for all staff
- Received funding to have our own dental chairs /service
- Extra funding to improve program delivery
- Continued accreditation of our medical service
- Development of new partnerships with a multitude of Central Coast Services
- Opening on Saturday mornings

## Challenges

- Accommodation / Building
- Funding restrictions and program demand
- Twelve-month funding cycle
- Finalisation of reporting on the 2012 review

At this stage I would like to thank everyone who has contributed to the outstanding operations and the development of change at Yerin and the Eleanor Duncan Aboriginal Health Centre and I look forward to working with you all during 2017.

**Vickie Parry**  
**Chairperson**  
**Yerin Aboriginal Health Services Inc.**



L-R: Naomi Wenitong (The Last Kinection), Vickie Parry (Chairperson, Yerin) & Joel Wenitong (The Last Kinection)

## Chief Executive Officer's Report

This is my first report as CEO and I am pleased to report the 2015 – 2016 financial year has been an excellent year for Yerin. Below is an overview of the achievements made against the five goals that underpin our strategic approach.

### **Continue to work collaboratively with our community & key stakeholders**

We have welcomed more patients to Yerin, particularly in the later part of 2015. This stems from the work we started earlier in the year to better understand what our community are looking for in terms of meeting their health care needs. We heard directly from community through our community forum and survey.

Yerin has increased access to services by enhancing systems and increasing hours by opening on Saturdays, and appointing an additional full-time General Practitioner.

We have increased specialist services, such as:

- Paediatrics
- Drug and Alcohol
- Family Referral Service

We responded to the urgent need to support our young male youth, particularly in the northern end of the Central Coast, by delivering a tailored 10-week intensive program to enhance school engagement and access to critical specialist supports and health information. We also worked in partnership with The Last Kinection and Blackchili productions at The Better Futures Hub to run a three-day workshop of Sexual Health, Blood Borne Virus and Social and Emotional Wellbeing workshops with our Young people on the Central Coast.

Community access projects were very well attended, they included:

- Bring Your Bills Day;
- National Aboriginal Birth Certificate Program; and
- Closing The Gap afternoon Tea.

Yerin also provided free health education and resources for community at:

- YMCA Family Fun Day – Lakehaven;
- Bidhl Cultural Day – Kariong;
- The G.O.A.T.S festival - San Remo;
- NAIDOC Community Days – Gosford and Baker Park – Wyong; and
- The Epi Centre – San Remo.

Yerin is a member of The Barang Regional Alliance along with six Central Coast Aboriginal member organisations who aim to strengthen our community networks, and develop a cohesive ability to empower our Aboriginal community.



We are proud to be recognised as a fundamental partner in the Primary Health Care space working collaboratively with the Central Coast Local Health District, Hunter New England and Central Coast Primary Healthcare Network and other relevant stakeholders across the Central Coast. We continue to work collaboratively under our Tripart Health agreement.

### **Enhance delivery of comprehensive culturally proficient patient and family centered care**

Yerin recruited new members across various teams as an important step to strengthening our workforce. Offering the best experience comes down to more than friendly, expert teams. We reviewed our models of care, and continue to review our services to ensure our primary health care, social, emotional and wellbeing interventions and Public Health Services are culturally appropriate and a good fit for our community.

From a staffing perspective, it was pleasing to see all employees participate and complete cultural and professional development facilitated by Brian Dowd – The People Mechanic. All staff are regularly provided with opportunities to up-skill, acquire new skills and to further their education in their chosen health related fields.

Yerin recognises the importance of taking good care of staff, strongly encouraging regular culturally competent external supervision, team building, attending relevant community events and generally taking care of our wellbeing. All Aboriginal and non-Aboriginal staff participate in culturally specific mentoring and are immersed in cultural learnings to ensure cultural safety is understood and practiced across the entire organisation.

Our Primary Health Care Team, Social, Emotional and Wellbeing Team, Public Health Team and Dhanggan Gudjagang Team work collaboratively in order to address Yerin's strategic priorities.

Yerin's Health Integration support includes:

- Preventative Health checks
- Drug and Alcohol services
- Mental Health intervention and support services
- Strong focus on chronic disease management for Diabetes

### **Improve long-term sustainability of the organisation**

To sustainably grow our patient base, we need to continue to develop the right business capabilities. Our focus on developing our people, processes and system assets is one of Yerin's key strategic priorities.

With the changes taking place in Healthcare, failure to manage risk and regulation effectively represents one of our greatest strategic concerns. But we have continued to increase resources which has produced a robust risk management framework.

### **Improve and sustain a positive, respectful culture within the organisation**

Creating a diverse and flexible workplace is critical to attracting the best people. We have realigned our organisation to ensure we have the best teams and delivery of programs to meet the needs of our community. The combination of existing, new and emerging talent is key to our success.

At Yerin we continue to monitor, measure and reward outstanding performance. We ensure that all employees, volunteers, students and visitors are well-informed about Yerin's values that underpin the culture that is continually being fostered and nurtured in our organisation. The resulting outcome is a workforce which provides a culturally safe healthcare environment.



## **Measure our performance to determine opportunities for improvement**

In the coming years Yerin will continue to integrate economic and social concepts into our business strategy to promote health care innovation and business sustainability.

Our Aboriginal Community Controlled Health Organisation structure means our focus is on the Aboriginal community. This underpins the way we deliver primary health care and support services to our community.

We are proud to report the following performance benchmarks:

As at September 2016 Yerin/EDAHC has increased our overall patient numbers by 22% a total of 342 since July 2015.

Specifically:

- Increased female patients by 55%
- Increased male patients by 45%

## **The future is exciting**

Yerin is faced with economic uncertainty, particularly with ongoing challenges of funding levels and the extended Medicare freeze. Although the outlook remains challenging, Yerin will continue its proactive approach in responding to meet these challenges.

I would like to thank the Board and our teams for their tremendous support and enthusiasm for change. I remain incredibly excited by the opportunities that lie ahead for our organisation.

Belinda Field  
Chief Executive Officer  
Yerin Aboriginal Health Services,  
*Incorporating Eleanor Duncan Aboriginal Health Centre*

# Year in Review: 2015 - 2016

Moving ahead a year since Yerin came under new management, it has been revitalizing to review the advances which have been made across the organisation.

Key focus areas that have been developed were:

1. Strengthened policies to ensure our community can access a service that is safe and maintains their confidentiality;
2. Expanded priority services for our community through the Yerin including:
  - a. Diabetes Clinic
  - b. Paediatrics Clinic
  - c. Drug and Alcohol Specialists;
3. Introduce new community initiatives to help families with financial and other government initiatives;
4. Worked externally on meeting all compliance and reporting obligations to rebuild trust with our Commonwealth and State funding bodies and lobbying for more funds;
5. Re-energised the partnerships with local Aboriginal organisations, key health agencies (Central Coast Local Health District (CCLHD) and Primary Health Network (PHN)), and community services to highlight gaps in service; and
6. Provided ongoing cultural training to non-Aboriginal and Aboriginal staff members to improve the way we support our community. This support moved beyond health needs to encompass the broader needs of well-being.

The renewed commitment and dedication provided Yerin with an increased understanding of current gaps which enabled Yerin to improve Aboriginal and Torres Strait Islander health care needs. As a result, Yerin explored the following opportunities during the year:

- ❖ Reinforce culturally safe services
  - Sharing care between the Clinical team and Program team;
- ❖ Responsiveness to Community
  - Response by Program team for home visits, referrals to other services and support during clinic visits.

The 2015 – 2016 Annual Report outlines to readers how Yerin achieved meeting community expectations to their health care needs by remaining responsive and flexible and attending to patient needs in a timely, consistent and professional manner.

Yerin recognises those in our organisation who have been instrumental in strengthening our partnerships, challenged our thinking and driven us forward to meet current and future demands of our community.



# Team Outcomes

## The Social Emotional and Wellbeing (SEWB) Team

Factors which enhance social and emotional wellbeing include connection to country, spirituality, ancestry, kinship, self-determination, community governance and cultural continuity, family and community. The SEWB team engaged 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.



Activities undertaken by the SEWB team this year included:







**Drug and Alcohol**

The SEWB team continued to support many clients in a holistic manner. Appointing Justin as the Drug and Alcohol worker meant clients were supported in their attendance to drug and alcohol programs, weekly follow ups and where appropriate, arranged referrals with GPs and specialists.

The Drug and Alcohol worker developed a good rapport with his clients by building a trusting

relationship and provided a culturally safe environment where clients felt comfortable to talk through their issues. Justin worked closely with The Glen and other support services since his commencement at Yerin.

Under the integrated care model of the Tripart agreement, Dr Tony Gill (LHD) worked closely with both the SEWB and Healthcare teams to support clients across the service delivery.

Factors Which Impact Upon Health in Australia <sup>1</sup>					
Unemployment rate 21% for Aboriginal people aged 15 to 64 was 4.2 times higher than the rate for non-Indigenous people.	In 2011 – 2013 the median gross weekly income for Aboriginal people was \$465 compared with \$869 for non-Indigenous people	In 2011, almost 24,700 Aboriginal households were considered to be overcrowded. 12.9% of Aboriginal households were overcrowded compared to 3.4% of other households.	In 2011, 1 in 20 (28%) Aboriginal people were experiencing homelessness	Hospitalisations for assault among Indigenous people was 14 times as high as for non-Indigenous people.	7% of Aboriginal adults reported avoiding seeking health care because they had been treated unfairly by doctors, nurses or other staff at hospitals or doctor surgeries.
					

<sup>1</sup> Lifestyle data contained within this report has been taken from the Hunter new England and Central Coast PHN Aboriginal health Profile 2016



## Young Men's Society

The pilot 10-week program was held at Gorokan High School and focused on year 9 and 10

males who had become disengaged with life through loss of culture, homelessness and the influence of drugs and alcohol.

In addition to engaging with the students and providing them with ongoing support, Yerin's Mental Health Worker Steve, arranged motivational speakers and mentors from professional sportsman to police and paramedics who counselled the young men on health and nutrition, anger management, effects of drugs and alcohol, and suicide prevention in a culturally safe environment.

*"Reconnecting the young men with their culture is extremely important in their journey of discovery and re-engagement".*

Six out of 10 students completed the raw, intensive program. As a result, six young men are now living a more fulfilling life, reconnecting with their families and engaged with the community.



Due to an unforeseen tragedy, a youth fell into a typically destructive path of addiction, stealing daily to meet the needs of the addiction and was regularly before the juvenile courts. This led to a severe breakdown of this life at home where he was no longer welcome and resulted in homelessness, couch surfing and further anger issues. Attending and completing the Young Men's Society program provided the youth with tools and the support to assist him in managing his challenges.

The SEWB team provided a wrap-around support of their skills which encouraged and empowered the youth in his journey forward. Since completing the program, he has been drug and alcohol free, become engaged with society and returned home where he receives the support of his family.



## Psychology

Yerin employs one full-time psychologist who works closely with other SEWB team members and clinical staff to provide holistic health care support to our community.

Clients were referred to the SEWB team's psychologist Denver, through clinician, internal or self-referrals. Clients should have a mental health assessment plan and when these were not evident, it was Denver's role to follow-up with a Yerin GP. Where necessary, referrals to a psychiatrist were made to refine diagnosis and prescribe medication. The psychologist worked with clients to develop strategies and set goals as part of the therapy process in meeting the assessment plan's outcomes. This involvement assists the client on their wellness journey enabling them to re-engage in their community again.

A client presented to their GP with severe anxiety which prevented them from working and engaging in any social activity. Recognising the condition, they were referred to Denver who commenced short therapy sessions exposing them to a range of situations where they were challenged outside of their range of comfort. In tandem to these sessions, and under the psychologist's guidance, the client became involved with various groups, ventured into public places and adhered to all requirements in the assessment plan.

Moving forward a couple months into their sessions, the client now has the ability to take control of the direction their plan's evolution takes and continues to push themselves in order to meet their goal of returning to work sooner rather than later. They are proud to show their family that mental health obstacles can be overcome with the support of expert medical care and their own drive to re-engage into society. A major achievement for the client this year was to successfully attend NAIDOC activities where they were able to function in a crowded situation.

### Mental Health in Australia

Aboriginal people are 2.7 times more likely to suffer from psychological distress at a rate of 30%.	Most common mental health problems managed by GPs for Aboriginal patients: <ul style="list-style-type: none"> <li>• Depression (3.1% of all problems managed)</li> <li>• Anxiety (1.2%)</li> <li>• Tobacco abuse (1.1%)</li> <li>• Alcohol abuse (1.0%)</li> </ul>	The Aboriginal suicide rate is almost twice the rate for non-Indigenous Australians and accounts for 4.8% of all deaths.
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## Domestic Violence / Family Violence

Yerin has continued to support clients and families who are experiencing domestic violence (DV) and / or family violence (FV).

The Family Support worker supported her clients in a culturally safe environment and provided support to victims and families of violent actions taken against them.

Our Family Support worker, Frances, worked closely with the police DV team and highlighted accommodation as the biggest challenge in providing support to community members facing DV and / or FV. In collaboration with the Start Safe program, Frances

was able to arrange emergency housing for a family in need within a three-week turnaround. This was testament to the partnerships the Family Support worker has developed during her time with Yerin.

Partnerships Frances established within the community assist clients in a holistic manner and explored both the individual and family's needs in their journey of recovery.

Yerin actively participated in programs / events through the year which Frances was instrumental in liaising and / or coordinating with community organisations to address DV and FV.

These included:

- ❖ Day of Action: an annual advocacy event, held this year at Gosford. The event raises awareness of sexual assault and is attended by community people and victim support groups.
- ❖ Breaking Free: a 10-week program that addressed DV and ran in partnership with Baptist Care and the Epi Centre. The Family Support Worker assisted participants with arranging referrals to attend the program.
- ❖ Facing Up: this program was co-facilitated by the Family Support Worker in collaboration with Baptist Care and held at San Remo. The program was aimed at perpetrators of DV and / or FV.
- ❖ Shark Cage: a program run in collaboration with Baptist Care for victims of DV. Women were guided in peeling away layers to find themselves. Tools were provided that empowered women in their relationship choices and rebuilding their strength.
- ❖ Circle of Security: a program for parents to learn about their children's safety needs. Parents were also shown what keeping children safe looks like.
- ❖ Koori Love Shouldn't Hurt: an annual DV forum aligned with Koori Love based in Newcastle. The forum was held in partnership with Ourimbah University in December 2015 at Bara Barang. NSW Police and Legal Services provided information and support to community attendants who also heard from local Koori Love ambassadors who provided personal accounts of how DV has affected their lives.
- ❖ Walk a Mile: Yerin completed its own Walk a Mile day in partnership with NSW Police, Bungree and the Attorney Generals Department. The day was aimed at men to stand up against DV and FV.

*"My time at Yerin over the last two years has been a unique experience, more recently being built on a new and confident vision for the future of our local community and services. If I were to be asked what motivates me – would the answer be obvious – no it wouldn't, but as a community member the 'obvious' is in seeing our people's direction towards a healthier and more independent lifestyle and future.*

*Yerin Health Services speaks volumes in terms of services that are provided to our most vulnerable community members and the visionary intent of our management is nothing but absolute commitment built on the very health ethos of "teamwork" which divides the task and multiplies the success".*

Fran





### Dhanggan Gudjagang Team

The Dhanggan Gudjagang (DG) team delivered a positive experience to our community through the year. They accomplished this by providing support and establishing critical links with providers to assist mothers and families within the pre-natal to eight years of age bracket. The team utilised the Aboriginal Healthcare workers Jamie, Frances and Judy to ensure a culturally safe environment was provided for expectant / new mothers.

Support varied from ensuring the client understood what was happening during their appointments, ongoing requirements and clarification of advice given and received. Aboriginal Healthcare workers acted as an advocate for the mother and asked care providers questions which the mother either may not have been aware should be asked, or did not feel comfortable asking themselves. This resulted in building trusting relationships between the team and individual women, families and the community and saw a rise in continued engagement.



### *Dhanggan Gudjagang Team Philosophy*

*"Every mother and baby deserves a positive birth and parenting experience"*

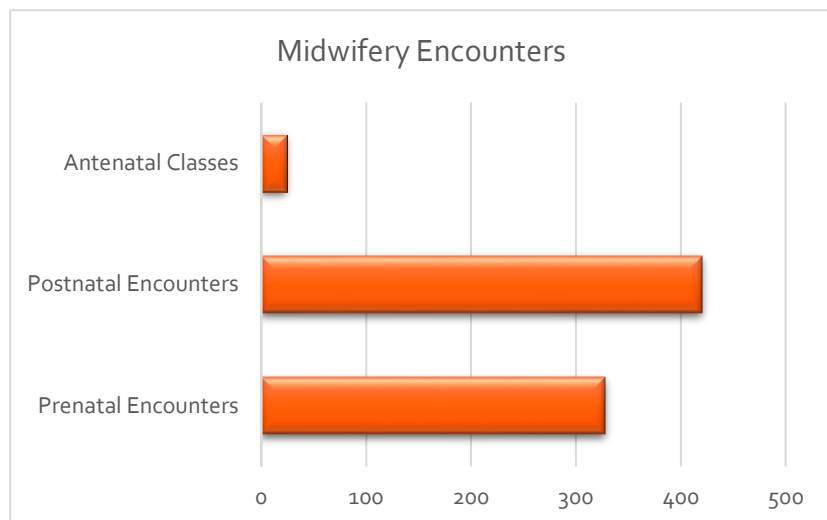
The DG team provided support to women through low and high risk pregnancies by attending both internal and external specialist appointments. Together with the Aboriginal Healthcare worker and staff from Nunyara, Sally our midwife provided a critical link in supporting and engaging women and built trusting relationships with individual women and their families.

Part of this support included the provision of six-weeks postnatal care which involved a hospital visit, weight and development monitoring, feeding assistance and allowed Sally to identify any health concerns which may have required follow-up by the nurse or GP.

With the support of the Aboriginal Healthcare worker, the midwife facilitated pap smears to be conducted by the nurse and discussed matters involving women's health business for example contraception with new mothers.





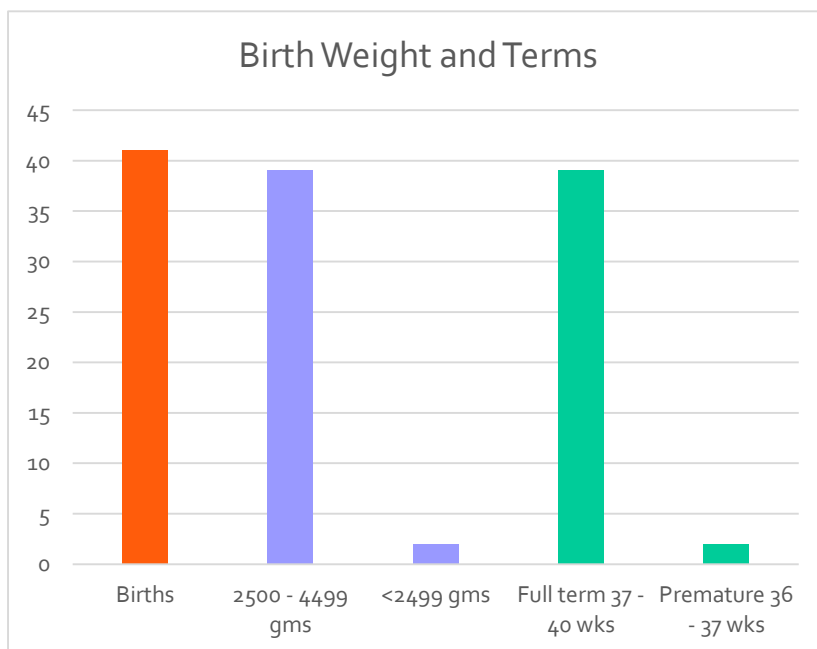


During the year, the team provided care to 55 women over 328 encounters which were between one and two hour's duration. A further 420 Postnatal encounters were provided to mothers and babies (at home 6 - 8 weeks postpartum) and 24 Antenatal classes of 2 – 3 hours were convened.

A total of 41 births were recorded for the year. Of the babies born, 39 or 95 % recorded a normal birth weight between 2500 and 4499 grams and 2 recorded a low birth weight less than 2499 grams (both babies weighed more than 2300 grams). No babies were born in the high birth weight range over 4500 grams. 68 % of the babies born were breastfed at birth.

Of the 41 births, 30 babies were born at Term between 37 – 42 weeks and 2 babies were born prematurely between 36 – 37 weeks. There were no births less than 36 weeks.

The DG team's Aboriginal Healthcare worker provided a smooth transition from the support of the midwife to child health nurse by introducing the nurse when a mother reaches 36 week's gestation. This was an invaluable process and assisted the mother in forming a new relationship when it was time for the midwife to withdraw her level of support.

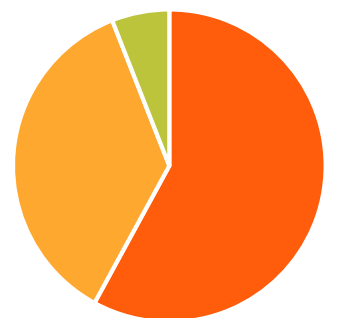


The child health nurse Lanola, provided support in early childhood development. This included providing support and awareness surrounding breast / bottle feeding, milestone development, baby massage, nutrition and immunisation.

During the year, Lanola undertook 302 encounters of care as follows:

- ❖ 175 with infants (0 – 12 months);
- ❖ 109 with pre-school age (13 months – 5 years); and
- ❖ 18 with school age children (6 – 8 years).

Child Health Nurse Encounters



■ Infant: 2 wks - 12 months  
 ■ Preschool: 13 months - 5 years  
 ■ School Age: 6 - 8 years

Occasion for Child Health Nurse Encounters



■ Immunisation ■ Referrals ■ Health Checks ■ 715 Annual Checks

Of the 302 encounters, the child health nurse completed 258 at Yerin and made 44 home visits. These encounters included 230 health checks, 174 immunisation procedures, 59 referrals and assisted with 43 GP visits. Yerin GPs completed 72 Aboriginal and Torres Strait Islander 715 Health Checks

Life Expectancy in Australia



Aboriginal  
69.1 Years  
Males

73.7 Years  
Females

Non-Indigenous  
79.7 Years  
Males

83.1 years  
Females



# Health Priority Team

## Dental

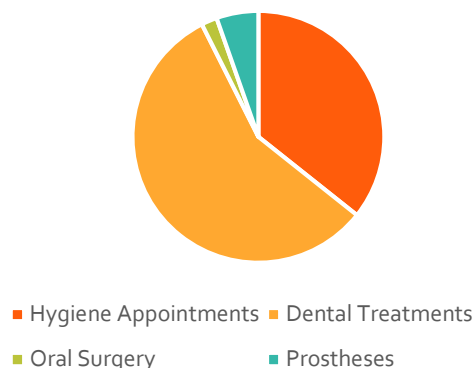
Yerin's Oral Health program focused on providing access to dental care in a culturally responsive manner. Clients must have undergone an Aboriginal Health check (715) within the previous 12 months to be eligible for referral to the clinic.

Dental clinics were offered through the referral process at Wyong (weekly) and Gosford (monthly). In addition, access to private subsidised services for high need care was arranged to assist clients with oral surgery and dentures. During the year,

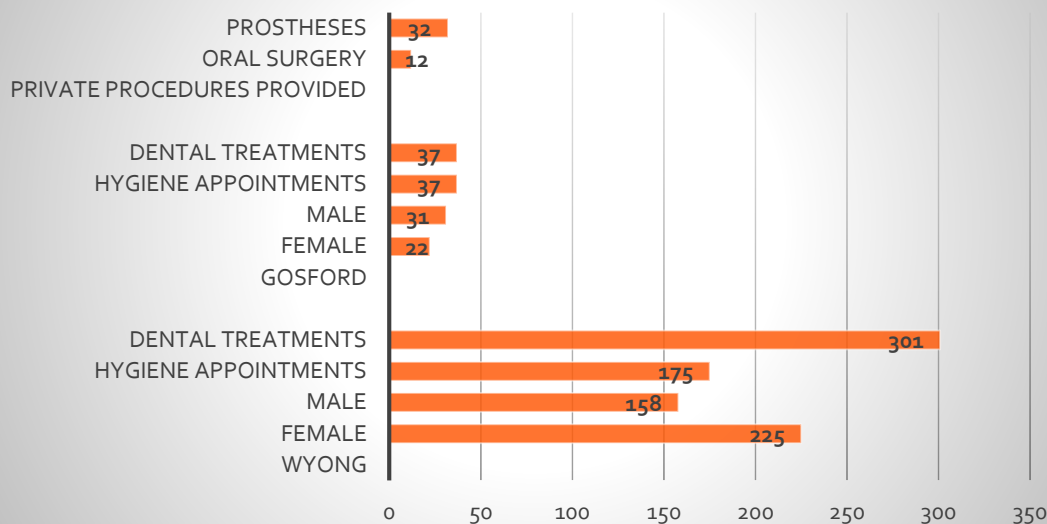
Increasing awareness of oral health as being equally important as regular health practices assisted with

prevention and early intervention to more serious dental health issues.

Oral Health Procedures



Oral Health Distribution



## Hearing

Ear diseases are one of the four most common long-term health conditions <sup>2</sup>in Aboriginal and Torres Strait Islander people. Complications of ear disease include hearing impairment which can affect education and quality of life. As a result, Yerin commenced participation in May 2016 with the Watch Trial Research program in partnership with University Western Sydney (UWS). The aim of the program is to investigate the best practice approach for managing Acute Otitis Media (middle ear infection) in urban Aboriginal and Torres Strait Islander children aged between 18 months and 16 years.

The trial involves volume pressure tests taken by either the trained Watch Trial research officer Marion, or one of Yerin's GPs followed by an Audioscope if necessary. After these tests, a series of information is collected to

monitor the child over a seven-week period. The collected information is converted to anonymous digital data and assessed whether the child is improving without a need to prescribe antibiotics. If necessary at any time, antibiotics are prescribed and that data is included in the research program.

The trial requires approval and participation from the parent / guardian as they monitor the child and work closely with Marion as she gathers the research data.

Due to the commencement of the trial late in the financial year, data is not available for this report.



Poor diet is just one factor for declining ear health. (SMH 7/5/2011)

About 75 - 80% of all Aboriginal children have had at least one episode of Otitis Media by the age of five. (Koori Mail 409)

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<sup>2</sup> Data taken from the Hunter New England and Central Coast PHN Aboriginal Health Profile 2016.



# Clinical Team

## Primary Care Model

Yerin expanded their primary care health workforce with both in-house and visiting clinical staff. This expansion provided increased access and a more comprehensive, culturally proficient and integrated wrap-around care facility that supported complex care clients; early intervention and prevention services.

Internal central intake and referral processes were developed with joint case conferencing for Mental Health, Drug and Alcohol and SEWB teams. In addition, the network of access to community providers through Yerin's range of programs and services enabled the primary health care team to link into services to support their social and emotional care needs.

### Enhanced Clinic Team

- Increased to FIVE GPs
- Additional Practice Nurse
- ONE Aboriginal Health Practitioner

### Increased Specialised Support & Allied Health

- THREE Paediatricians
- ONE Drug and Alcohol Specialist
- Two Endocrinologist
- One Podiatrist

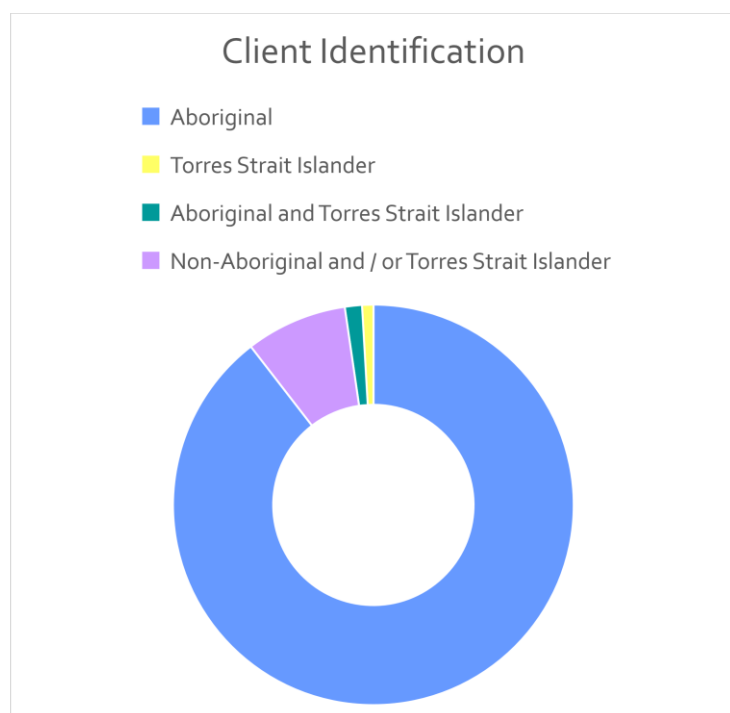
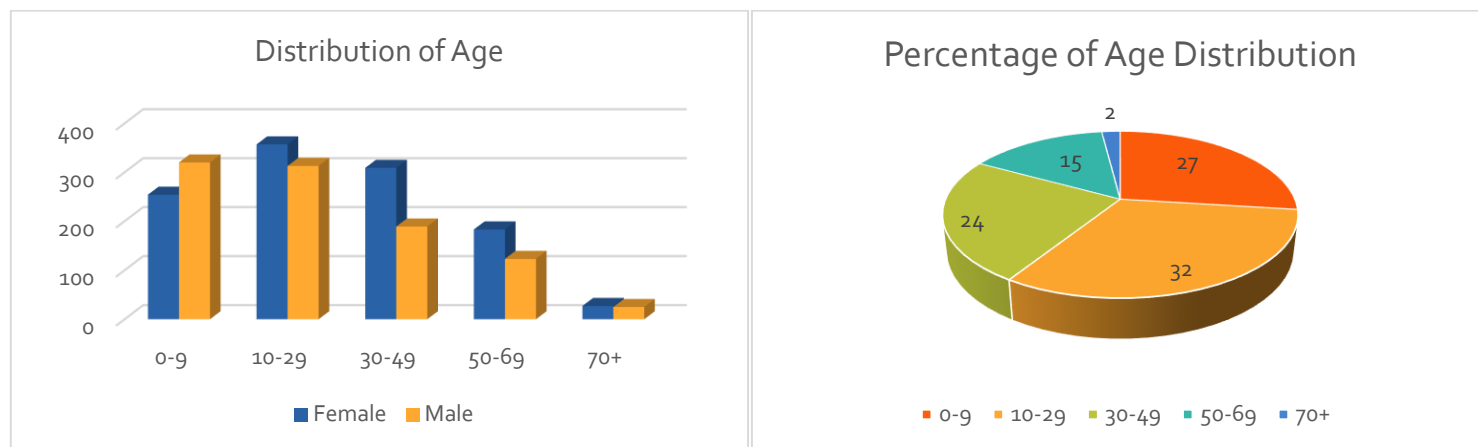
### Maintained

- ONE Psychologist
- ONE Midwife
- ONE Early Childhood Nurse
- Allied Health Services; Dietician, Diabetes Educator, Physiotherapist & Optomistrist
- THREE Aboriginal Family Health Workers



### Client Encounters at the Eleanor Duncan Aboriginal Health Centre

The age distribution of Yerin's clients in 2015 – 2016 indicated the majority of clients were in the 10 – 29-year age bracket. 27% of clients were aged under 10 years; 32% were aged between 10 – 29 years, 24% were aged between 30 – 49 years, 15% were aged between 50 – 69 years and 2% were over 70 years. Overall 54% of clients were female and 46 % were male.



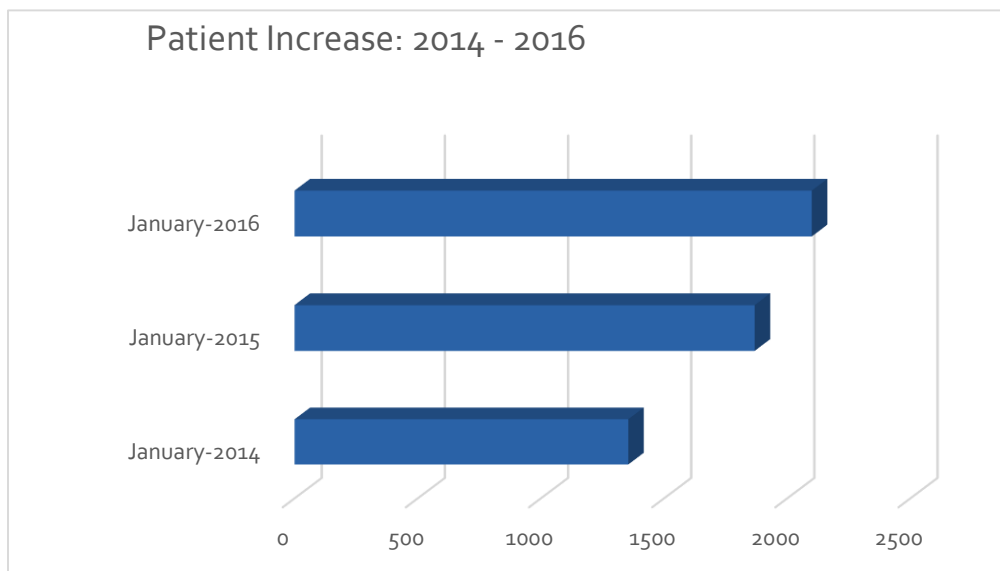
During 2015 – 2016 there were 2,100 individual clients registered by Yerin. Of these 90% were Aboriginal, 1% were Torres Strait Islander, 1% were Aboriginal and Torres Strait Islander and 8% were non-Aboriginal.

78% of clients lived within the Wyong area, 17% lived in the Gosford area and 5% resided outside the NSW Central Coast region

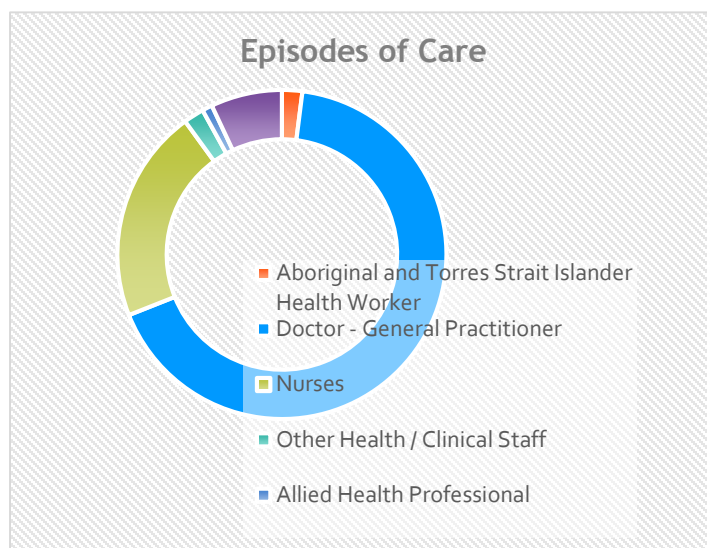


Of the 2,100 clients registered with Yerin, 1,466 are active patients. An active patient is defined as a client having attended three appointments within a two-year period.

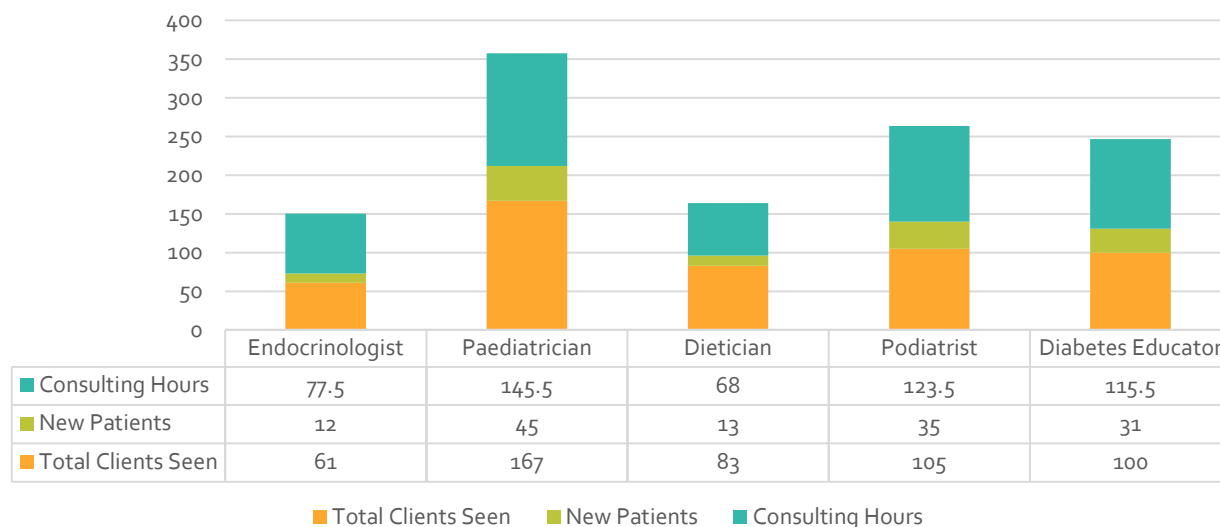
The increase of registered clients has continued steadily with 1355 registered in July 2014 and 1868 registered in July 2015.



During 2015 – 2016 there were 14,593 episodes of care at Yerin. This was not a true reflection of the actual number as where specialist encounters were conducted jointly with a Yerin GP, they were not recorded separately. The majority of care was provided by Yerin General Practitioners, followed by care provided by the Yerin nurse. The remainder of care types provided were the Allied Health - not specified, Aboriginal Health Care worker, Yerin Clinical staff and Allied Health professionals. During the year, 4,142 scripts were issued.



## Specialist &amp; Allied Health Encounters



Allied Health specialists provided 228 encounters of service with 57 new clients over 223 consulting hours. Allied Health other services provided 188 encounters of service with 48 new clients over 191.5 consulting hours. The Diabetes Nurse Educator provided 100 encounters of service with 31 new clients over 115.5 consulting hours.

The Healthcare team carried out focused work in the diabetes cycle of care which includes nursing care,

podiatrist checks, eye assessments and medication reviews. Advice on smoking related illnesses and other harmful effects of smoking were also highlighted, for example fitness and oral health.

The dietician worked closely with Yerin healthcare workers, GPs and specialists to provide clients with information of combining healthy nutritious food options with more active lifestyles to address concerning health trends in

- ❖ Cardiovascular disease
- ❖ Obesity

Of the 1466 active clients, the following care arrangements / Management Plans were undertaken:

- ❖ 255 Team Care Arrangements;
- ❖ 294 GP Management Plans;
- ❖ 201 GP Mental Health Treatment Plan consultations
- ❖ 498 GP Mental Health Treatment Plans





# Year of Being Awesome

Yerin community days and events strengthen connections, raise awareness of healthcare matters and include our people in becoming involved in healthcare needs that directly affect our community. Some of the events held during the year which delivered healthcare promotion and education to the community were:

- ❖ **Community Forum held in February 2016:** The day provided an opportunity for 100 community members to come and learn about the many different services and groups Yerin offers. Staff from all program areas provided information about the holistic and comprehensive primary health care model Yerin works within.



- ❖ **Diabetes Regional Planning Committee:** In partnership with the CCLHD, Yerin was proactive in increasing community involvement in decision making and encouraged the ground-breaking attendance of two community members living with diabetes to participate in developing the regional health plan.



- ❖ **Family Referral Service (FRS):** A representative of the FRS was based specifically within Yerin one day per week. This has resulted in the provision of a more responsive, timely and broader case management approach to our community.
- ❖ **Sista Fit:** this program met weekly at Gorokon High School and promoted boxing and cardio fitness for women.





❖ **The Staying Strong: Act, Connect, Survive** campaign is a music focused, social peer empowerment, health promotion program addressing issues of blood borne viruses (BBV) and sexual health in NSW Aboriginal communities.

- Facilitated by The Last Kinection in partnership with the Better Futures Hub, Allied Health and Medical Research Council and rolled out by Blackchilli Productions.
- The three-day intensive workshop was held to develop awareness of BBV, sexual health, respect, drugs, resilience and culture in the local Aboriginal community.



- The campaign culminated in a community event which showcased the songs and music videos produced by the participants.







❖ **Walk a Mile Koori Style Campaign:** Yerin was heavily involved in this campaign to combat domestic violence.

- Commencing at Picnic Point, The Entrance, the walk concluded at Memorial Park where guest speakers from the NSW Aboriginal Lands Council and local Elders gave personal accounts of their experiences of domestic violence and the impact those experiences had on their lives.







❖ Shadow Minister for Aboriginal Health, David Harris met with Yerin staff on 7 June 2016. Staff discussed their integrated approach to health and their strong commitment to Closing the Gap

### ❖ Community Access Projects:

❖ **Pathfinders Aboriginal Birth Certificate Project (under the auspice of Pathfinders Ltd):** This project is funded through the Commonwealth Government's Indigenous Advancement Strategy and the Department of Prime Minister and Cabinet

- Held at Yerin in partnership with the Pathfinders Ltd, Justices of the Peace, NSW Registry of Births Deaths and Marriages, the day was a great success and facilitated the provision of free birth certificates to 61 young Aboriginal and Torres Strait Islander people and their guardians.

L-R:

Allison Trindall (Yerin), Joe Cragie (Pathfinders Ltd), Amanda Ianna (Registry of BD&M), Karen McNamara (Previous Local MP), Lyn Walford (Pathfinders Ltd), Bruce Gibbs (JP) and Belinda Field (CEO, Yerin)



- ❖ **Bring Your Bills Support Day:** This day was held at Yerin in November 2015, in partnership with the Office of the Energy and Water Ombudsman.

The day was held to provide an opportunity for community members to meet with Ombudsman officers and gain a better understanding of their water gas and electricity bills. Three officers provided support to 21 families and saved them thousands of dollars in their bills.

- ❖ **Work and Development Orders (WDO):** Yerin is registered with the State Debt Recovery Office as an approved sponsor WDO organization and as such provided support to clients to break the cycle of fine debt.

During the last financial year, 52 client applications were received with a total of 30 debts closed off saving thousands of dollars for community members as a whole.

- ❖ **National Aboriginal Community Controlled Health Organisation (NACCHO) Conference:** Yerin's Chairperson and Secretary attended the annual NACCHO members' conference and AGM held at Terrigal in November 2015.

The Welcome barbecue was hosted by Yerin and attended by community residents.



L-R NACCHO Chair  
Person - Mathew  
Cooke, (Yerin)  
Chairperson Vickie  
Parry and, (Yerin)  
Secretary Denise  
Markham



❖ **Staff Development Day:** In April 2016 Yerin staff participated in mandatory staff development.

★ The purpose of the two-day workshop was to immerse all staff both Aboriginal and non-Aboriginal in culturally rich learnings as well as to solidify relationships across all teams and roles.

★ The two days were raw, thought provoking and provided a platform for individuals to get to know each other on a deeper level.



★ Nurturing everyone's spirit and energy is vital to ensuring that our teams are well balanced in order to provide optimal services to the community. Ongoing team bonding, development and experiencing culture is imperative for the ongoing health of our organisation.



# Testimonial

RE: Yerin Aboriginal Health Service

The Better Futures Hub (BFH), located at 2a Amy Close Wyong, supports pregnant teens, young parents and families experiencing unemployment to engage in education and training by removing barriers to participation and providing a sense of place where families feel they belong. The hub has been operational for two years with an onsite crèche and currently 54% of pregnant teens and young parents enrolled in the onsite HSC Young Parent Program identify themselves, or their children, as Aboriginal with 60+% of crèche enrolments being Aboriginal.

Earlier this year Yerin staff members were brought through the hub by the fabulous Alydia Strike who had worked with BFH in a previous role. The staff could really see the value for Aboriginal parents in the wrap around support they received that had synergies with cultural ways of being. Yerin CEO Belinda Field could immediately see the health benefits to families by engaging with the hub to deliver health and early intervention services, but also in engaging more fully as a community partner.

Yerin have teamed up with Better Futures Hub in several funding applications and in October have planned, and are driving, a 24hour treadmill challenge to raise funds to support the BFH crèche and hub to ensure continued onsite service delivery to Aboriginal families. 40 young Aboriginal students had the opportunity to participate in health workshops onsite with rap band The Last Kinection – an awesome experience as they wrote and recorded rap songs. As a non-Aboriginal organization we are blown away by the enthusiasm and pro-active support Yerin staff have given to the hub which ultimately benefits both Aboriginal and non-Aboriginal participants and importantly shows unity between Aboriginal and non-Aboriginal services.

CEO Belinda Field looks beyond any organizational barriers and leads her team by example for the best health outcomes for Aboriginal children and families.

Liz McMinn

Operations Manager

Better Futures Hub

23 August 2016



# Staff Achievements

As at 30 June 2016, Yerin's full-time equivalent staffing level was 22.

Yerin's staff continued to upgrade their skills and qualifications throughout the year. The Yerin team achieved amazing outcomes and worked tirelessly toward Yerin's strategic direction. Qualifications held by the Yerin Team include:

## Training Completed

- Accidental Counselling
- Case Management
- Child Protection
- Cultural Professional Development
- Trauma Informed Practice
- Narrative Therapy
- Aboriginal & Torres Strait Mental Health First Aid
- Governance and Legal Training - not-for-profit Boards
- Attachment Practice
- Emergency Response and Fire
- First Aid
- Triage for General Practice

## Certificates Completed

- **Cert IV**
  - Community Services
  - Leadership and Management
  - Family Violence and Sexual Health
  - Dental Assisting
  - Training and Assessment
- **Diploma**
  - Community Services
  - Business
  - Practice Management
  - Advanced Diploma in Management





# Staff Profile

## Justin

A proud Wiradjuri man from Wellington NSW, Justin completed his Cert IV as a Primary Health Practitioner in November 2015 while working at the Wellington Aboriginal Corporation Health Service.

Being recognised for his skill as a rugby league player, Justin came to the Central Coast to play for the Sydney Roosters feeder team, the Wyong Roos in January 2016.

Justin has a great passion for improving the quality of Aboriginal and Torres Strait Islander health. It is this passion that saw him continue his career path of a Primary Health Practitioner and he commenced with Yerin's Social Emotional and Wellbeing (SEWB) team in February 2016.

Within the SEWB team, Justin's primary involvement is as the Drug and Alcohol worker where he provides culturally appropriate support and assistance to some of the most vulnerable people within the community and their families.

*"The issues facing Aboriginal and Torres Strait Islander health are not going away anytime soon, but I am one more person out there to help our community and contribute to the change. Seeing clients doing well makes you want to come to work every day"*

Since joining the SEWB team, Justin has established vital networks to provide a holistic support base for his clients ranging from clinical referrals through Yerin's own medical staff to various services on the Central Coast and also The Glen and Dooralong.

Justin is also qualified to complete health assessment checks and has become a vital member of the Yerin family.







*"It's a great feeling to see a client leave their appointment smiling as they've been told their oral health is A+"*

## Bree

Bree is a Wiradjuri woman and moved from Sydney to the Central Coast district 14 years ago. It was Bree's involvement with the Eleanor Duncan Aboriginal Health Centre's Mums and Bubs program in 2012 which originally led her to take up a casual receptionist role in 2013. Having extensive experience in customer service, project management, call centre operations, scheduling, hospitality and retail soon led to full time work before she won a permanent position as the Oral Health Liaison Officer in 2014.

Bree actively keeps her knowledge of the Oral Health field current by attending workshops and completed both her Cert III and Cert IV in Dental Assisting in 2014 and 2015. Bree is also looking to become a qualified Aboriginal Health Practitioner by 2018.

In the course of raising awareness with her clients to the benefits of good oral hygiene and health, Bree noticed there weren't many educational awareness events in the community apart from NAIDOC activities. As a result, Bree attended local primary schools in collaboration with Yerin's Hearing Health program's screening of Otitis Media and initiated a partnership with the University of Newcastle's Oral Health Clinic, Ourimbah campus. Bree will accompany Bachelor of Oral Health students when they commence oral health screenings for Aboriginal and Torres Strait Islander students in Central Coast primary schools in 2017.

With a passion for increasing awareness of issues affecting oral health and preventative measures that can be taken, Bree has been instrumental in reducing the number of unattended clinic appointments she organises at Wyong and Gosford hospitals. Another benefit Bree has seen due to her proactive determination is clients are becoming more aware of other health initiatives to take advantage of. For example, remaining current with health assessments, diabetes checks, pregnancy support and linkages to other programs including tobacco cessation.

Clients can clearly see the positive results arising from following a good oral hygiene and health practice. This has given rise to increased confidence and self-esteem and improved health outcomes



## Steve

Steve commenced as the Mental Health Support worker for Yerin in January 2016. Equipped with first-hand experience of re-engaging with life after becoming involved in drugs and alcohol during his later teenage years; Steve is testimony that reaching out for support and living a healthy lifestyle are important factors in turning your life around.

With his motto being “Early intervention and education is the best preventative”, Steve has committed himself to improving the health and well-being of Aboriginal and Torres Strait Islander people and has seen many positive outcomes from programs he has implemented at Yerin. Steve is very passionate about mentoring local youth and providing them with the same opportunity of support he received at a critical turning point in his life.

Having previously assisted with setting up and running a community boxing gym in Wagga Wagga, Steve now runs the Yerin Sista Fit program which meets weekly at Gorokon High School and promotes boxing and cardio fitness for women.

Looking to continue his journey of self-improvement, Steve has successfully enrolled at Charles Sturt University, Wagga Wagga where he will commence his Bachelor of Health Science degree in February 2017. Not only is this a wonderful achievement for Steve but also an excellent opportunity for the youth he mentors to see what can be overcome with the right environment of support and encouragement together with a personal drive for self-improvement.



Dear Steve,  
Thank you for your hard work, commitment and care toward helping my family in getting our son back on track and back into school and sport.  
We can't thank you enough for saving our boy's life.  
Our Family adore you and are forever grateful that you have come into our lives.  
I wish you and your little family nothing but happiness.



# Strategic Aspirations 2016 - 2017

Moving Yerin forward, the management and staff will continue to provide our community with personalised, professional, quality healthcare across a wide range of medical and support services.

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

Progressing the following Strategic Aspirations will serve as the benchmark to further develop Yerin into 2017 and beyond.

1. Make the greatest possible impact on reducing the disparity gaps in our Aboriginal community's health and wellbeing;
2. Achieve continued financial viability;
3. Utilise established partnerships that add value to our efforts;
4. Enhance established partnerships that add value to our efforts;
5. Enhance operational practices throughout the organization;
6. Build a workplace for the future;
7. Looking to the future to obtain a larger and permanent facility; and
8. Continued support from the Board of Directors to the Management Team and Staff.

## Accreditation

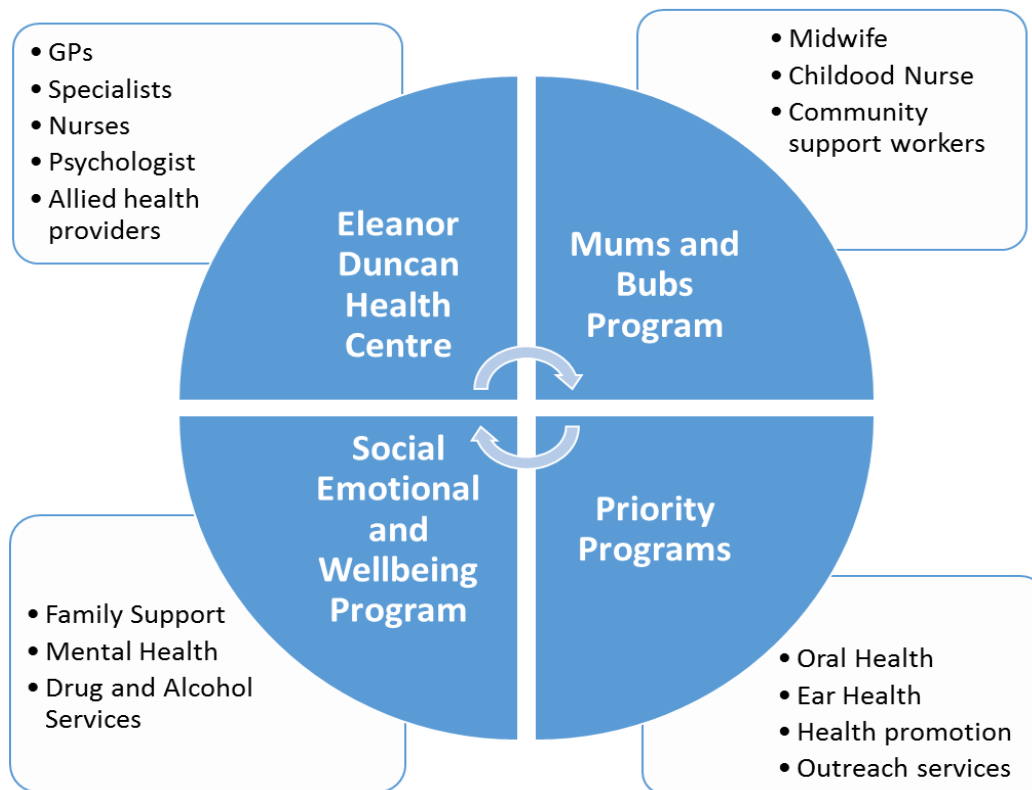
Yerin Aboriginal Health Services Inc. is AGPAL accredited. Our belief is that accreditation is an integral part of good general practice. General practices that achieve accreditation meet a set of nationally recognised standards that focus on health care quality and patient safety. Accreditation is a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



**Accredited  
General Practice**







### **Eleanor Duncan Aboriginal Health Centre**

Address: Suites 8 & 9 Wyong Village Plaza,  
36 Cnr Alison Road & Margaret Street,  
Wyong NSW 2259

Hours: Monday to Friday 9am – 5pm

Hours: Saturday, 9am – 1pm

Phone: (02) 4351 1040

### **Multi-Purpose Centre**

Address: 37 Alison Road, Wyong NSW 2259

Hours: Monday to Friday 9am – 5 pm

Phone: (02) 4351 0246