

# Annual Report

18-19



**YERIN**

Eleanor Duncan  
Aboriginal Health Services

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# Acknowledgement of Country

Yerin Eleanor Duncan Aboriginal Health Services Limited would like to acknowledge that we operate and function on the lands of the Darkinyung people.

We pay respect to these lands and all that they provide for us.

We acknowledge and pay respect to the ancestors that walked and managed these lands for many generations before us.

We acknowledge and recognise all Aboriginal people who have come from their own Country and who now come to call this Country their home.

We acknowledge our Elders, past and present, who are our knowledge holders, teachers and pioneers.

We acknowledge our youth who are our hope for a brighter and stronger future and who will be our future leaders.

We acknowledge and pay respect to our community members who have gone before us and recognise their contribution to our people and community.



# Our Health, Our Way



# Eleanor Duncan

Our namesake originates from the remarkable Eleanor Duncan. Eleanor was an active community member on the Central Coast and as a 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 Eleanor Duncan Aboriginal Health Services 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 is Eleanor's brother.

”

The Yerin nurses, management and the front office staff are the best team I've ever seen work together in a medical facility and are a testament to the industry.

Having access to people from my community/mob is great for our people.

They don't feel judged and the people they're talking to understand their situation.

I honestly could not recommend a better medical facility to another Koori. There should be more places like this.

- Jarrod Scott -  
YERIN PATIENT



# Statement of Purpose

To provide high quality patient and family-centred health care services to the Aboriginal and Torres Strait Islander communities of the New South Wales Central Coast – Darkinjung Country.

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

# Our Vision

“To be an esteemed Aboriginal Medical Service”

## Our Values



### **Integrity**

Being honest and having strong moral principles



### **Justice**

Having concern for justice, equitable outcomes and genuine respect for people



### **Empowerment**

Making decisions that solve problems to improve our service with self-determination and sharing our learnings and knowledge with each other



### **Cultural Ability**

Deliver our services in ways that meet the specific needs of our Aboriginal community, create a safe environment and assist with cultural identity and restoration



### **Accountability**

Accept responsibility for our actions and act in a transparent manner



# Message from Our CEO

## *Yamuna*

This year we focused on embedding our ways-of-working and our values to deliver on Yerin Eleanor Duncan Aboriginal Health Services' purpose – to provide high-quality individual and family-centred care to the Aboriginal and Torres Strait Islander communities of the Central Coast, Darkinjung country. I am proud of the team's achievements during the year as we continue our journey to deliver integrated services that promote wellness in our community.

Our community engagement and empowerment steering committee, which is made up of our Elders, young people and others, has highlighted how we can improve working with our local Aboriginal community. The invaluable wisdom and experience of our Elders, youth and families has ensured a vital interconnectedness with the Aboriginal communities across Darkinjung country.

Our Elected Board members continue to enhance our strategic leadership through their strong governance capabilities. Yerin Eleanor Duncan Aboriginal Health Services also benefits from our representation at a state level with our Chairperson, Vickie Parry being involved in the AH&MRC Constitution review and strategic planning, as well as Chairing the Barang Regional Alliance.

**We pride ourselves on being an agile organisation, leading across a diverse range of sectors responding to the health, social, emotional and spiritual needs of our community.**

Ongoing workforce development continues to be a key priority, delivering targeted training, cultural induction and structured leadership training. We strongly believe that our investment in developing our workforce will see returns both now and into the future.

Yerin Eleanor Duncan Aboriginal Health Services' quality framework and empowerment of our staff has been instrumental in taking the lead across all 31 programs we deliver.

**2018-2019 has been another year of continual growth, some key achievements include:**

- Dental Clinic launch
- Expanding the Permanency Support Program to deliver Family Preservation
- Stabilising the Permanency Support Program with all 22 children and their carers transitioned to Yerin from Barnardos
- Expansion of our NDIS Muru Bara program, delivering tailored services to more than 32 Aboriginal people living with a disability in our community
- Executive and Management Team moving into a new building

As Chief Executive Officer of the organisation, what I achieve is very dependent on all staff. I am continually humbled by the wealth of expertise, knowledge and experience of Yerin Eleanor Duncan Aboriginal Services staff - several of whom express their devotion and commitment to the community daily. This is truly inspirational and places the organisation in good stead. I thank you all for your contribution and making this organisation what it is.

As we step into the next phase of Yerin Eleanor Duncan Aboriginal Health Services, facing new opportunities and risks and bringing our staff and the community on our journey, we will commence work on a new strategic plan at the end of 2019.

I look forward to continuing to work alongside our Chairperson, Board Directors and staff as we continue to build on what is already a solid foundation.

*Belinda*

**Belinda Field**

Chief Executive Officer





# Message from Our Chairperson

*Yaama Maliyaa*

Firstly, I would like to acknowledge and pay my respects to the traditional owners of the land on which we meet, the Darkinyung people. I would also like to recognise the strength, resilience and capacity of all Aboriginal people from the many nations living and working here on the Central Coast. I pay my respects to the Elders past, present and future and look forward to being able to empower Aboriginal people living here on the Central Coast – Darkinjung Country.

The Board's primary role is governance. It is important for all that we make sure the governance platform is strong and has local leaders who are invested in improving the health and wellbeing of our community. The Board will look forward to building a healthier, longer future for Aboriginal people living on Darkinjung Country.

Yerin Eleanor Duncan Aboriginal Health Services delivers the best health and wellbeing outcomes for our Aboriginal community.

This year just like other years there were a few challenges. These included the loss and recruitment of full time Doctors, which I assume will be an ongoing issue until the government changes the way Doctors are bonded to areas.

Being Chairperson can be challenging but also very rewarding and as I write this report Yerin Eleanor Duncan Aboriginal Health Services has again exceeded expectations.

I can highlight just a few of the achievements this year:

Our community-based sub committees Health Care Quality Clinical Governance, Audit Finance and Risk and the Community Empowerment Steering Committee meet bi-monthly to review issues and risk. These committees have been operating for the past twelve months and have been highly successful in providing advice and direction to the Board on overall operations of the organisation.



Our Board and management have been meeting and advocating with Local Members of Parliament and the Central Coast Council Mayor to support the strategic vision for a new purpose-built building for Yerin Eleanor Duncan Health Services and will continue into the future.

On 9 October 2018 our dental service began operations and on 1 August 2019 we officially launched our community dental service.

Unfortunately for the second time this year I lost my voice and was unable to talk but my brother Barry Duncan was able to speak on my behalf and echoed my sentiments and how very humbled we are to be part of this community. Thank you to Allan, Kylie and Paul for such a great launch!

Our Permanency Support Program goes from strength to strength supporting our kids and families. Our NDIS program is gaining momentum and the team are simply amazing! I want to thank the outstanding team in the clinic – you are the backbone of Yerin Eleanor Duncan Aboriginal Health Services.

I also want to take the opportunity to welcome all new staff members to our family here at Yerin Eleanor Duncan.

A huge thank you to my fellow directors, the management team and our community for supporting me in the role of Chairperson and all the behind-the-scenes work that happens.

I want to thank ex-board members David Myers and Shanell Bacon who both resigned earlier this year due to their personal commitments. I wish them the very best and look forward to them staying on as members.

I also want to give special thanks to our resigning director Mr Michael Pittman who has supported Yerin Eleanor Duncan for a number of years in our strategic direction and in empowering our staff, management and community to be part of the decision making.

**Vickie Parry**

Chairperson

# Organisational Chart



## Executive Board Members



**Chairperson**  
Vickie Parry MAICD



**Secretary**  
Jodi Shannon



**Director**  
Corinne Hodson



**Director**  
Mick Pittman



**LEGEND**

- Direct Reporting Line
- Visiting Staff

# Highlights of our Work this Year

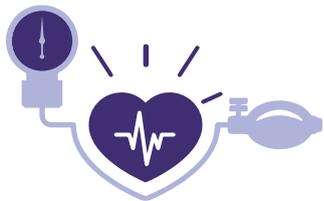


**11,179**  
episodes of health care



**511**  
incidents of staff training

**15,977** & **300**  
patient visits to our GPs      new patients



**527**

clients supported  
by the ITC team

**476**

715 Health Checks



**6** new staff members



**14,870**

dental treatments  
October 2018 – October 2019



1 August 2019 – Officially launched

# Eleanor Duncan Aboriginal Dental Services



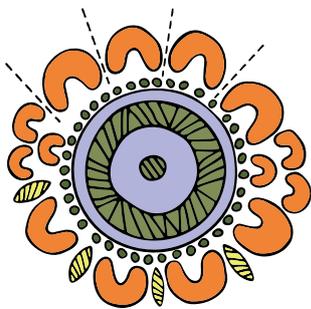
1 July 2019 – Officially launched

# Ngaliya Family Preservation Team



Maintained Australia  
General Practice  
Accreditation Limited  
(AGPAL)

**Upgraded** software system  
to Best Practice 



# Expanded NDIS Muru Bara Team

Expanded  
**Permanency  
Support Program**  
to deliver  
Family Preservation



NSW OCG Provisional  
Accreditation





# Sub-committees & meetings

In the 2018/19 period, Yerin Eleanor Duncan Aboriginal Health Services maintained three existing sub-committees to work with other Aboriginal organisations, Government agencies and community members to allow us to continue offering culturally appropriate services and strive for empowerment for our community.

## **Health Care Quality Sub-committee**

This committee assists the Yerin Board and CEO to implement our Clinical Governance Policy, support the clinical governance systems to set, monitor and improve the performance of Yerin Eleanor Duncan Aboriginal Health Services and communicate the importance of the patient experience and the need for quality management to all members of the workforce.

## **Finance, Audit and Risk Sub-committee**

This committee assists Yerin in understanding and managing its organisational risks and assists the Yerin Board in fulfilling its responsibilities for overseeing the company's financial reporting process, the system of internal control, the audit process and the process for monitoring compliance with relevant laws, regulations and codes.

## **Community Empowerment Steering Committee**

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

## **Ongoing Meetings**

- Staff Meetings – monthly
- Yerin Board Meetings – bi-monthly
- Management Meetings – monthly
- Clinical Meetings – monthly
- Programs Meetings – monthly
- Cultural Supervision – monthly for all staff through Yamurrah
- Men's Group – monthly
- Women's Group – monthly
- Gudja Garawan (Quit Smoking) – weekly
- Antenatal Groups – weekly

# Professional Development & Staff Update

In the past 12 months, our overall staff numbers have increased from 50 to 58 with the expansion of clinic and program teams. A Manager role has been created to support the clinical aspects of program teams and strengthen the management of clients between programs. A social work student was employed as a casual Aboriginal Health Worker to support the Yadhaba and Dhanggan Gudjagang teams.

Two Aboriginal Registered Nurses have joined the ITC team, along with an extra Aboriginal Health Worker to support the ITC program. An additional Aboriginal Health Worker was employed on a casual basis to support the Dhanggan Gudjagang team.

## Staff Training

During the period of June 2018 to October 2019 our staff have undertaken a total of 511 instances of training and professional development.

## Training Categories

- Chronic Disease • Mental Health
- Mums and Bubs • Domestic & Family Violence
- General Medical • Community Services
- Culture • Nursing • Business
- Work, Health & Safety • Trauma & Resilience

## Training Highlights

- Yerin Eleanor Duncan completed AICD training on Governance and Foundations for not-for-profit Directors
- Winnangay Foster Carer Assessment Training attended by several staff and community
- Advanced Diploma of Aboriginal Specialist Trauma Counselling completed by one staff member November 2019

- Two-day Team Leadership Training by Centre for Community Welfare Training completed by 11 team leaders and managers
- Cert IV in Family Violence completed by several staff
- Cert IV in Aboriginal and TSI Primary Health Care Practice completed by two staff members
- Cert IV in Allied Health Practitioning completed by one staff member
- Australian Community Workers Association training course on Managing Aggressive and Violent Client Behaviour completed by all frontline staff
- Two Mandatory Staff Development Training days
- Speaking in colour – Corporate Team Building





# Oral Health

*Julgul Yirra*

*meaning*  
**Strong Teeth**

The Yerin Eleanor Duncan Dental Service is focused on providing access to dental care that is welcoming and culturally responsive for eligible individuals. The team consists of a Practice Manager and Receptionist from Yerin as well as four dentists, six dental assistants and three oral health therapists from Central Coast Local Health District Oral Health Services.

## **Since the Clinic opened in October 2018 the team have:**

- Treated 886 clients, including 233 children
- Serviced 2,328 visits, including 429 children
- Delivered 13,231 treatments including 2,959 to children
- Subsidised 207 vouchers for external services including dentures and removal of wisdom teeth

## **Looking to the future:**

- We are in the process of building a third surgery (pictured right)
- Surgery one will be converted to an Oral Health student training clinic bay
- Investigating implementing a Denture Technician on a three-hour-a-week basis
- Ongoing preschool and high school student visit to promote education in oral health care

# Dental Testimonial

”

I have been prompted to write to you by the feeling of warmth, friendliness and professionalism openly (and effortlessly) experienced by me at the Yerin Eleanor Duncan Aboriginal Dental Service, on more than one occasion. It is indeed a pleasure to visit an organisation that appreciates the customer experience as a means to an end rather than as an impediment. A dental appointment is traditionally one that invokes many other mindsets other than a 'welcoming' environment – a concept your staff are abundantly aware of but is well supplanted by their attitudes and courtesy.

I would also like to applaud the time and patience exhibited to show me how a process is to be completed properly e.g. dental

hygiene and that they do not rely on self-determination that it is properly executed but they require evidential proof (by way of an appointment) to determine a success or repeat process.

I can see that such attainment can and will breed many more opportunities that competent people can embrace.

You and your staff should be not only proud of what is being achieved at the clinic but also the way it is being done and the opportunities that can and will emerge.

Many thanks and please I ask you to share this with those responsible. After all, it is them (and you) that make the Centre what it is.

- Kind Regards -  
LLOYD COOMBS





# Permanency Support Program

(Out of Home Care) *Ngaliya* meaning **We – You & I**

Ngaliya supports Aboriginal children and young people who are unable to live with their parents. Our practices are informed by an understanding of personal and intergenerational trauma and we seek to holistically address individual, family and community needs from a culturally responsive framework.

## Team & Training

The team is made up of six staff members including a Manager, a Casework Specialist, two Caseworkers, a Family Worker and a Casework Support/Administration Assistant.

## The team have participated in the following training

- Case planning (FACS in-house)
- Suicide intervention
- Carer training with Brian Dowd – The People Mechanic (trauma informed)
- Reportable conduct
- Family restoration workshop (FACS in-house)
- Managing aggressive and violent behaviour
- Legal Information Session - Children's Court processes and Department of Communities and Justice
- Case note and document training, ACWA
- ABSEC - Aboriginal and child Family conference

## Accreditation

The PSP Ngaliya team has maintained provisional accreditation after undergoing an Office of the Children's Guardian audit in May 2019. The Office of the Children's Guardian regularly review provisionally accredited agencies to ensure that they are meeting all the Permanency Support Standards, thus making sure children and young people in statutory care are being well cared for.

## 2018/19 Achievements

- We now have 16 authorised carers, including eight kinship carers and six Aboriginal carers.
- There are 22 children in the program including 18 Aboriginal children/young people, one Torres Strait Islander child and nine children/young people from a CALD background
- All 22 children/young people have had their initial case plan meeting completed, where 19 have the goal of permanent care and three have the goal of restoration.



# Family *Preservation*

## Keeping Aboriginal Families together

**Launched in July 2019, the PSP Family Preservation program provides the support needed for children to remain safely at home with their families.**

The Ngaliya Family Preservation team works with families for up to two years providing support including child and family counselling, parenting skills, in-home support and services that address specific identified risks.

The Ngaliya Family Preservation program is delivered in-line with the Homebuilder® Intensive Family Preservation model.

### **Family Preservations Team**

- 1 Team Leader/Senior Caseworker
- 1 Caseworker

### **Achievements so far**

- Completed three DJC Group Supervisions
- Received three referrals into the program
- Currently case-managing two families



# Disability Services

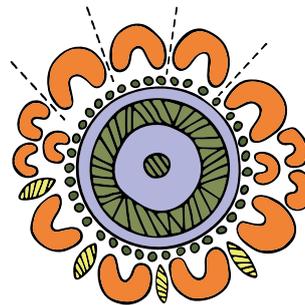
*Muru Bara* meaning  
Making Pathways

Yerin's NDIS program, known as Muru Bara (Making Pathways), launched in January 2019. The team is made up of five staff including an Aboriginal Team Leader, an Aboriginal Support Coordinator, two Aboriginal Support Workers and a Business and Compliance Officer.

**To ensure the team is informed on NDIS's purpose and function, staff have been trained in:**

- CPR and first aid
- Cultural awareness
- Case note writing
- Support coordination
- NDIS marketing
- Child protection reporting

Additional training is also provided by organisations such as Karben to optimise the support our NDIS team provides to our community.



## MURU BARA

### Key Service Areas:

#### 1. Transport and travel

We assist NDIS clients with their transport and travel needs.

#### 2. Therapeutic support

From May 2019 we have offered speech therapy, occupational therapy, counselling and psychology by contracting therapists that deliver culturally responsive services.

#### 3. Innovative Community Participation

We offer fun, goal oriented, innovative community participation. Activities are tailored to match client's interests and goals and focus on learning, fitness, community engagement and fun.

#### 4. Coordination of support (COS)

Coordination of Support aims to strengthen participant's ability to design and build their supports, giving them the ability to direct their services but also their lives. This involves working together to identify the participant's needs, expectations and understand their funding. COS also includes coaching to develop capacity and resilience.

**Coordination of Supports includes, but is not limited to:**

- Understanding the plan
- Connecting people with supports and services
- Designing support approaches
- Establishing supports
- Coaching, refining and reflecting
- Creating targeted support coordination
- Crisis planning, prevention, mitigation and action
- Building capacity and resilience
- Reporting to the NDIA

**Accreditation**

Yerin's Muru Bara team is currently undergoing initial stages of our accreditation process, we anticipate this will be completed by December 2019.

**2019 Achievements**

- Services provided to over 30 Aboriginal and Torres Strait Islander clients
- Change in our community witnessed by the joy we see on parent's faces when they see progress in their child's social skills and community engagement
- Positive client feedback received so far ranging from small achievements to significant steps in our participant's journey with the NDIS.





# Yadhaba Team

*Yadhaba* meaning  
**Get Better**

The Yadhaba service aims to improve access to integrated, culturally appropriate and safe mental health and drug and alcohol treatment services that holistically meet the social and emotional needs of Aboriginal and Torres Strait Islander people. Mental health and drug and alcohol Aboriginal Outreach Workers individually case manage and care coordinate our mob, supporting them through the various stages of their treatment and recovery.

Yadhaba provides a multi-disciplinary service for clients with complex mental illness, substance misuse and co-morbidities that is culturally responsive and safe, and addresses the needs and preferences of clients, their families and communities.

We have successfully reduced barriers and improved access to services. We have also complemented and linked with other closely connected services, including drug and alcohol residential rehabilitation services, social and emotional wellbeing services, and tertiary and primary mental health care services. This will help us to enhance service integration and provide appropriate, timely responses in times of crisis. The Yadhaba team also provides or links affected families, carers and communities with support and information.

The team provides streamlined referrals to higher and/or lower intensity programs in alignment with a stepped care approach that is evidence-based, client directed, and recovery orientated. The team also provides a link with community-based recovery focus groups to provide local and cultural connection, education and support.

Our partnerships with Central Coast Local Health District, mental health/alcohol and other drug services, local NGO's, justice, education and rehabilitation services help to provide seamless, coordinated services to clients.

#### Yadhaba Team Members

Our credentialed Aboriginal Mental Health/AOD Registered Nurse oversees Yadhaba programs and is supported by a qualified Aboriginal Mental Health and AOD Team Leader, two qualified drug and alcohol mental health Aboriginal Health Workers, a qualified Registered Nurse, Mental Health/AOD Care Coordinator, Psychologists and a Social Worker.

#### Expansion of client base to young people

Early intervention is key when addressing mental health/AOD issues. Yerin Eleanor Duncan Aboriginal Health Services has ongoing developing partnerships with government and non-government organisations on the Central Coast who support and provide services to young people including Wesley (GITS), Headspace, Children and Young Persons Mental Health, Regional Youth Support Services, Juvenile Justice and Coast Shelter. We advocate for organisations to support the cultural and health needs of young people, promoting a stronger connection with culture and a healthy identification within their cultural community.

Yerin provides weekly individual therapy sessions aimed at children and young people. Our holistic and integrated approach allows us to appropriately refer our children and young people to youth specific services, reducing the impacts of poor healthcare and emotional wellbeing. Regular meetings, community

involvement and Yadhaba's attendance at youth-targeted events and local schools have enhanced the visibility of Yerin's services and improved engagement of young people regarding access, health literacy, and improved wellbeing.

#### Groups and services offered:

- GNL Barudir Consultation Youth Cards – providing information on social and emotional wellbeing and mental health, sexual health and drug and alcohol clinics
- Dialectical Behaviour Therapy group – skills-based course covering emotional regulation, interpersonal effectiveness, distress tolerance and mindfulness.
- We Yarn – three-hour suicide prevention workshop for local Aboriginal people
- Pain Management Education – staff education sessions on managing chronic and acute pain
- NAISDA – therapeutic counselling services to support dance artists who are often off Country.
- Juvenile Justice – providing health education and cultural connection to our young men in the Frank Baxter Juvenile Detention Centre.

#### Community Justice

Our Yadhaba team remains active in community justice, linking our mob to Alcohol and Other Drugs, Mental Health and Primary Health Care services at Dooralong Lodge, Kamira Farm and the Glen rehabilitation centres and supporting our community who are receiving treatment. Yerin also actively participates on the advisory council for the Glen's Women's rehab.

297  
clients serviced  
by the Yadhaba  
team in 2018/19



1,400  
1,400 sessions  
delivered by  
the Yadhaba  
psychologists



# Student Placement Testimonial

”

For this placement I was positioned within the Health Promotions Team, but due to the length of my placement (500 hours) I was able to spend time with a range of Yerin's programs. Starting before NAIDOC week gave me the opportunity to help prepare for and join in with NAIDOC activities and celebrations.

After NAIDOC I collated and reported the results of the Consumer Perspective of Quality of Care Survey, to help Yerin evaluate its services.

With the Health Promotions team, I was involved in projects such as breast cancer screening, cancer support groups, the promotion of healthy lifestyles for children through the Go4Fun program and the promotion of Yerin's services to the local community. I spent time with Dhanggan Gudjagang learning how Yerin supports mothers and babies, including attendance at cross-agency meetings to see how collaboration can provide optimum support for pregnant women.

With the Yadhaba team, I spent time shadowing the Mental Health Drug & Alcohol Clinician and attending Wellbeing Groups. I also spent time with Integrated Team Care, accompanying Care Coordinators/Outreach Workers as they support clients.

I am from the UK, and emigrated to Australia 20 years ago. My placement with Yerin has enabled me to increase my learning and awareness about Aboriginal and Torres Strait Islander history, culture and resilience, and how Yerin is contributing towards improving health outcomes for Aboriginal and Torres Strait Islander people.

As a result of this placement I now have a network of colleagues and friends who I can consult with as I go forward with my social work career, and I commit to ensuring my future social work practice is culturally responsive and appropriate.

- Kind Regards -  
PIPPA SANGSTER

MASTER OF SOCIAL WORK - CHARLES STURT UNIVERSITY

# Eleanor Duncan

## Aboriginal Health Centre (EDAHC)

For over 20 years, Eleanor Duncan Aboriginal Health Centre has, and continues to, provide our community with personalised, professional, quality integrated healthcare across a wide range of medical and wellbeing support services.

Our services and programs are delivered in a culturally supportive and safe environment. We are committed to improving the quality of health and wellbeing for our community and the NSW Central Coast, Darkinjung Country. In addition to our Wyong clinic, our Outreach Clinic, located at Nunyara Aboriginal Health Unit at Gosford Hospital, runs on Tuesdays and Thursdays.

We are proud to report that over the 2018/19 period, we maintained our AGPAL accreditation and have started the pre-accreditation process for 2019/20.

### Current EDAHC Staff

- Three receptionists
- Two primary health care nurses
- Eight part-time GPs
- Seven visiting specialists
- Four visiting allied health practitioners

### Team Training & Conference Attendance

- Leadership course attended by Team Leaders
- Managing Aggression & Violent Behaviour course attended by some staff
- Triage course attended by all receptionists
- Various staff members have also completed:
  - Medical Reception and Medical Terminology course
  - First aid training
  - CPR training
  - Winangay Foster/Carer Assessment Training
  - Reportable Conduct Training
  - Asthma course
  - Immunisation, infection prevention and control practices
- A team member was also in attendance at:
  - APNA conference
  - Immunisation conference
  - Aged care collaborative forum



Episodes of health care

10,317 & 862

In our Wyong clinic

In our Gosford clinic



# Integrated Team Care (ITC)

*Jurayi-Biya-Yadha* meaning **You Are Well**

**Our Integrated Team Care team consists of two Aboriginal registered nurses (Care Coordinators) and three Aboriginal outreach workers who support the community to access mainstream, multi-disciplinary health care and assist in the self-management of their chronic disease.**

## **Who can access the ITC program?**

Clients with complex needs and care in relation to the following Chronic illnesses are eligible for the ITC program:

- Kidney Disease
- Respiratory
- Cardiac problems
- Diabetes
- Cancer

## **Supplementary Services**

Through supplementary services our ITC Care Coordinators work with other GP's across the entire Central Coast, Darkinjung country.

Our team also provides improved access to culturally appropriate mainstream primary care services (including but not limited to general practice, allied health and specialists) for Aboriginal and Torres Strait Islander people.

Care Coordinators have access to a limited Supplementary Services Funding Pool to provide urgent and essential allied health or specialist services, medical aids or necessary transport to access the specialist service.

Some of the medical aids that our team has provided are:

- Assisted breathing equipment
- Blood sugar/glucose monitoring equipment
- Dose administration aids
- Medical footwear that is prescribed and fitted by a podiatrist
- Mobility aids

**527** clients have been supported by Integrated Team Care in 2018/19

# ITC Case Study

## Referral to ITC Program

A 63-year-old man was referred to ITC having had multiple admissions to hospital within the previous 12 months.

## Chronic conditions:

- Insulin dependent Type 2 Diabetes (diagnosed 1991)
- Diabetic retinopathy
- Renal impairment CKD – on peritoneal dialysis
- Coronary stent 2016
- Myocardial infarction angioplasty and coronary stents – June 2018

## Assessment Findings

The client was primarily supported by ITC via supplementary services until he was transitioned as a Care Coordination client by an ITC Registered Nurse in September 2018 as more intensive care and management was required. In May 2019 the client was transitioned back to supplementary services as his care and health was self-managed.

When the client commenced with ITC he was struggling to get to medical appointments with both GPs and specialists, as he and his wife were sharing a vehicle and eventually the client's eyesight deteriorated and he wasn't able to drive to appointments. The client's son is his carer and his wife is supported by ITC to arrange most of his appointments. The client visits a diabetes educator, nephrologist, cardiologist, optometrist, and podiatrist at Yerin Eleanor Duncan Aboriginal Health Centre.

## Client Goals

The client's main goal is to maintain renal function and become more educated on all of his chronic conditions.

ITC have supported the client to attain this goal while providing the following support:

- Yarning and education regarding chronic conditions
- Coordinated care for client
- Transporting to and from and attending appointments with client
- Attending home visits with client to provide adequate support and assess level of function, medical needs, wellbeing checks
- Encouraging client to independently book GP appointments

## Current Status

Client's kidney function has deteriorated over the last 12 months and client has commenced dialysis three times per week. The client recently started successful peritoneal dialysis which is completed seven days a week under the care of a nephrologist. This has been a great achievement for both the client, wife and family. The client has regular contact with ITC to assist in organising medical appointments and the client also regularly attends all specialist and GP appointments. The client's health and wellbeing has improved in recent weeks and he appears to be empowered and more in control of his health.

## Ongoing Plan

The client's plan includes continuing with peritoneal dialysis, maintaining health and continuing ongoing care with ITC support. The client is working towards regaining enough strength to enjoy the activities he once took joy in such as walking his dogs.

”

## Carer's Perspective

I have recently moved back home to assist in looking after dad, and I have noticed that since being a part of the ITC program he has become more confident and has a better relationship and understanding with doctors and nurses. He is also more actively attending medical appointments and complies with medications which takes the worry away from both mum and I constantly needing to supervise dad's medical needs.



## *Dhanggan Gudjagang* meaning **Mother and Baby**

The Dhanggan Gudjagang team believes every mother and baby deserves a positive birth and parenting experience.

The team supports clients in accessing comfortable, culturally safe services to ensure our Gudjagangs get the best start in life and that they are being born into happy, healthy families.

**Throughout the past 12 months this has included:**

- 57 Speech therapy visits
- 48 Child Psychology visits
- 82 Pediatric clinic visits
- 17 Pregnancy belly casting
- 75 Antenatal care clients
- 209 child patients fully immunised

**The Dhanggan Gudjagang team has also been involved in various community engagement activities to promote culture, healthy birthing and families, including:**

- Educational parenting groups which were attended by 64 parents and 101 children
- Car and booster seat program attended by 15 participants with eight car seats and 12 booster seats provided
- Visit to Kooloora preschool to complete dental and ear health checks on children aged three to five years
- Yerin's Smoking Cessation clinic saw 21 pregnant women successfully quit smoking
- Yoga group for pregnant women
- ACES's (Adverse Childhood Experiences) screening completed to enhance focus on early intervention
- Baby and toddler swimming lessons with 35 participants
- 23 children attended Occupational Therapy supported and funded by Yerin

**Midwifery**

We continue collaborative relationships between Yerin, Nunyara and Ngyiang Aboriginal Health teams to develop a clearly defined maternity shared care model. Aboriginal Health Workers are involved in all clinical consults, home visits and providing post-natal support.

**Supporting victims of domestic and family violence**

In addition to supporting mums and bubs the Dhanggan Gudjagang team also works in partnership with external prevention and response agencies to provides support and referrals to victims of domestic and family violence. This is an area which has sadly seen an increase in the number of referrals across the Central Coast.

**During 2018/19 we provided support by making the following referrals:**

- 14 referrals to external agencies for co-support or case management
- 13 referrals from external agencies
- 17 self-referrals
- 37 internal service referrals

**Family Violence Support Achievements**

- Joint delivery of Shark Cage, a community DV group, with Gudjagang Ngara li-dhi Aboriginal Corporation
- Conducted Healthy Relationships sessions at Gorokan High School and Oasis Wyong
- Conducted three Women's Health and three DV Cycle education sessions
- Support for seven clients at Wyong and Gosford Local Court
- Representation on Central Coast DV and White Ribbon committees

# Health Promotion

The Health Promotions team is made up of two members, a full time Health Promotions Coordinator and a part time Health Promotions Coordinator. The team promotes Yerin Eleanor Duncan Aboriginal Health Services' programs with the aim of supporting and guiding our community to make good decisions about their own health.

## Highlights

- The Souths Cares program gave us the opportunity to promote our services in schools alongside Souths Cares and NRL
- GO4FUN program is changing the lifestyles of families, encouraging healthy eating and more activity
- NACCHO'S Ochre Day, Men's Conference will be held on the Central Coast in 2020



## February

- Barang Regional Alliance Youth Summit, Broken Bay
- AH&MRC Members Meeting
- We-Yarn Suicide Prevention Workshop
- Love Lanes, Wyong
- Wear Red Day, Heart Disease Awareness
- Breast Screen Booby Bus, Erina

## May

- Closing the Gap, Kariong Correctional Centre
- Presentation to Cert IV Community Services students, Ourimbah Campus
- Language Community Meeting
- Community BBQ, Wyong High School
- Gudgagang Ngara Li-dhi playgroup
- Sorry Day Luncheon, Wyong

## March

- International Women's Day Afternoon Tea
- National Close The Gap Morning Tea
- Opening Ngilyang Aboriginal Health New Building, Tuggerah
- Parenting Wellbeing Group
- Aboriginal High Tea, San Remo Neighbourhood Day
- Australia Biggest Morning Tea, Mad Hatters Tea Party
- Meeting with Australian Unity/ Daramulen Aboriginal Home Care
- Colours of Country, in memory of Sean Lonergan Aboriginal Art Exhibition & Cultural Day
- National Reconciliation Week, Kariong Correctional Centre

## April

- National Sorry Day Morning Tea
- White Wreath Day Morning Tea
- World No Tobacco Day Morning Tea
- GOATS Festival, Budgewoi
- AECG Connecting to Country, The Entrance High School
- The Glen, Official Funding Announcement
- We Yarn Workshop, Kariong
- CCAIN Meeting, The Glen
- The Transition Shield Touch Footy Day, The Glen
- Kooris live healthy workshop chronic illness awareness
- NAISDA graduation ceremony

## June

- Men's Forum, Mingara Recreation Club
- Yarn Up Brining Smoking Cessation, Sydney
- Presentation to FACS Aboriginal Outcomes Cultural Capability Framework
- GO4FUN Planning Meeting
- Community Empowerment Steering Committee Meeting
- Yerin Annual General Meeting, Gosford Golf Club
- EGM

## July

- NAIDOC Week, Wyong Hospital
- NAIDOC Week, Gosford Hospital
- NAIDOC Week, Frank Baxter, Kariiong
- Voice Treaty Truth, Flag Raising Ceremony, The Art House, Wyong
- NAIDOC Community Day, Gosford Racecourse
- NAIDOC Week Family Funday, Baker Park, Wyong
- NAIDOC Week Family Funday, The Glen, Chittaway Point
- NAIDOC Week Darkinjung LALC Golf Day, Wyong
- NAIDOC Week at Mingaletta, Umina
- Kikupa Touch Footy Cup, Woongarra

## August

- Dental Clinic Launch, Wyong
- South Cares school visits
- Prostate Awareness Day
- National Aboriginal & Torres Strait Islander Children Day
- Men's Group Meeting, The Salvation Army, Dooralong
- Community Empowerment Steering Committee Meeting
- NACCHO National Men's Group Conference, Melbourne
- Combined Principals Network Meeting
- NDIS Roundtable with Bill Shorten MP and Emma McBride MP
- Police Aboriginal Consultative Committee Meeting, Mingaletta, Umina

## September

- GO4FUN, Wyong Public School
- Presentation to Australian Unity/ Daramulen Aboriginal Home Care, Murrook Cultural Centre
- Inaugural Support Cancer Group Meeting
- Local Advisory Group Meeting, Gorokan Public School
- Women's Group Yarning BBQ, Epicentre Cultural Garden, San Remo
- Men's Group Meeting, The Glen Centre, Chittaway Point
- World Suicide Prevention Morning Tea
- Asthma Week education

## October

- AH&MRC Members Meeting and AGM
- Oceanic Tobacco Control Conference, Sydney
- NSW Koori Rugby League Knockout, Tuggerah
- Coastal Twist LBGTIQ Festival, Umina
- Strong Aboriginal Men Workshop ECAV, Wyong
- Muru Bara Kids School Holiday Program
- Foster Carers' Picnic, Lifetime Learning Centre
- World Mental Health Day
- Who's in Your Neighbourhood, Lakehaven
- Your Voice Your Choice National Self Advocacy NDIS Conference



## Smoking Cessation Clinic

8-10

Regular clients

Up to 4 walk-ins weekly

8 Clients have successfully given up smoking including 2

Yerin staff members

# Yerin *Supervision*

## Caring for our staff

**Yamurrah offers both clinical and cultural supervision to Aboriginal and non-Aboriginal workers.**

Yamurrah has experience and expertise in providing supervision, particularly to those who are working with or provide a service to Aboriginal people and communities. All supervision sessions are provided by practitioners who are trauma informed and hold a relevant qualification in either Social Work or Psychology.

All supervision sessions are guided by Yamurrah's ethics and values, which include Confidentiality, Quality, Cultural Safety, Professionalism and Social Justice. These values are also consistent with the Australia Social Work Association values and ethics code.

Supervision is a collaborative and professional relationship that is developed with trust and cultural safety.

### **Yamurrah has provided in the last financial year:**

- 15 one-on-one supervision sessions with Yerin employees.
- Five group supervision sessions with Yerin teams
- Five group supervision sessions pending availability of both the supervisor and the team.

Yamurrah will provide supervision for staff of Yerin Eleanor Duncan bi-monthly which will ensure that no employee is overlooked.

Supervisors with Yamurrah have increased and all employees have been allocated a supervisor.

### **Current Supervisors**

- Rowena Lawrie
- Marlene Lauw
- Andrew Anderson
- Mareese Terare
- Jen Stephenson



## *Employee Testimonial*

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Supervision is a journey that I am truly grateful to have had and to continue into the future with.

I find there is always a degree of impressive knowledge that I find challenging and at the same time influential in building better skills and emphasising support. All in all, a great way to reflect on our practices through guided discussion and encouragement.

Awesome to have good guidance, encouragement and reflection in all the elements that matter.

# Jawun Secondees



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

During 2018/19, Yerin Eleanor Duncan was thrilled to host three Jawun secondees who assisted in the areas of Residential Disability Services, Drug Alcohol and Integrated Health and Organisational Capability.

*March – April 2019*

## **Katherine Gray**

Katherine assisted reviewing the opportunity and finalising a feasibility study to support decision making for the Board in expanding our disability residential services. This included reviewing requirements, for establishing residential disability services; identifying options, considerations issues and risks in delivering these services and developing a feasibility study into establishing these services.

*May – June 2019*

## **Tanya Senior**

Tanya assisted with a project to map staff and organisational capability, identify any needs and gaps and present findings back to Yerin's management team. This work allowed management to make informed decisions about organisational structure, skill development and succession planning.



*May – June 2019*

## **Hiran Hirath**

Hiran assisted with reviewing and defining Yerin's current Drug & Alcohol and Integrated Health program and mapping existing patient care and outcomes data. Then, working with the CEO, Practice Manager and Team Leads Hiran assisted with defining, costing and developing an optimal service delivery model for the future. This work allowed Yerin to substantiate submissions for a funding increase to match the cost of service delivery and to expand service delivery to further benefit the Central Coast Aboriginal community.

# Connecting with our Community





## Online presence



**3,055**  
Facebook likes



**359**  
Instagram followers



# Our Financial Performance and Position

Income during the 2018-2019 financial year was \$6.6 million which was mainly derived from grants. The Hunter New England Central Coast Primary Health Network is the largest funding partner, with a contribution of \$1.6 million during the year.

The positive working relationship and support from all grants is invaluable to Yerin's ongoing operation and future. Grant income is supplemented by Medicare Income and for the period ended 30 June 2019, Yerin received a total of \$824,575 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 slightly for the period of 2018/2019.

The financial statements for the period were audited by Hall Chadwick. Yerin continues to operate with good liquidity and efficiency within its financial capacity. Our full financials are available upon request.



Revenue	
Commonwealth Government Grants	\$1,587,818
NSW State Government Grants	\$1,052,576
Hunter New England Central Coast Primary Health Network	\$1,630,763
NSW Rural Doctors Network	\$107,151
Central Coast Local Health District	\$125,610
FACS	\$894,169
Other Grants	\$114,099
Medicare Revenue	\$824,574
NDIS	\$215,721
Other Revenue	\$48,675
<b>Total</b>	<b>\$6,601,157</b>



### Expenses

	Employee benefits expenses	\$3,990,015
	Operational	\$1,862,740
	Administration	\$79,542
	Depreciation and Amortisation	\$648,757
<b>Total</b>		<b>\$6,581,054</b>

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.



**REVENUE**  
\$6,601,157



**EXPENSES**  
\$6,581,054



**SURPLUS**  
\$20,103



**ASSETS**  
\$3,406,076



**LIABILITIES**  
\$1,349,770



**EQUITY**  
\$2,056,306

 @yerinedahc

 @yerinAHS

## YERIN ELEANOR DUNCAN ABORIGINAL HEALTH CENTRE

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