

WELLINGTON ABORIGINAL CORPORATION
HEALTH SERVICE



ANNUAL REPORT 2015

www.wachs.net.au

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About WACHS

Wellington Aboriginal Corporation Health Service is on the land of the Wiradjuri people.

Wellington is a remote rural community with a shire population of approximately 8,850 People of which 1742 are Aboriginal (2011 Census Stats). Wellington Aboriginal Corporation Health Service (WACHS) offer professional health services through specialist programs by staff either employed by Wellington Aboriginal Corporation Health Service or through partnership links with visiting services.

WACHS is an Aboriginal Community Controlled Health Organisation which strives to provide holistic health care to enhance the health and emotional well-being of the Aboriginal and non Aboriginal community of Wellington and surrounding districts.

WACHS is governed by a Board of Directors which consists of seven Aboriginal community members who are elected annually by the Community. The Board of Directors provides the strategic direction of the organisation and works in close consultation with the Chief Executive Officer to ensure that organisational, community and funding outcomes are being achieved.

WACHS employs ninety staff including Visiting Specialists from Wellington and the surrounding District.

WACHS Vision

WACHS is acknowledged and respected as an organisation of excellence which is demonstrated by a healthier Aboriginal community.

WACHS Mission Statement

To advocate for and facilitate the achievement and maintenance of health outcomes consistent with Aboriginal peoples' evolving notion of cultural well being.

Purpose

WACHS plans, delivers, co-ordinates and advocates for effective clinic and community-based primary health care services to the Aboriginal community.

WACHS Objectives

- a) Provide culturally appropriate primary health care service for Aboriginal people and the wider community within the Wellington shire.
- b) Administer and operate an Aboriginal Medical Service within the legal framework, funding agreements and the capacity of WACHS.
- c) Enhance the health status of the Aboriginal community in Wellington shire including, Nanima Reserve.
- d) Involve Aboriginal people in the planning and provision of primary health care services.
- e) Provide professional development for our Aboriginal Board and staff to support their roles and responsibilities within WACHS.
- f) Support and assist Aboriginal people to better utilise existing holistic health care services.

The WACHS Board



Chairperson
Marsha Hill



Secretary
Phillipe Bell



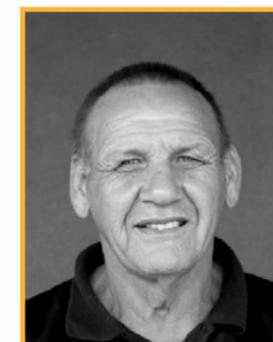
Treasurer
Graham Blackhall



Public Officer
Linda Baxter



Director
John Ah See



Director
Peter Smith



Director
Glenda Bell

Chairperson's Report

As the Chairperson of Wellington Aboriginal Corporation Health Service it gives me great pleasure to present our Annual Report for 2014-2015.

It has been a hectic year once again particularly with changes in Aboriginal and Torres Strait Islander Affairs, the health sector and within the organisation itself.

We have however made it through and are looking forward to the next 12 months, We are proud to have done so and know that this has been achieved because of the commitment, dedication and support received from our community who utilise our service.

Also, from the many individuals, including staff and other organisations and groups who have supported us in some way big or small. To those people, we say Thank You and we look forward to continuing our relationship. I would also like to personally thank my fellow Board Members for continuing to demonstrate commitment, leadership and the continual quality improvement for the organisation.

WACHS Management and Staff have worked extremely hard this past year in providing quality service to the community including:

- Doctors' Appointments
- Woman's Health
- Podiatry
- Integrated Care Program
- Diabetic Education
- General Counselling
- Primary Health Care

- Eye Health
- Family Health
- Past Trauma Support
- Stolen Generation
- Maternal & Child Health Care
- Drug & Alcohol Support
- Sexual Health
- Transition to School
- Tackling Smoking Support
- Chronic Disease care
- Auspicing program
- Dietician
- Psychologist
- Youth Health

I would also like to acknowledge a few of WACHS' many Achievements throughout the year:

- Cherie Colliss - Social Emotional Wellbeing Team Leader Wellington Aboriginal Corporation Health Service has completed her Diploma in Practice Management for Aboriginal Medical Services.
- New Camera for WACHS is world leading and thanks to Fred Hollows Phyllis Dennis, Kath Richards and Pauline Wicks, were part of the team that has helped WACHS win the award late last year when they received the Fred Hollows Foundation Eye health award in recognition for the service they offer communities as well as their understanding of the importance of eye health in Aboriginal communities
- NSW Aboriginal Rugby League Knockout Tackling Smoking & Healthy Lifestyles Health Awareness and Health Checks October long weekend.

- Supporting Staff to continue further qualifications within their roles.
- Supporting & coordinating community events such as White Ribbon day, NAIDOC events at local schools, School Holiday Activities, boys and girls groups, Doing it right program around Sexual Health for young adolescents.
- Men's Health Forum

Also, on behalf of the Board we wish to extend our deep appreciation to all of WACHS Reception, Financial and Clinical staff. Without them, it would be very difficult for our services to maintain continuity of care. I also wish to express appreciation to our Doctors for their ongoing support, with ongoing assistance in expanding our medical services into the future.

The steady expansion of WACHS's service provision is due in no small measure to the tireless efforts of our CEO and the great teamwork of all of our staff, Managers, Team Leaders, Program workers, Medical, Clinical, Reception and Administration. The Board will devote their full commitment and support to WACHS, ensuring this sound governance continues.

As Chairperson of the Board of Directors of Wellington Aboriginal Corporation Health Service, I now express sincere appreciation to all our Board members, for their support and commitment over this last year. I also thank Darren Ah See, WACHS' exceptional CEO, without your vision, flair and passion for the organisation, we would not have been able to achieve our current levels of success.

I wish you all a safe and happy festive season and I hope that your families are blessed with good health in 2016.

Regards

Marsha Hill
Chairperson

CEO Report



My report for each year is focused on highlighting the work that WACHS, its Staff, and Board have contributed to bettering Aboriginal health outcomes not only in Wellington, but also in other communities across the Central West, Far West, and New England regions.

2015 has again seen WACHS increase its services across these regions, as well building on health care support for the Aboriginal and non-Aboriginal people of the Wellington community.

WACHS medical clinic has seen our doctor services increase as well as the commencement of the Integrated Care program which provides complimentary

chronic care support for a majority of our patients. The Healthy for Life program which focuses on maternal and child health as well as whole of life health care also plays a major role in bettering health outcomes for the Aboriginal people of Wellington. Other services available through WACHS clinic include nurse supported clinical & triage services, eye health, podiatry, counselling, dietetic, and transport. The experience and skills of all Staff that work in this area is a key factor in the provision of a respectful and quality service to all patients.

Another key service available for Wellington patients is access to structured and quality Social & Emotional Well Being programs. Through this specialist program area, WACHS provide support and advice on Aboriginal family health, drug & alcohol, sexual health, and general counselling. The scope of services provided through these programs are varied and sometimes complex, and the commitment and passion of Staff working within these program areas is acknowledged and respected.

As well as the primary health and specialist services in Wellington, WACHS has also become a large regional service provider supporting a number of programs across the area. These include the Aboriginal Children's Therapy Team and Australian Nurse Family Partnership programs based in Dubbo. These programs support maternal, child, and allied health services to its clients aimed at early interventions which can lead to better individual and family health outcomes. The employment of quality allied health, nursing and support Staff ensure that the clients are

receiving an informed and planned service to address the identified needs of the clients and family.

The Tackling Smoking & Healthy Lifestyles program based in Dubbo has again achieved some major outcomes through its coordinated and planned activities across the region. The focus of this program is on supporting individuals to either reduce or quit smoking through educational, promotional, and awareness activities and programs. The introduction of the successful Deadly Choices programs within schools is gaining momentum and will be a key program in persuading school children to not take up this deadly habit. Current staff ensured the key outcomes for the program were being met, despite a reduction in staffing, which is a great achievement.

WACHS in the past 12 months has also been successful in tendering for funding to re-open the Moree Aboriginal Residential Rehabilitation Service. This service was officially opened in September and has already taken on a number of clients for its residential rehabilitation program. All Staff employed at this service reside in Moree with all but one of these being of Aboriginal descent. As well as this auspice, WACHS are still Auspicing the Tamworth Aboriginal Medical Service though it is anticipated that this service will become independent within the next 3-6 months. This will be a great achievement for a service that was at risk of closing though now operationally and financially, is in a position to become an independent entity.

I would also like to acknowledge and pay my appreciation to the Staff that work hard behind the scenes who's roles are integral in the success of the over-all operations of WACHS. Firstly to the cleaning Staff who work tirelessly day in and day out, your work does not go un-noticed and your jobs are as important as other Staff within WACHS. Secondly, to the finance Staff for your work that is at times of a high volume whilst having to ensure that the transactions and recordings are correct, accountable and transparent, your commitment to your work in this area is appreciated. Thirdly, to WACHS Board of Directors, I thank you for your professional work and support over the past 12 months, acknowledging the challenges and community based issues that you have to deal with on a day to day basis.

In finishing, I would like to say that my role within WACHS is both rewarding and enjoyable, particularly working with a dedicated bunch of Staff and Board who are passionate about the work they do, in achieving better health outcomes for our community. The fact that WACHS continues to grow and its success and credibility has it ranked as one of the best practicing Aboriginal Community Controlled Health Services in NSW is testament to our strong standing within the Aboriginal Health sector.

Regards

Darren Ah See
CEO

Executive Manager of Operations Report



As Executive Manager of Operations with WACHS I would like to take this opportunity to thank the staff within my portfolio for their continued dedication to their roles. In particular those staff who continue to go above and beyond to deliver the services within our local community and beyond to ensure that our clients have the support and services required to achieve their goals in life. At times, these are thankless roles and the hard work shown by the staff has helped many children, parents, families and individuals achieve an improved quality of life.

Some major achievements this year has been our involvement in the many NAIDOC celebrations across the community, including providing financial support of \$700 to each

school within our local community and Nanima Preschool to ensure that Children are able to celebrate NAIDOC with their school and community. Schools have used this funding towards their BBQ's, activities and art and craft supplies for the day. We have also been able to attend these celebrations and participate in these activities.

Many staff have also undertaken extra study this year including staff commencing and completing Certificates, Diplomas, Advanced Diplomas and Degrees in various areas. These extra curricular studies will improve the best practice services that are provided to our communities across the region. The majority of these staff work full time and undertake a full time course, this is a very big achievement to be able to balance these commitments along with their commitments to their own families. This is not an easy task to undertake and the commitment and dedication does not go unnoticed.

All teams have been meeting their various Key Performance Indicators and providing a high quality and dedicated service to their various client groups. These services will only improve with the extra skills gained through the various studies and courses undertaken.

I would particularly like to thank all staff who dedicated their long weekend in October to work and provide a service to the Koori Knockout. For the third year in a row WACHS were the major sponsors of this extremely important event and again this event was held as a smoke free event. The conditions were very hot and it was extremely busy but WACHS staff worked tirelessly over this weekend to improve awareness of healthy

lifestyle initiatives and provide healthy lifestyle choices to the communities that attended. This included three days of health screening that resulted in 550 health screens, providing bottled water and fruit to patrons that visited and with temperatures in the high 30's this was an extremely important initiative and providing supported referrals to services to assist in quitting smoking.

WACHS were also the major sponsors for both the women's and the men's Nanima Common Connection Teams and the 12's and 15's Wiradjuri United teams from our local community.

Please take the time to read the individual program reports that highlight the many achievements that programs have reached. I would like to take this opportunity to thank all staff, our directors, our clients and members for their continued commitment towards WACHS and our local community as we look forward to 2016.

Regards

Melissa Mills
Executive Manager
Operations

Executive Manager Clinic Services Report



Since starting with WACHS in April this year, I have observed and can very proudly say, the excellent dedication and commitment that our staff have to their community.

The Wellington community is very fortunate to have such dedicated staff to ensure that their health is monitored and maintained to live long and healthy lives with their family and friends.

Our work has always been to strengthen primary health services by developing partnerships, planning and delivering services to meet the specific needs of the community. Working together creates a better access and improved delivery of service.

Without the formal and informal partnerships within WACHS and other organisations and

with a strong team approach that has been developed over the years we would not have been able to meet our key performance indicators in all our service provision areas.

The programs that I have responsibility for are:

- GP Clinic
- Reception and Transport
- Integrated Care
- Healthy 4 Life
- Eye Care Service provision
- Dental Care Service Provision
- Quality – Continuous Quality Improvement

As part of my role here at WACHS I am the Quality Coordinator and we are currently going through two Accreditation processes.

1. Australian General Practice Accreditation Ltd. -AGPAL – self assessment completed and submitted
2. Accreditation Pro – self assessment to be completed and submitted by November 2015

WACHS has been through previous accreditations over the last 6 years and have been successful in meeting all the standards and criteria.

Quality Activities Achievements

- Terms of Reference (TOR) developed for all team meetings.
- Evaluation of all team meetings completed- annually.
- Policy review – ongoing – Clinic policies completed, currently reviewing the WHS Policies.

- Plan – Do- Study – Action (PDSA) Quality Cycle template developed and used by all teams.
- Examples of PDSA developed to assist Teams in developing their own.
- PDSA completed by all teams and programs
- CQI Plan to be completed with AH&MRC. Currently developing and incorporating into our existing plans.
- Health for Action data base commenced with Team Leaders uploading Staff Education certificates.
- New S drive developed and Team Leaders uploading meeting minutes, agendas and TOR.
- WHS Education days planned and organised for November.
- WHS Constitution and membership completed.
- WHS Training for Committee members completed.
- Fire training organised across the WACHS.
- First Session for First Aid Training across WACHS organised.
- Second Session for First Aid Training organised.

Regards

Robyn Gunter
Executive Manager
Clinic Services



New Children Corner – Feedback from Community Surveys 2015 Results



New Signage and chairs for Reception - Feedback from Community Survey 2015 Results



Suggestion Box – Allowing Community members to provide us with feedback about our service.

Section 1: Finance Report



We are pleased to provide this finance report, which outlines the main aspects of the operation of WACHS finance team for the 2015 financial year.

In previous years, WACHS has had a finance team which included: a Chief Financial Officer, two qualified accountants and four finance staff supported by external accountants and the organisation's auditors. In 2015 and despite a substantial increase in income the finance team comprised four finance staff, supervised and supported by an external contractor. This reduction in staff has been achievable as a result of streamlined financial processes, and has contributed to the organisation's capacity to maintain other self funded front-line positions.

The outcomes which are reported are a testament to the skill and dedication of our finance team who have worked exceptionally hard to implement new processes.

Contribution to the local Community

WACHS invests an estimated \$3.5 million into the Wellington economy. This investment is largely attributed to our capacity to self generate income and use that income to support the employment of local people, particularly local Aboriginal people. In the 2015 financial year, \$3.13 million in wages and long term contractor payments were made to employees and contractors residing in the Wellington community.

The most pleasing aspect of this investment is that \$1.44 million was self-funded. The organisation's capacity to generate income beyond the grant funding which is received:

- Supported 16 unfunded positions in Wellington – of which 10 are occupied by Aboriginal employees;

- Enables WACHS to offer attractive above Award conditions for employees, particularly those located in our Wellington programs;
- Enables the organisation to maintain appropriate cash reserves to fund our future growth; and
- Assists the organisation to self fund community initiatives and sponsorships.

Our annual financial contribution to the Wellington community is tabulated below.

Investment Sector	\$
Professional Services	217,221
Retail	98,534
Sponsorships	38,665
Funeral & Medical Assistance	26,662
Salary / Long Term Contractors	3,126,987
Total Investment	3,508,069

Strengthening our income streams

In the 2015 financial year WACHS has focussed on the implementation of strategies which maximise our future income streams. Of particular note is:

- The excellent work of Clinic staff, which has seen a substantial increase in Medicare income;
- New Funding received from the Department of Prime Minister and Cabinet under the Indigenous Advancement Strategy to support our new child and family program, and social and emotional wellbeing project. This funding secures four full-time positions for Aboriginal staff and

is supported by an investment of \$1.185 million over three years;

- New funding received from the Department of Prime Minister and Cabinet for the re-establishment of a rural residential drug rehabilitation service located in Moree. This funding will create 12 positions and is supported by an investment of \$3 million over two years. The project will deliver \$600,000 in self generated income over the next two years, allowing further investment in our strategic objectives;
- New funding received through the Western NSW Local Health District for the Integrated Care project. This funding will create two new identified positions and is supported by an investment of approximately \$481,000 over the next two years.

The effectiveness of our strategies to increase growth are highlighted in the below chart, which shows the percentage growth between 2014 and 2015 income by source.

Consolidating our Costs

To support our focus on the implementation of strong financial controls within the organisation, finance staff have undertaken an organisation wide review of many areas of expenditure. This review has achieved substantial savings in areas such as:

- Insurance – including a reduction of \$40,000 in the cost of one policy alone
- Computer Support – including a reduction in overall costs in this area through removal of excess licence costs, again saving the organisation approximately \$40,000
- Phone – including a reduction in the number of phone and internet devices

included on a various plans

- Travel and Training – including implementing a policy which limits travel to approved funded amounts
- Implementation of contributions for private use of motor vehicles, which will over the next twelve months result in savings in Fringe Benefits Tax of more than \$50,000
- Closure of the Dubbo finance office and relocation of all finance related services to Wellington saving the organisation approximately \$100,000 in operating costs

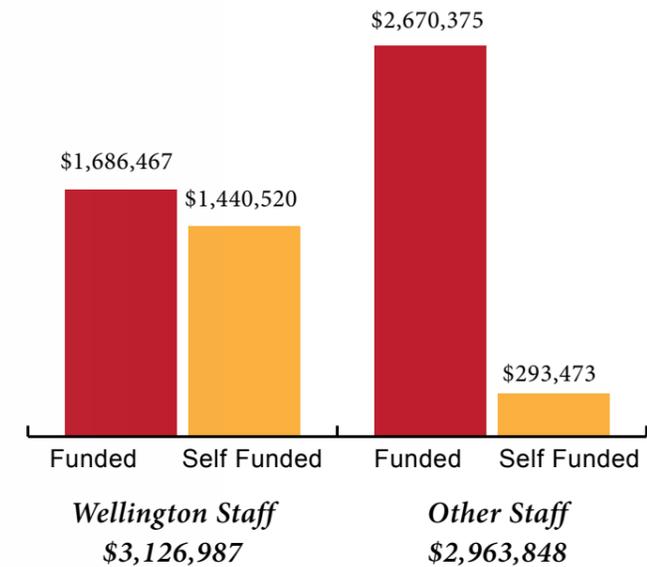
The organisation will continue to monitor our costs to ensure services are delivered effectively and within our approved budgets.

Overall financial position

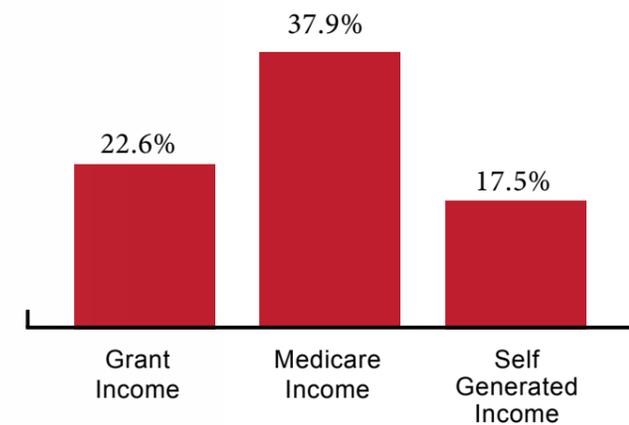
The audited financial statements indicate that WACHS financial position has been strengthened, with a substantial surplus in self generated income after capital purchases and depreciation. The effect of this surplus is an increase in the organisation’s cash reserves – and ultimately places the organisation in a strong position to fund our strategic priorities.

Joseph Holloway & Co Pty Ltd

Contribution to the Local Economy through Employment



Annual Growth



Proposed Dental and SEWB Building

The proposed Dental and Social and Emotional Well Being (SEWB) Building is progressing with a further application submitted under round two of the National Stronger Regions Fund. It is proposed to construct a purpose built community health facility which includes:

- Two dental consultation rooms (providing community based, culturally appropriate dental services to low income individuals, families and children from across the region)
- Office and group space for the delivery of a Social and Emotional Wellbeing (SEWB) program. This program, which is separately funded, includes a Team Leader, Drug and Alcohol Worker, two SEWB Counsellors, an Intake Officer, Male Sexual Health Worker and Female Health Worker
- Office space

The services located in the building will be:

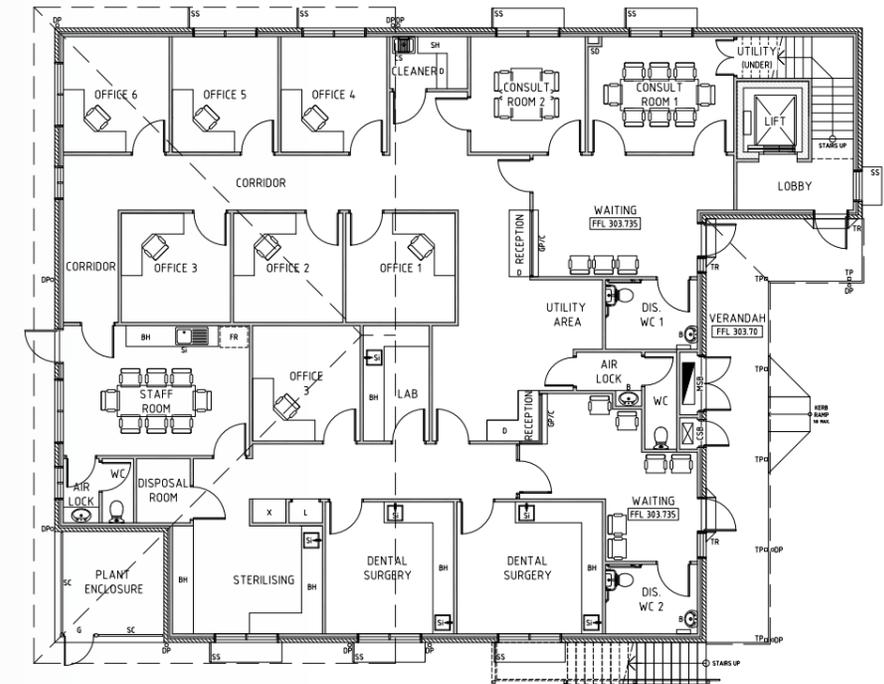


The proposed site of the new Dental and SEWB building, located in New Street, Wellington.

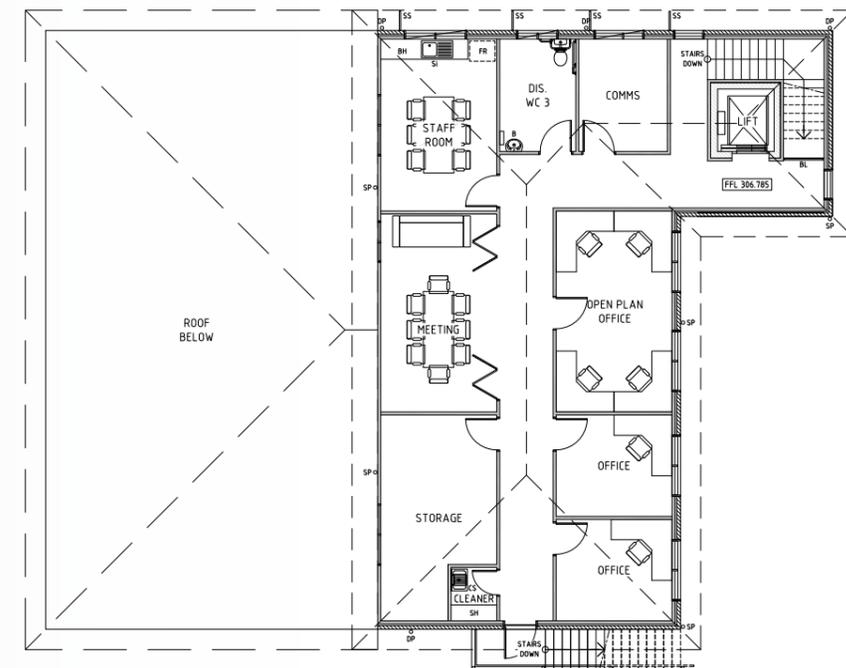
- Self funded in terms of finance and dentistry (supported where necessary from income generated from other services provided by WACHS such as auspice activities and clinic income). This element of the project will create 3.5 direct full time positions.
- funded under existing arrangements through state and federal grants.

Funding is sought to assist with the cost of construction, with the organisation holding matched funds from NSW Health and further self generated funds which have been reserved for the purpose of construction and fit-out. The project will deliver a modern, purpose built facility suitable to meet the regional oral health needs of Aboriginal People and low income earners in the Wellington community, and provide enhanced opportunities in terms of the delivery of our SEWB Programs.

Proposed Ground Floor Plan



Proposed First Floor Plan



Section 2: Clinic Program



Wellington Aboriginal Corporation Health Service clinic aims to promote the health and well-being of the Aboriginal and Non Aboriginal community of Wellington.

The Wellington Aboriginal Corporation Health Service (WACHS) clinic operates from 8.30 am to 5.00 pm Monday to Friday. There are a number of services available each day including our team of doctors and practice nurse. The clinic offers access to visiting specialists and allied health to ensure access to holistic health care. The general practice and clinic services are committed to tackling indigenous chronic disease. Currently there are 1792 aboriginal clients and 2262 Non-Aboriginal clients registered with Wellington Aboriginal Corporation Health Service.

Reception

WACHS reception staff includes Fallon Ahsee, Kerry Hudson and Kath Richards. Clients and visitors to WACHS are welcomed by a friendly and comfortable atmosphere in the reception and waiting room area. We welcome feed back



so that we can strive to improve our service. There is a locked box at reception for written feedback. We have also been working hard to ensure Client details are up to date.

Clinic

Robyn Gunter is Executive Manager of Clinical Services. Joanne Edwards is Clinic Team Leader. Our Clinic Nurse is Jemma Stanley. Jemma has also taken on the role of Infection Control. She will be doing audits and ensuring staff education of infection control principles is up to date. Infection control is vital in protecting staff and clients from infection. It has been a busy year for Influenza immunisations.

General Practice Services

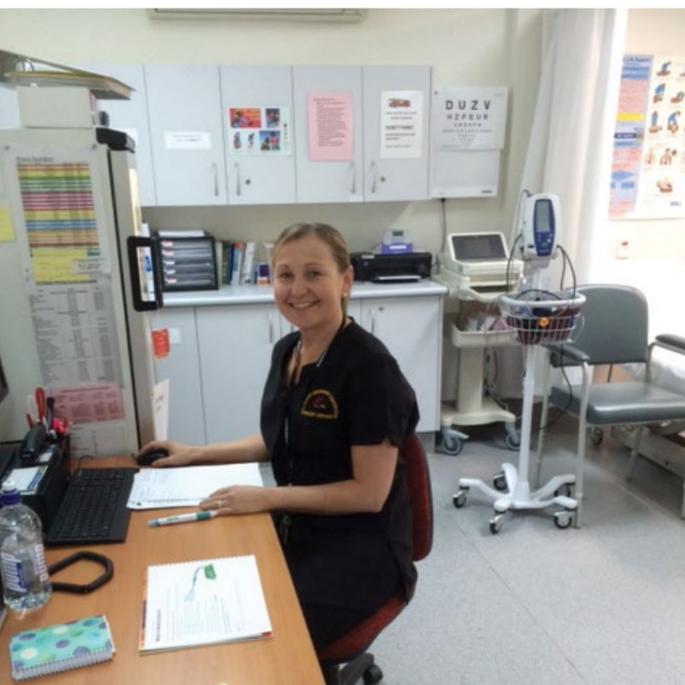
Dr Bijay Pandey, Dr Biswa Dutta, Dr Caroline Ivey, Dr Yuanying Peng and Dr Sandra Hornsey are our current team of doctors. Dr Pandey will take on the role of GP supervisor for registrars this year. Our General medical practitioners have accumulated a total of 17,996 patient contacts from 30.6.2014 to 1.7.2015.

Specialist Services

Visiting medical services include respiratory physician Dr Michael Dally and physician Dr Robert Read. We also have the ability to access tele-health conferencing for clients. A number of patients have accessed the tele-health service. Feedback has been positive and we look forward to continuing and building this service within WACHS.

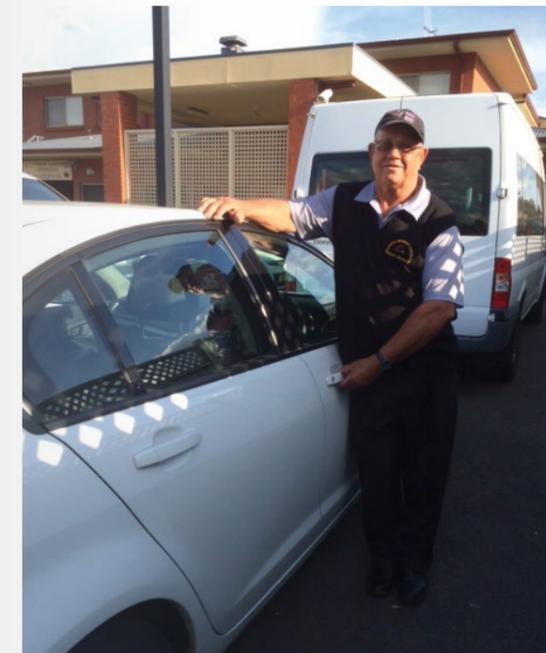
Other visiting Services

Regular health clinics include Women's Health, Sexual Health, Eye Health and Podiatry. Currently we have a Dietitian, Diabetic Educator and Pharmacist providing services. Collette Mills provides a regular psychology service and can be accessed with a GP referral.



Transport

WACHS currently provides transport for the elderly and those most at need. This promotes access to healthcare for clients. Lindsay Peckham is our Current transport driver and will be finishing as transport driver in October 2015. Lindsay has been a staff member of WACHS for 14 years and he will continue to work with WACHS.



Training and Conferences

Dr Bijay Pandey, Joanne Edwards and Jemma Stanley attended the Annual Conference for Cultural Educators and Cultural Mentors at Hobart in August. Reception staff have attended Mental Health First Aid. General first aid training has been attended by all clinic/ reception staff. Commitment to education and training is important so that we can continue to provide the best care to our clients.

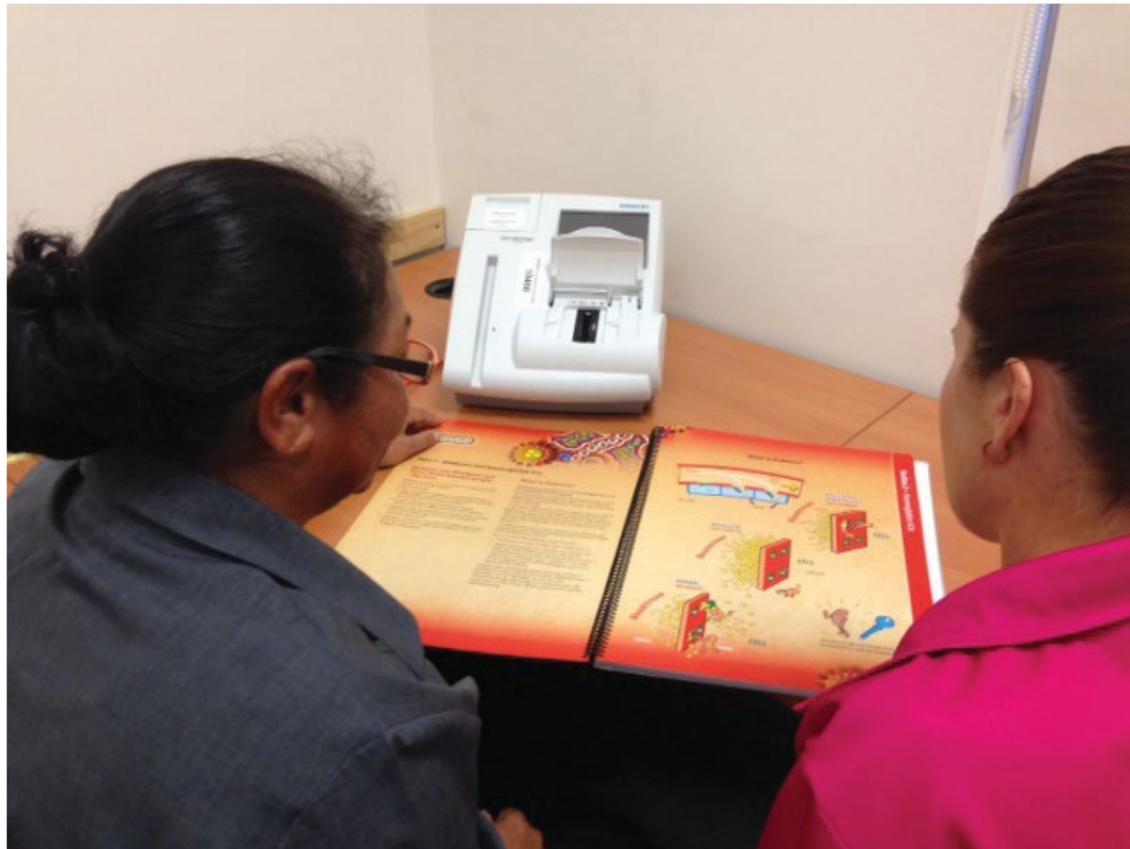
Medical Students

WACHS works in partnership with UWS to provide indigenous Health Placements for 5th year medical students. This year two medical students joined us in July and the feedback from their placement was very positive and they felt the experience was great. We look forward to hosting more students in October.

Working together as a team

WACHS clinic staff work closely with the Integrated Care and Healthy for Life team. Anita Dwyer is the Team Leader of the Integrated Care program and also has a vital role within the clinic/ reception. Regular health checks continue and clients are encouraged to have their health checks as they are vital to holistic care and aim to improve health outcomes. Justin Toomey-White (Aboriginal Health Worker) works with the clinic team, attends to health checks and reception relief. He also has a role with the Tackling Smoking Healthy Lifestyle team.

Integrated Care



Integrated Care is a Pilot Program that is funded by NSW Health. Integrated Care involves the provision of seamless, effective and efficient care that reflects the whole of a person's health needs; from prevention through to end of life, across both physical and mental health, and in partnership with the individual, their carer's and family. It requires greater focus on a person's needs, better communication and connectivity between health care providers in primary care, community and hospital settings, and better access to community-based services close to home.

The Integrated Care Program at Wellington Aboriginal Medical Service is coordinated by

Anita Dwyer supported by Support Worker Chloe Mulholland. Integrated Care is also supported by the Healthy for Life Team and Clinical Team.

The aim of the program is to support and engage patients with Diabetes, Heart Disease, Respiratory Illness, Mental Health and Renal Impairment that are Aboriginal and aged between 15yrs -50yrs. Providing education about these chronic diseases can help patients and their families better manage and lead healthy lives.

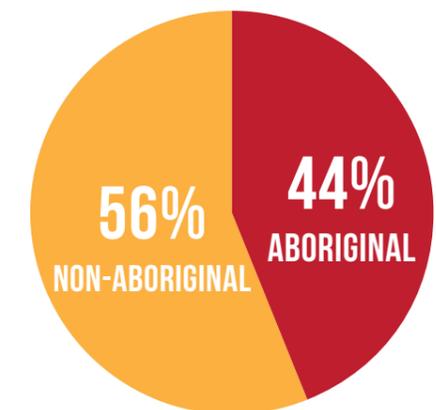
By targeting this particular age bracket we are hoping to improve health outcomes for Aboriginal patients and prevent the need for

unplanned hospital admissions. We currently have identified 197 potential participants and hope to have this amount registered and on stable Management Plans by June 2016.

In September Anita attended training in Adelaide to gain competency using a Point of Machine that tests HBA1C and ACR which are vital in the management of diabetic and renal impaired patients.

Since July 2014 to June 2015 Anita has made 841 client contacts through the Integrated Care Program and supporting the Clinic. Anita is also apart of a group of staff that are in process of becoming Registered Aboriginal Health Practitioners.

GP SERVICES
17,996
CLIENT CONTACTS
^111%
FROM 2013 / 14



**CLIENTS REGISTERED AT
WACHS DURING 2014/15**

INTEGRATED CARE
841
CLIENT CONTACTS

Section 3:

Podiatry Clinic



Podiatry Clinic

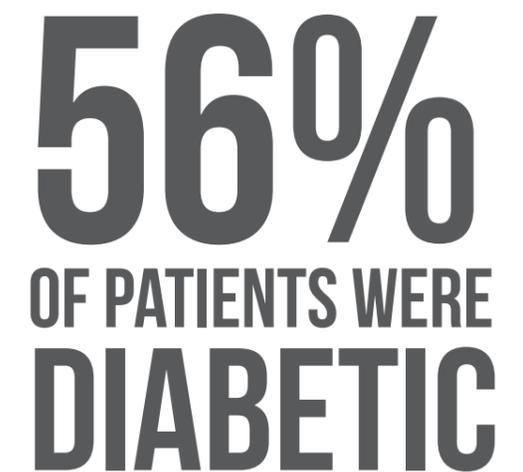
Wellington Podiatry Clinic - Sreenathudu Arshanapalli (SAM) has been very busy this year with a growing high demand for his Podiatry Services.

These services include provision of care, education and support regarding; general nail care and chronic foot care, hygiene, diabetic assessment and foot care. Caring for your feet including comfortable shoes, support and orthotics and specialist procedures.

Remember - Podiatry is a component of your health checks and your Chronic Disease Management Plans which occur approximately annually. Looking after your feet and having regular checks will help delay or even prevent problems with your feet and the development of diabetes complications.

You can call and speak to Kath at WACHS for an appointment for ALL your Podiatry needs.

Podiatry Clinic Stats 2014/2015



Section 4: Eye Health Program



Phyllis Dennis, Regional Eye Health Co Ordinator provides eye clinics to Aboriginal people in Wellington and many outreach centres through out the region.

Appropriate and accessible eye care programs for Aboriginal people are important, given the largely preventable rates of visual impairment amongst Aboriginal people. Clinics are culturally appropriate and aim to provide eye health care, by engaging eye specialists that bulk bill, recalling people for follow up eye checks as needed with an important focus on diabetic people annually for diabetic retinal screening and review.

Whilst extensive travel is needed to coordinate these outreach clinics to the various communities the Eye Health Coordinators objective is to deliver culturally appropriate eye health clinics and school screenings to Aboriginal people, in particular those people that have difficulty in accessing such services.

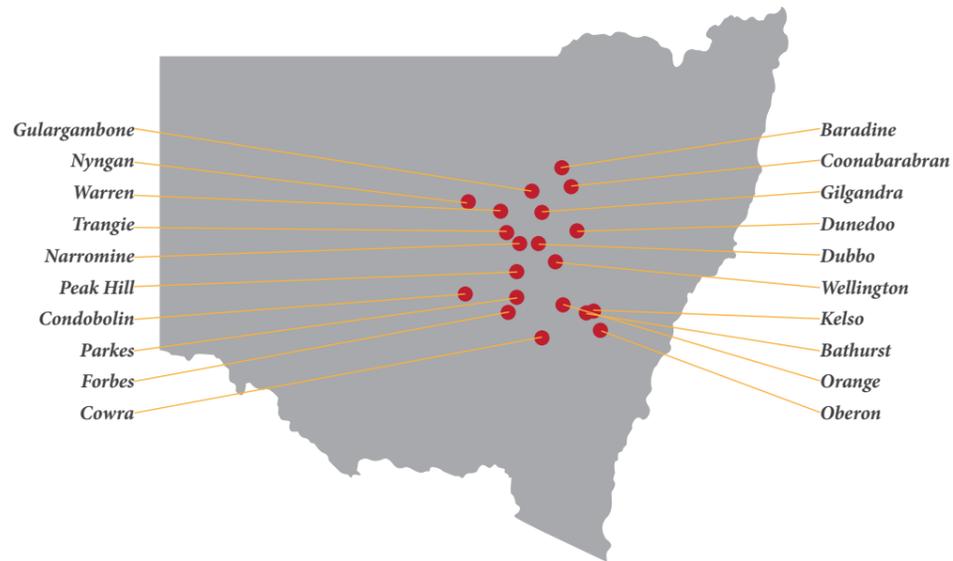
Diabetes Awareness Week was held on the 12-18 July 2015, with a Diabetic Patient Focused Clinic. An Optometrist from Brien Holden Vision Institute from the University of New South Wales screened and referred diabetic patients where needed.

School screenings are also regularly performed so that any identified visual problems can be detected at an early age which is important to avoid possible further deterioration as the child gets older.

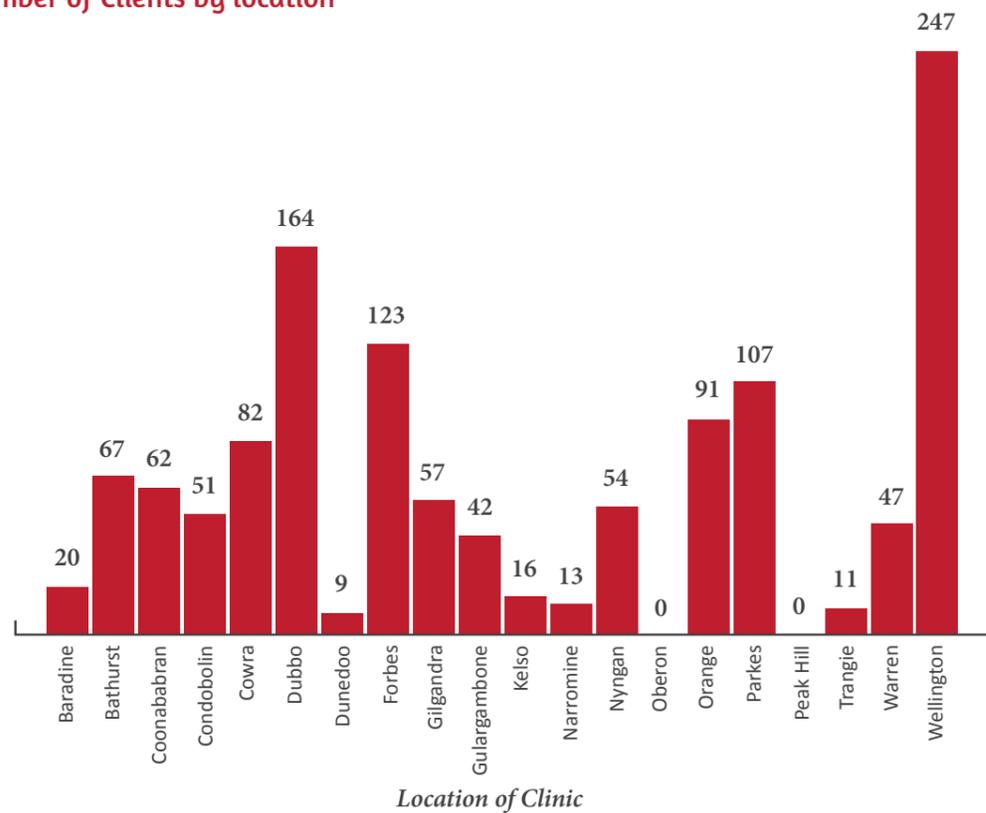
Some eye health problems can be corrected with a pair of prescription glasses. This is part of the Eye Health Coordinators role, which is part of the holistic primary health care process which is working towards "Closing the Gap" in Indigenous healthcare.

For anyone needing to make an eye appointment please contact Reception on: 02 6845 3545

Outreach Centres

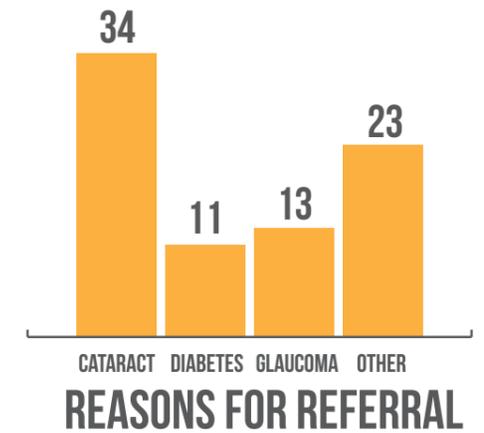
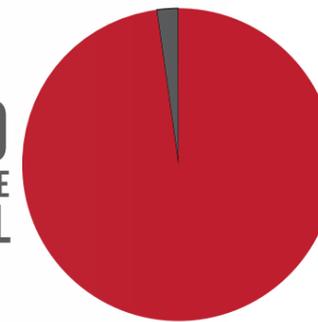


Number of Clients by location



EYE HEALTH PROVIDED
900
PAIRS OF GLASSES

98%
OF CLIENTS WERE
ABORIGINAL



16% OF PATIENTS WERE
DIABETIC

57%
OF CLIENTS WERE
FEMALE



43%
OF CLIENTS WERE
MALE

Section 5:

Australian Nurse-Family Partnership Program



The Australian Nurse-Family Partnership Program (ANFPP) is an intensive home visiting program targeted towards predominantly first time mothers with an Indigenous or Torres Strait Islander baby. The program begins in pregnancy and continues until the child turns two. The aims of the program are to support clients and their children to experience good health, wellbeing and economic self sufficiency by:

- Improving outcomes in pregnancy through knowledge of healthy lifestyle choices;
- Improving child health and development through the facilitation of parenting skills; and
- Improving parental life course by supporting clients to plan future pregnancies, and identify goals for education and employment.

This year has seen some staff move on to further their careers, and others move within the organisation. As a result, we have welcomed Mel and Teena into our team, while Nikkita has been able to transition to a different role. The team is currently made up of:

- 1 Program Manager (Mel)
- 1 Nurse Supervisor (Emma)
- 4 Nurse Home Visitors (Kellie, Sarah, Ingrid, and Nic)
- 3 Aboriginal Family Partnership Workers (Darlene, Kerry and Nikkita)
- 1 Administration Officer (Teena).

The team services Wellington, Dubbo, Narromine, and Gilgandra. As of September 2015, there are 65 active clients. Over the last 12 months, 977 visits have been completed, predominantly in the home, and 72 referrals have been received. This is an increase of 26 referrals compared to the previous year. 30 clients will graduate from the program in 2015.

In December 2014 a combined Christmas and Graduation Ceremony for all four towns was held at Kidzoo in Dubbo. 70 clients, 50 infants and toddlers, and 10 partners attended. Craft groups were held for Mothers Day and Easter in Dubbo and Wellington.

A weekly group has been running at Buninyong SACC, in conjunction with Lorna Brennan. This has included music and movement sessions, educational sessions with guest speakers, and a short cooking course in conjunction with WNSWLHD. ANFPP team members have attended family fun days in Narromine, NAIDOC events in Narromine and Gilgandra, the Tackling the Smokes Tour launch in Wellington, and the Mums and Bubs expo in Dubbo.

From December 2014 to March 2015, 43 bellycasts and one canvas completed by ANFPP clients were on display at the Western Plains Cultural Centre in Dubbo. A great sense of pride was experienced by clients and staff, with the bellycasts representing a celebration of strength, individuality, attachment, and the journey of pregnancy. Attachment theory is one of three theories the NFP draws from, with materials presented throughout the program that are designed to build a positive attachment between mother and child. It is recognised that building attachment in pregnancy can result in motivation to change lifestyle choices that put the health of the developing foetus at risk. The display, and publicity that came from it, formed

an opportunity for team members to engage the community and explain the importance of bellycasting and how it is linked to the development of attachment between mother and child.

In February 2015, 7 WACHS ANFPP team members, then Program Manager Trish George, and WACHS CEO Mr Darren Ah See travelled to Alice Springs for the Inaugural ANFPP Community of Practice meeting. This was the first time all staff from the three implementing sites have come together, along with the ANFPP Support Service, ANFPP Leadership Group, and representatives from the Commonwealth Indigenous and Rural Health Division. The purpose of the Community of Practice Meeting was to share knowledge, lessons, and education about the implementation of ANFPP in Australia, particularly as the program is set to expand to an additional 10 sites over the next 3 years.

At the Community of Practice meeting, national outcomes of ANFPP were also discussed, with the publication of the 2013-2014 National Annual Data Report. (Available at <http://anfpp.com.au/proven-results/publications>). Of note, since 2012 there has been a progressive decline in pre-term births, with the 2013-2014 year seeing no preterm, low birthweight births recorded at the WACHS ANFPP site. Across all sites, the percentage of full term infants of low birth weight has reduced from 11% to 3%, lower than the national average for Indigenous and non-Indigenous infants. There has been a steady reduction in smoking at 36 weeks of pregnancy over the last 3 years for clients enrolled in the program. Approximately 92% of infants enrolled in the program are reported as being fully immunized at 12 and 24 months of age.

The report concludes that:
"Overall, the outcomes for the clients and

children within the program in terms of subsequent pregnancies, breastfeeding, birth weight, prematurity, immunisation and development across ages and stages is very positive."

Throughout the year, team members have participated in a number of educational opportunities to ensure the service provided to clients is current and evidence based. The three Aboriginal Family Partnership Workers have each completed Certificate IV in Aboriginal Primary Health Care. Two Nurse Home Visitors have completed studies in Child and Family Health Nursing. ANFPP staff have attended training in Child Protection, Mental Health First aid, Family Violence, and Child Sexual Assault. Nurse Home Visiting staff have had the opportunity to attend conferences related to Midwifery, Child and

Family Health, and Infant Mental Health. This is in addition to mandatory training required by WACHS, and core training provided by the ANFPP.

The willingness of staff to seek and attend opportunities for further education is an indication of their desire to provide clients with the best service possible.

The next 12 months will see exciting times for the ANFPP as the national program expands to service two new sites. As an implementing site, the WACHS ANFPP team look forward to being involved in the further development of the program, for the benefit of our clients.

Enquiries regarding the ANFPP at WACHS can be directed to anfpp@wachs.net.au.



Bellycasts on display at Western Plains Cultural Centre.



Gilgandra NAIDOC Day



Gilgandra NAIDOC Day

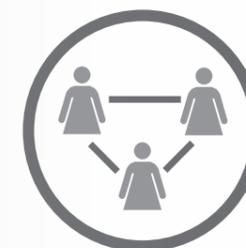
Service Locations



977 HOME VISITS



65 ACTIVE CLIENTS



72 REFERRALS
^ 157% FROM 2014



30 CLIENTS WILL
GRADUATE THIS YEAR



Attendees at the Inaugural Community of Practice Meeting in Alice Springs

Section 6: Healthy for Life Program



The objectives of the Healthy for Life Program are:

- Improve chronic disease care by prevention, early detection and management of chronic disease
- Improve the availability and quality of child and maternal health services

This year has continued to be a busy year supporting both Chronic Disease and Child and Maternal Health Services.

Staffing Profile

Healthy for Life Team Leader: Trish George

Senior Aboriginal Health Worker: Lai Peckham- Congratulations to Lai for becoming registered as an Aboriginal and Torres Strait Islander Health Practitioner

Aboriginal Health Worker: Angela Frail- currently completing Certificate 1V in Aboriginal and Torres Strait Islander Primary Health Care Practice Program.

Youth Health Worker: Denise Barwick- completed Diploma in Child Youth and Family Intervention and has commenced Diploma of Counselling

Dietitian/Exercise Physiologist: Melissa Matheson- commenced back at WACHS in February 2015

Maternal and Child Health Nurse: Trish Thorne

Wellington was chosen as one of 5 NSW towns to take part in the Healthy Towns Challenge. WACHS staff participated in the launch on Thursday 20th November 2014 and continued to be involved in the challenge by running and supporting aqua fitness and exercise classes. Nutritional information was provided in the plaza on the 21st May 2015.

WACHS Healthy for Life continued to support staff doing Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care Practice and other studies during their clinical placements. Staff provided information sessions to Preschools, Mother's groups and the Women's Forum on a range of subjects.

Health checks continued throughout the year both in the community and within WACHS. Health checks were conducted at Nanima Preschool, DET Preschool, Wellington Public School and Wellington High School (through the Deadly Choices Program).

The Aboriginal Health and Medical Research Council of NSW (AH&MRC) has been funded by Transport Roads & Maritime Services to develop and deliver the AH&MRC Aboriginal Child Seat Restraint Project. WACHS staff were offered training in the correct installation of car seats with the AH&MRC providing car restraints. A fitting day was held on the 6th March 2015 where families who came in for health checks or were part of the mothers' group could come along and have restraints properly fitted in their cars.

WACHS had a visit from the School of Health Sciences/Oral Health Discipline Faculty of Health and Medicine Newcastle University on the 4th March 2015 to follow up children on the Smiles not Tears program. Visiting staff very happy with progress with only 2 out of 26 children showing signs of dental caries. Wellington has the largest numbers within the study.



The Healthy for Life Team was also part of the following events:

- Supported Easter event in park 1st April 2015 with dental information provided to the community.
- Celebrated Close The Gap day on 19th March 2015 with health information stall at WACHS with hand pledges from staff and the community committing to closing the gap.
- Tackling Smoking Tour Launch 28th April 2015 in Cameron Park where health checks and health information was given to school children and the general public.
- Promoted Diabetes Week from 17th July 2015.





WACHS staff held a fitting day as part of the AH&MRC Aboriginal Child Seat Restraint Project



56 CLIENT CONTACTS
^156%



1,924 CLIENT CONTACTS
^129%



306 CLIENT CONTACTS
^175%



510 CLIENT CONTACTS
^106%



122 CLIENT CONTACTS
^763%



657 CLIENT CONTACTS
^210%



FIRST ANTENATAL VISIT BEFORE 13 WEEKS

19 REFERRALS TO Quitline.

45 REFERRALS TO get healthy Information & Coaching Service

IMMUNISATION RATES



Section 7:

Social & Emotional Wellbeing Team



As of September the Social and Emotional Wellbeing Team consists of the following:

Team Leader: Cherie Colliss

Aboriginal Family Health Worker: Loretta Stanley

Social & Emotional Well Being Program: Jody Chester & 1 position vacant

Drug And Alcohol Worker: Fred Carberry

Child & Family Team: Chanelle Riley & 1 position vacant

The SEWB team provides a culturally appropriate and safe environment for community members to come and 'yarn with the team' to find support and/or options available for them to address their current needs ranging from family violence issues, drug & alcohol support, mental health support, family support to name a few.

Our building is separate from the clinic to enable clients to feel at ease immediately and provide a safe environment for them to be able to seek the assistance they require.

The team consists of all Aboriginal staff whom work with the community. All positions within the team are currently identified positions.

There have been some changes to the SEWB Team in 2014/2015 year. WACHS were successful in gaining funding under the Indigenous Advancement Strategy from Prime Minister & cabinet for both the Social & Emotional Well Being Program and the Child & Family Program for 3 years and 2 and half years respectively.

The Sexual Health position which was under the SEWB Team has recently moved to the clinic to support with health checks and the Sexual health Clinics.

Social Emotional Well Being Program

The Social and Emotional Well Being program has expanded its client focus and will enhance the SEWB Team and staff with 2 counselling positions whom will be working holistically with clients that access the service.

This program will be more of a case management, counselling focused program with the criteria for delivery of service being widened extensively to cover all area's within a person and/or families life.

Child and Family Program

The Child and family program has also expanded as the program will now work with families providing case management and support with the delivery of parenting programs and assisting families to ensure children with the transition for school. This includes transition to pre School, preschool to kindergarten and primary school to high school to improve educational outcomes and increase representation within the school system for Aboriginal families.

Although SEWB staff work with individual clients and/or families we also provide a lot of programs and/or support for community programs, events or awareness days throughout the year which include:

Child Restraint project

SEWB staff along with Healthy for Life team worked with the Child restraint project providing education and raisin awareness within the community about child restraint safety.

Child Sexual Assault Training

Child Sexual Assault Training was organised by the SEWB team for WACHS staff. The training was delivered by Education Centre Against Violence and saw 4 SEWB Team staff members attend the training along with 14 other WACHS staff members.

Community Christmas Party

The community Christmas Party is driven by the community and working together WACHS staff assisted.

Girl Power

Group delivered by WACHS Child and family Worker and Aboriginal Family Health Worker for young school aged girls from K-7 aimed at working with these girls on self esteem, educational assistance (homework, projects etc) art and crafts.

Gungie Origin

Team members have been involved in both Gungie Origin meetings and the Gungie Origin concept and weekend games.

Hippy day

Staff from SEWB Team assisted with Hippy Day which was organised by Barnardos in partnership with local service providers including WACHS – HIPPY Day had a focus on numeracy, literacy and children's health

Holiday program

Along with other community organisations our workers provide activities for the youth in Wellington in the Holiday Activity Program which have been very successful thus far.

Hygiene Talk WPS Year 6 girls

Our Aboriginal Family Health Worker delivered a hygiene talk with Year 6 girls at Wellington Public School.

Mums to Mentors

The Mums to Mentors Group is a partnership between Communities for Children and WACHS. The aim of the group is to bring Aboriginal and vulnerable mums together to enable them to develop skills to increase their self-confidence and self-esteem to become mentors in our Community and to develop skills to enable them to enter the workforce or just to use in their everyday life.

Parents are able to participate in hands on workshops and gain information which increases their skills and knowledge to care for their children and families.

NAIDOC Day Celebrations

The team were involved in assisting with NAIDOC celebrations at Wellington Public School, Wellington High School and Nanima PreSchool.

SNAICC Day

Staff from the SEWB Team assisted with SNAICC Day activities as a whole of community event with delivering an activity for the day at Wellington Public School.

Tackling Smoking Tour

Along with many other community organisations the SEWB Team attended the Tackling Smoking Tour when it launched in Wellington – the team provided relevant information for community members in regards to the services we offer.

Tackling Violence

In partnership with Wellington Cowboys and Tackling Violence our Aboriginal Family Health Worker coordinated the local Tackling Violence event at the Wellington Vs Dubbo Westside Home game in raising awareness about Domestic and Family Violence.

White Ribbon Day

Along with the DV Collective our Aboriginal Family Health Worker and other SEWB staff assist in the promotion of White Ribbon Day and raising awareness of Saying No to Violence against Women.

Wicked Wednesday

In partnership with Barnardos Communities for Children and WACHS (Child and Family Worker and Aboriginal Family Health Worker) this program is delivered during school terms for both boys and girls with after school activities SEWB Team attended and maintained stalls at the Dob In A Dealer Day and the Mental Health Forum.

Staff Training

All SEWB staff attended Child Sexual Assault Training in house at WACHS provided by Education Centre against Violence

Jody Chester has attended Peer Supervision Training with the Aboriginal Health & Medical Research Council, Work Support Unit.

Jody Chester has transferred from her distance education study mode, in Social Work to Block Mode in the Bachelor of Community Development and Social Welfare at Western Sydney University and will graduate next year.

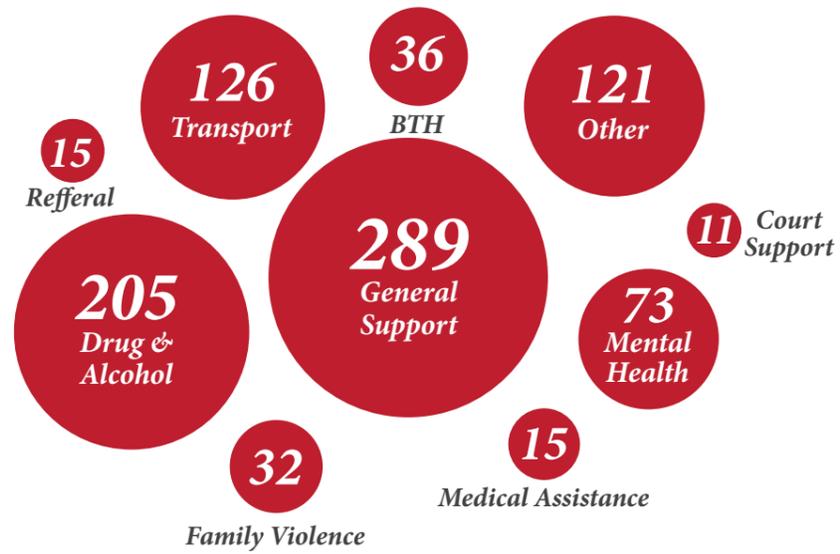
Fred Carberry has commenced Diploma in Counselling through Aboriginal Health College Fred Carberry has been elected as ADAN representative for our region and attends ADAN Leadership meetings as required.

Cherie Colliss has completed a Diploma Practice Management through GP Synergy and OTEN TAFE

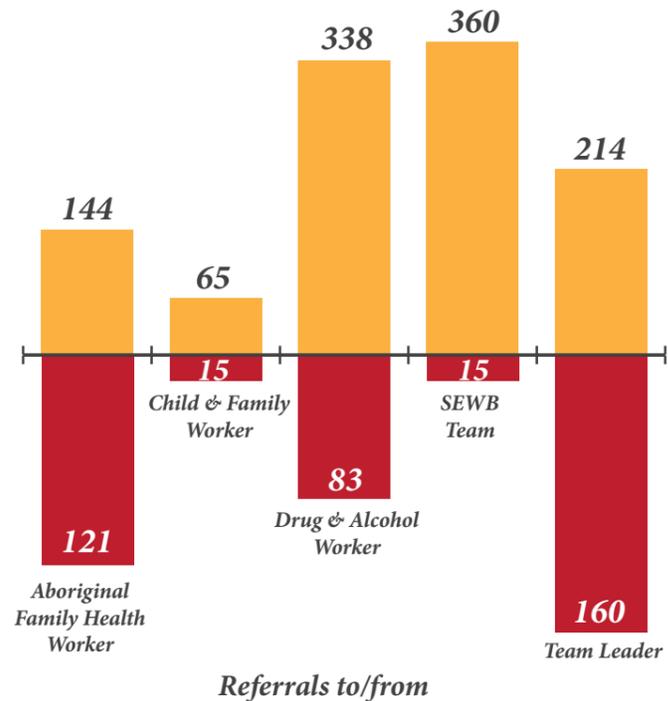
Loretta Stanley has commenced Certificate IV Aboriginal Family Health and will complete this by the end of the year.

Client Data for 2014/ 2015

Reasons For Client Contact



Client Contacts



Referrals to/from



D&A Worker Fred, giving a talk to the Mums to Mentors Group about Crystal Methamphetamine (Ice)



Mothers at the Mum to Mentors Group making ribbons for White Ribbon Day preventing men's violence against women.

Section 8:

Tackling Smoking & Healthy Lifestyle Program



Tackling Smoking Healthy Lifestyle Program is an education, awareness and promotional focused program. The aims of the program are to provide Aboriginal communities and individuals with up to date information regarding the negative effects tobacco smoking has on our health and well being as well as linking into referral pathways for individuals who are seeking help to reduce their smoking intake or to make a quit attempt.

In line with the program Key Performance Indicators, 2015 has been a busy year in planning and coordination of events and smaller stalls for the TS&HL program. The team have also been focusing on ensuring the Deadly Choices Education Program within schools is being rolled out following the week long training that staff attended in May this year in Brisbane.

Since completing the “Deadly Choices” Training in May this year our staff have been very busy delivering the Deadly Choices Education Program to schools in numerous communities within the Central West, Far West and New England Regions. We have also had the opportunity to deliver the sessions within Juvenile Justice Centres. The program has been very well received by students and teachers.

The program consists of 8 components that focus on lifestyle choices and health promotion. The topics covered include smoking cessation and education about the negative impact tobacco has on our health, mental health, physical activity, leadership, nutrition, chronic disease, medicare, harmful substances & healthy relationships. Engaging our local youth through the Deadly Choices program is a great way to promote, educate and create awareness

of all aspects of health for our younger generations.

Some of our major events attended and coordinated included the WACHS Tackle the Smokes Tour which was held in April. This started with an official launch at Cameron Park in Wellington. The TS&HL team collaborated with other WACHS programs which made the event a great success as local community members accessed a range of information on the day relating to numerous primary health care services available. The Tackle the Smokes Tour Official Launch provided health screening opportunities for adult members, as well as the provision of a healthy morning tea & lunch for everyone who attended.

The Official Launch, like all TS&HL events, was a smoke-free event. Ambassadors *The Street Warriors*, Shannon Noll and Nathan Merritt were in attendance on the day to speak about the importance of making healthy lifestyle choices and the negative and harmful effects of tobacco smoke. TS&HL team were also fortunate to have 2 Deadly Choices workers from the Institute of Urban and Indigenous Health in Brisbane attend on the day to work alongside WACHS TS&HL Staff in promoting "A Healthy Choice is a Deadly Choice". The Tackle the Smokes Tour Official Launch was attended by around 300 community members including school students, adults and elders.

The Tackle the Smokes Tour travelled through Bourke, Brewarrina and Walgett where coordinated events were held. The TS&HL team were joined on tour by *The Street Warriors* and Shannon Noll. They visited schools and spoke with the youth about their own personal experiences regarding lifestyle and tobacco as well as promoting and education the students about ways to make healthy lifestyle choices.

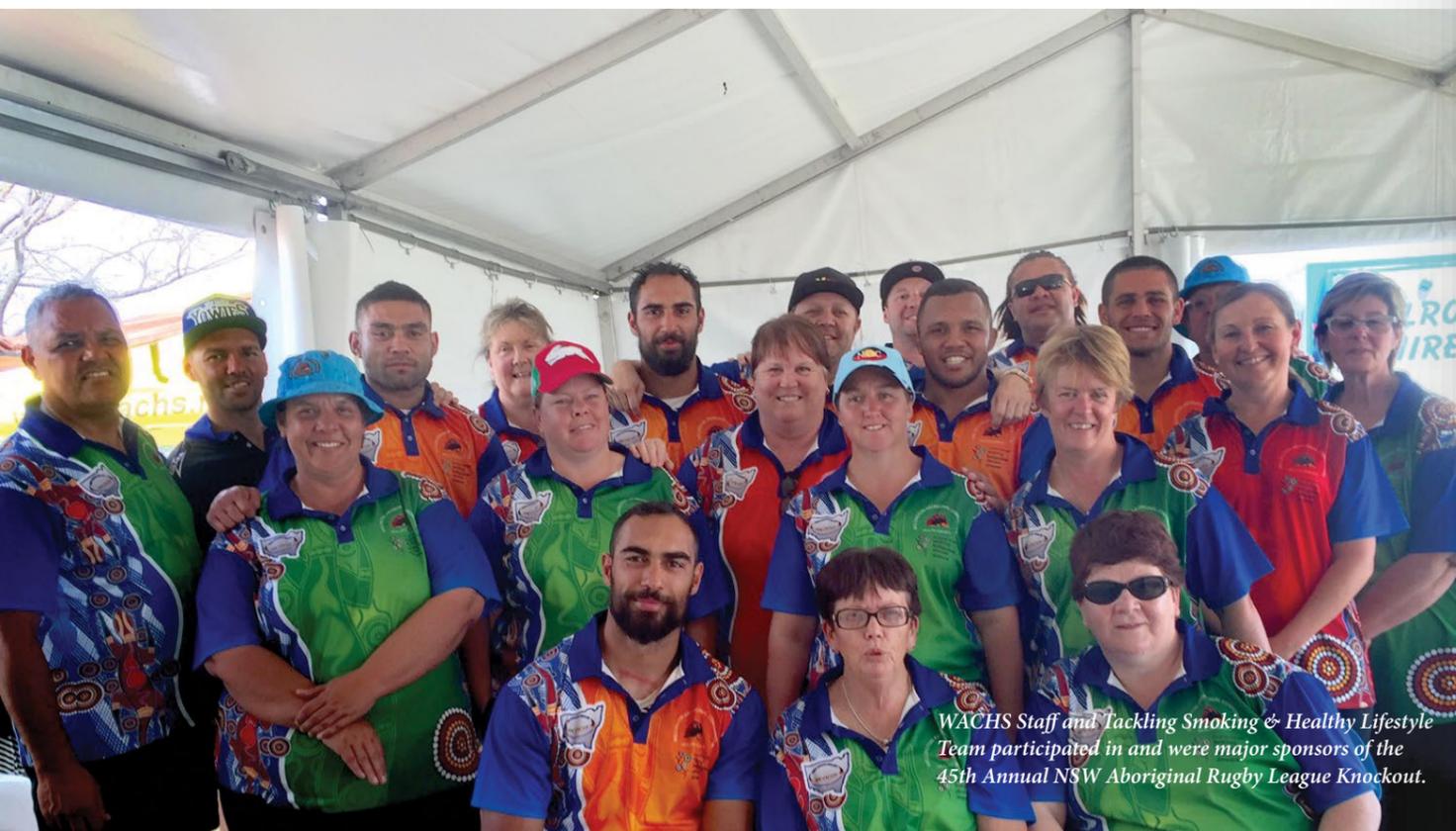
Another major event that the TS&HL program participated in and were major sponsors of the 45th Annual NSW Aboriginal (Koori) Rugby League Knockout which was held on October long weekend. The biggest event on the Indigenous calendar, the knockout attracted around 20,000 Aboriginal people who attended over the long weekend in October. The knockout provided the TS&HL team with a great opportunity to engage Aboriginal people in a culturally appropriate setting to get them thinking about their health and wellbeing as well as the importance of making positive choices regarding smoking. Over the 4 day weekend the team worked with other WACHS programs to deliver 559 adult health screenings for patrons in attendance.

The team surveyed approximately 2000 people over the weekend, gathering data in regards to people's smoking status in hope to give those who are contemplating making a quit attempt the option to be referred on to specialist services that can support the clinical processes needed. Gathering data also gives the TS&HL program feedback on the general outlook the community has in regards to smoking.

The Koori Knockout is great opportunity for TS&HL to educate, promote and create awareness for our people to become active in thinking about their health and the importance of not smoking. It provides an opening for Indigenous community members who attend the event to be referred onto other specialised services as required. The TS&HL team and WACHS worked closely with NSW Local Health District over the weekend in order to maintain partnerships with other primary health care services that will allow us to provide a holistic approach to Indigenous health needs.



The Tackle the Smokes Tour Official Launch attended by community members, school students, adults and elders.



WACHS Staff and Tackling Smoking & Healthy Lifestyle Team participated in and were major sponsors of the 45th Annual NSW Aboriginal Rugby League Knockout.

The TS&HL team provided free fruit and water to everyone who participated in our survey. TS&HL also supplied 1000 bucket hats that were given out to individuals who participated in the WACHS health screening process.

November 2015 will see the TS&HL team host the annual Aboriginal Men's Fore Health Expo. The event will run for a week with 2 days of guest speakers, talking about Men's Health and the importance of maintaining a healthy lifestyle. There will also be a cultural day/night held at Lake Burrendong. The event is set to attract Aboriginal men from all over the state. The TS&HL team have been working closely with NSW Local Health District, Indigenous Affairs and Gulbri Men's Group to see that the event is a success.

The TS&HL program are looking forward to the decision around ongoing funding under

the new Tackling Indigenous Smoking Program which will be rolled out from the 1 January 2016. This will ensure the work to date can be continued whilst also working within the new structure to support the Tackling Smoking work that is needed within our Aboriginal communities to reduce smoking and chronic diseases.



WACHS male Staff supporting breast cancer awareness.

Momentim



WACHS in partnership with the Institute of Urban Indigenous Health (IUIH) in Brisbane has developed a program targeted at young Aboriginal and Torres Strait islander males at risk of mental health issues in Wellington. The project name “Momentim” is a play on the word “Momentum” meaning: Mo (acknowledging Movember the funding body), Men (the focus of the project), TIM (acronym for Tomorrow’s Indigenous Men).

Momentim targets young male Aboriginal and Torres Strait Islanders who have a disproportionately and unacceptably high rate

of mental health issues, often leading to self harm and suicide. It’s a spectrum of suffering linked to heightened and ongoing exposure to documented risk factors such as drug and alcohol use, stress and social disadvantage. Strong relationships, positive leaders and real prospects can create a pathway out of this situation. The IUIH and WACHS Men’s Mental Health project aims to build this pathway.

The Momentim Mental Health Project was launched as part of the Aboriginal Men’s Fore Expo hosted by Wellington Aboriginal Corporation Health Service in November 2014.

The Men’s Mental Health project is a three tiered approach, anchored in the principle that mental health issues are best addressed by an integrated methodology comprising:

- Early intervention strategies – using the proven success of the Deadly Choices Program to inform, educate and inspire young Indigenous men to get healthy both physically and mentally.
- Health outreach support - clinic-based services, encouraging participation in Health Checks and other relevant programs delivered by our medical and social health teams and clinics.
- Training and education – delivered through our community coalition of local leaders joining forces to provide opportunities for young Indigenous men.

The Men’s Mental Health project is being delivered in three locations: South East Queensland, Mount Isa and Wellington in New South Wales. The project is funded by the Movember Foundation. Its evaluation will be conducted by Associate Professor Jon Willis, Research Director of the Poche Centre for Indigenous Health, the project’s delivery partners have the single goal and complex challenge of improving the mental health and wellbeing of young Aboriginal and Torres Strait Islander men. The project aims to achieve this in five key ways:

- Reducing the stigma and shame associated with mental health issues by improving the level of understanding and increasing support networks
- Increasing access to best evidence and culturally appropriate mental health screening, treatment and referral practices through specialist training and support

- Engaging Indigenous young men and boys in positive, practical activities that promote participation in work skills and training opportunities, along with positive aspects of their culture and community
- Empowering young Indigenous males to take more control over their environment and creating opportunities for them to contribute more positively to, and be more positively accepted by their community
- Monitoring and assessing our activities to ensure their effectiveness and validity to ultimately enable the project to be expanded and delivered in any community.

In collaboration with Wellington High School the Momentim project has commenced an art project. This project involved input from the participants around planning & design. Each weekly session will involve speakers from various areas to educate and demonstrate ways to strengthen the participant’s goals. Across each designed project the focus will include cultural connection, leadership & role models, physical health and social and emotional health, fitness, education (numeracy and literacy) & employment.



Section 9: Aboriginal Children's Therapy Team



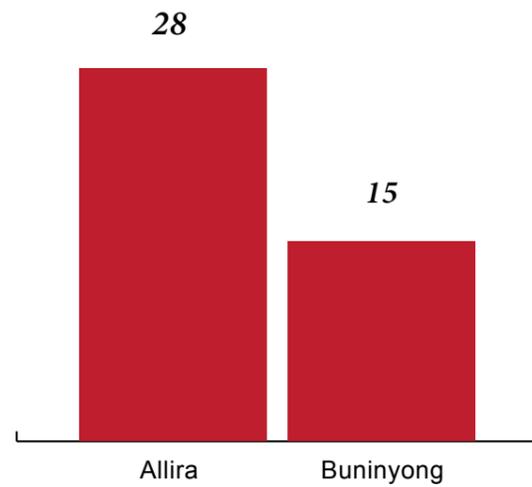
Throughout 2015, the Aboriginal Children's Therapy Team (ACTT) has undergone significant transition. Improved processes and specific KPI's have allowed the team to decrease waiting times and increase regular service provision to clients. By increasing regular service provision to clients, we have been able to maintain client and family engagement thus resulting with a higher rate of discharge due to treatment completion. Waiting list numbers have decreased from 95 children (September 2014) to 14 children (September 2015) meaning time in which clients are waiting for assessments and regular therapy has decreased considerably.

Community networking events such as NAIDOC days and professional development have allowed greater community awareness of our service and what we can offer. We have been able to participate in other organisations events

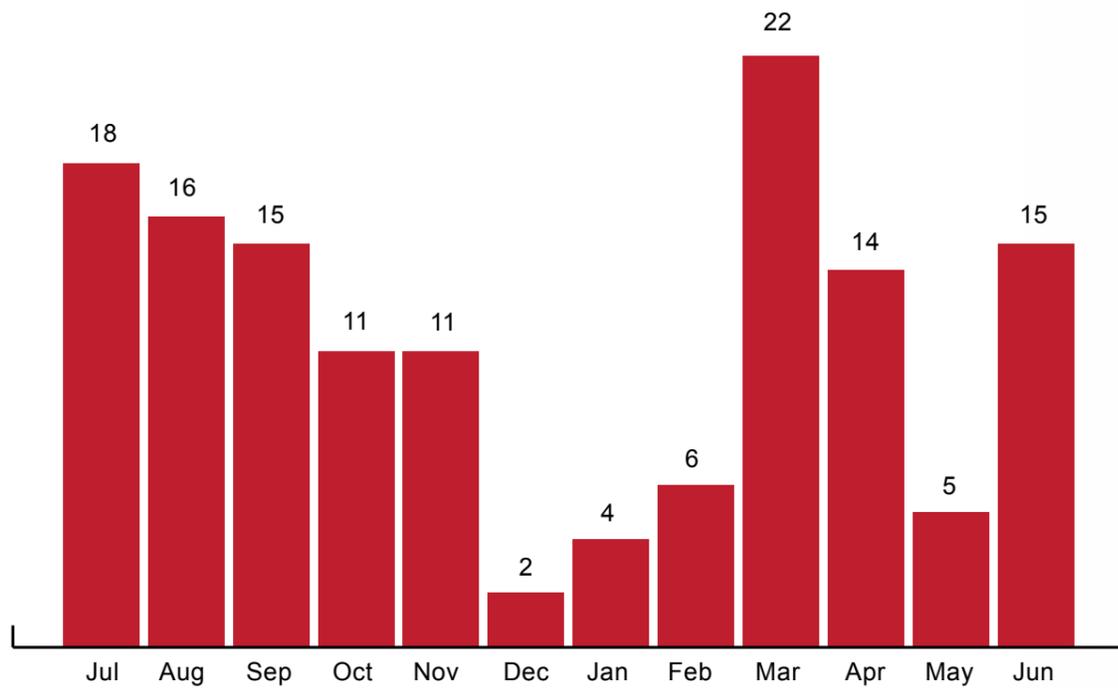
to promote our service as well as having the opportunity to deliver a telehealth presentation to NSW Allied Health with over 20 sites connecting to the presentation. Relationships with schools have also been further developed via school programs delivered by Clinicians and our Therapy Aide. There has also been requests from schools to assist in the development of their programs by providing in-services to teachers and other professionals.

In September we were able to further network our service through a teleconference held by the NSW Child Health Network. This involved providing information about what we provide and how we provide our services. Over 23 service sites listened to this teleconference and we received a lot of interest from those who connected in. This was a fantastic opportunity to further increase awareness of our service throughout the NSW region.

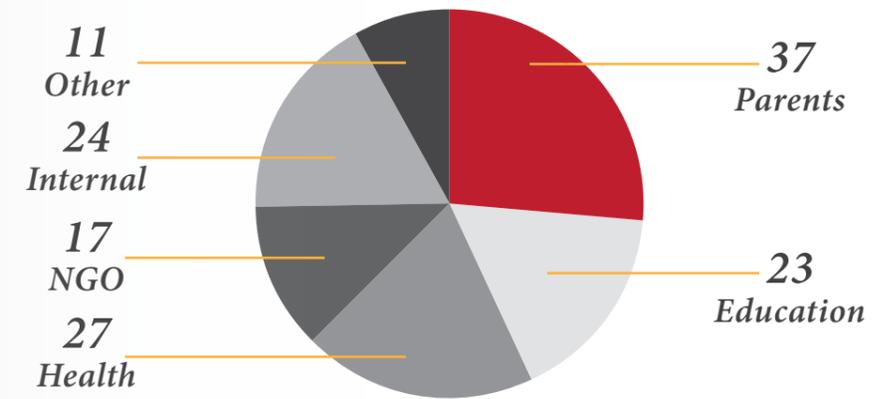
Outreach Screening Services



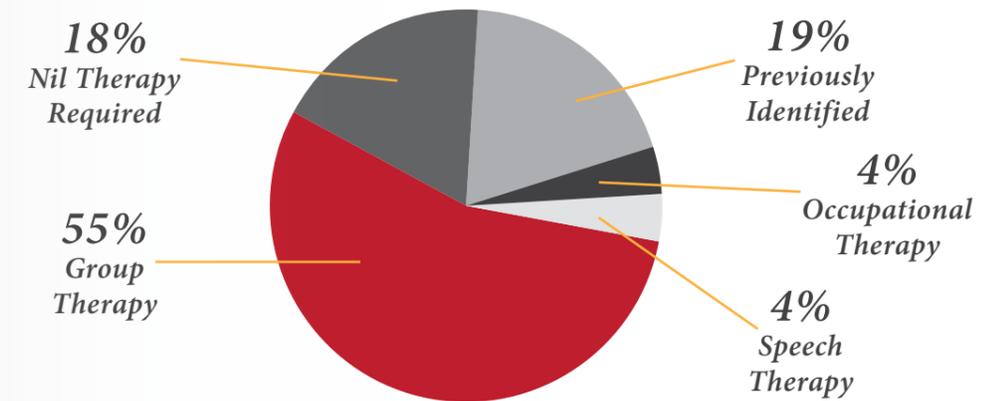
Referrals to ACTT 2014/15



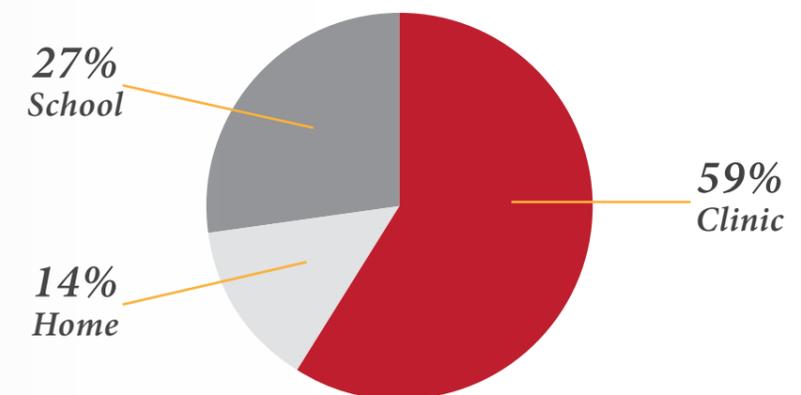
Referral Sources



Number of children identified in screening as needing intervention with ACTT



ACTT Family Centred Service Delivery



Section 10:

Maayu Mali: Moree Aboriginal Residential Rehabilitation Service



The Project Manager for this endeavour is Janet Curran who is the Human Resource and Special Projects Manager. Janet is supported by Karen Jarrett who is a Senior Administration Officer. Naturally a great deal of work was undertaken well before staff were employed. This work involved making the premises ready for occupancy which was largely the purview of Karen in close consultation with myself. Further to this, we share a strong partnership with St Vincent de Paul, and have worked very closely with David Kelly in developing the programs, training staff and supporting the work that is being done. David has been an outstanding resource and partner and continues to work closely with both WACHS in general and more specifically Maayu Mali.

Staffing

Of the 12 staff recruited to various positions, 11 are Aboriginal and all but one is from the local community. This equates to 91% Aboriginal staffing. There are 6 females and 6 males, equating to a 50% gender mix.

Manager: Chris Binge

Senior Aboriginal Drug & Alcohol Workers: Thomas Duncan, Gregory Sampson, Kylie Binge

Aboriginal Drug & Alcohol Workers: Stephanie Duke, Therese Stacey, Gina Wager, Warren Cain, Edward Saunders

Cook: Richard McGrady

Cleaner: Kay Parker

Administration Officer: Tameka Roberts

Induction & Training

The staff have been through a process of Induction that has incorporated the following:

- WACHS induction as per all employees of our service (Checklist completed)
- Consultation and development of Maayu Mali program details such as:
 - Pre-admission information document
 - Pre-admission checklist
 - Facilitation Manual – Women’s Yarning Circle
 - Facilitation Manual – Men’s Yarning Circle
 - Client Admission Assessment (collation from St Vincent de Paul docs) familiarisation and training in conducting the initial assessment
 - Training in conducting a Comprehensive Assessment.
- Attending First Aid Training; Mental Health First Aid training and Safe Food Handling training.

Clients

Number of referrals received by gender - Males 22 and Females 8

Catchment areas referrals were from:

AREA	MALE	FEMALE
Moree	14	7
Singleton	2	0
Inverell	1	1
Boggabilla	1	0
Taree	1	0
Werris Creek	1	0
Kempsey	1	0
Wellington	1	0

The initial assessment is carried out by two staff, preferably a Senior D&A Worker with a D&A Worker. The paperwork is collated and forwarded to the Manager for presentation to the Intake Committee. The Intake committee comprises of Chris Binge (Manager), Janet Curran (Project Manager), Senior D&A worker or D&A worker and David Kelly (St VdP). This committee make up provides a balance of views when determining the needs of the current clients, staffing and any new clients coming into the service. Participating in this process has provided staff a valuable learning opportunity as it is only when we work through the Intake Committee that areas requiring further information is highlighted and so staff are aware to scope these issues in the initial assessment phase in the future.

We are mindful that we are receiving high numbers of referrals from prisons and have an agreement with the local probation and parole office that all corrective services referrals must come through them.

St Vincent de Paul continues to work with the staff on the programs and supporting staff in delivery of these programs.

Consultations

To date all relevant services in the Moree and surrounds have been consulted and provided with information about the program and the referral process. Through the AH&MRC all of the AOD services across the state have been advised of the services, including Corrective Services, Police, Courts and CDATS. Chris Binge has sent out Eligibility Criteria and Pre-Admission information to all AMS’s across NSW and SE Queensland.

Chris and I have attended meetings with ALS, Probation and Parole, Police and Hunter New England Area Health Executive meetings, and



the local Magistrate to discuss the referral process and reiterated the point that Maayu Mali was not going to be used as the “get out of gaol free” card.

Chris continues to attend interagency meetings and other forums to talk to the community and services. We have arranged for Police and the Fire Service to have after hours access to the facility in the event of an emergency. They have a gate button and a master key.

Continuing Education for Staff

The following staff are enrolled in TAFE accredited courses:

Manager - Chris Binge:
Two units CERT IV Drug & Alcohol.

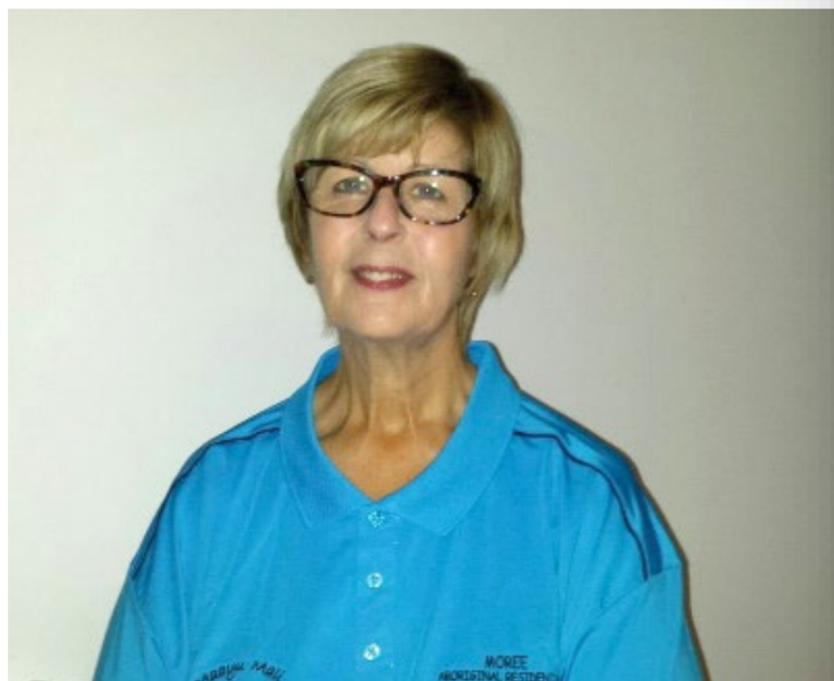
Senior Drug & Alcohol Workers - Thomas Duncan, Gregory Sampson:
Two units CERT IV Drug & Alcohol

Drug & Alcohol Workers - Stephanie Duke, Therese Stacey, Gina Wager, Warren Cain, Edward Saunders and Kylie Binge:
CERT IV Drug & Alcohol

Cook - Richard McGrady:
Cert II Kitchen Operations

Administration Officer - Tameka Robert:
Cert III Business Administration (Traineeship)

TAFE are also facilitating client enrolment in the program titled Community Engagement which incorporates building fencing and establishing a productive garden growing produce that can be consumed on site. This is a flexible



education arrangement giving consideration to the fact that clients are only in residence for 3 months. This gives clients in-roads to education and engagement with TAFE and will therefore be better placed with enrolling and undertaking studies in preparation for exit from the residential program.

Communicare, which is our client data system, has now been installed and all staff have been trained and are using this system to record all aspects of client involvement and interaction.

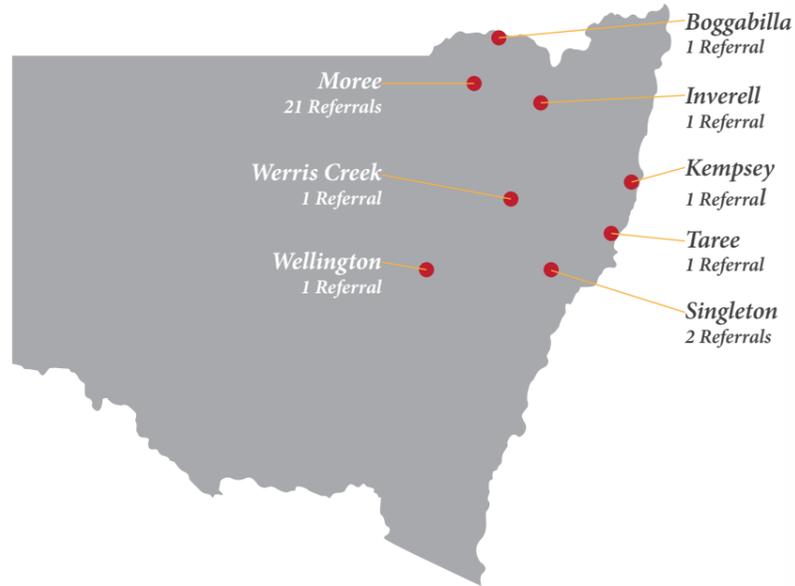
Premises

As can be seen by the photographs, a great deal of work was required to be completed in order to make the land productive for agricultural purposes. A local contractor, *Croydon's Treelopping & Mowing Service*, has been responsible for the excellent work undertaken in this endeavour. The residents are tasked with maintaining the property and can be regularly seen scooting around on the ride on mower attending to the grassed areas.

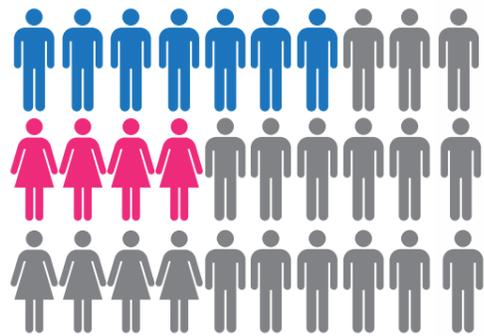
Opening Day

We had an open day for service providers to come along and see the facility before we took clients in. This was two weeks before the formal opening. The feedback was overwhelmingly positive. The official opening of Maayu Mali was held on 30th September 2015. Chris Binge was the Master of Ceremony, and Mark Coulton, Federal Member for Parkes conducted the formal opening. Darren Ah See was in attendance to officiate over the occasion and formally address the invited guests and thanks those who worked and contributed to the operationalisation of the facility. Board and staff from Wellington also attended and it was a very successful day. ***This initiative is funded/ supported by the Australian Government.***

Catchment Area for referral



A TOTAL OF 30 REFERRALS WERE RECEIVED
8 FEMALE AND 22 MALE



OF WHICH 11 REFERRALS WERE ACCEPTED
4 FEMALE AND 7 MALE

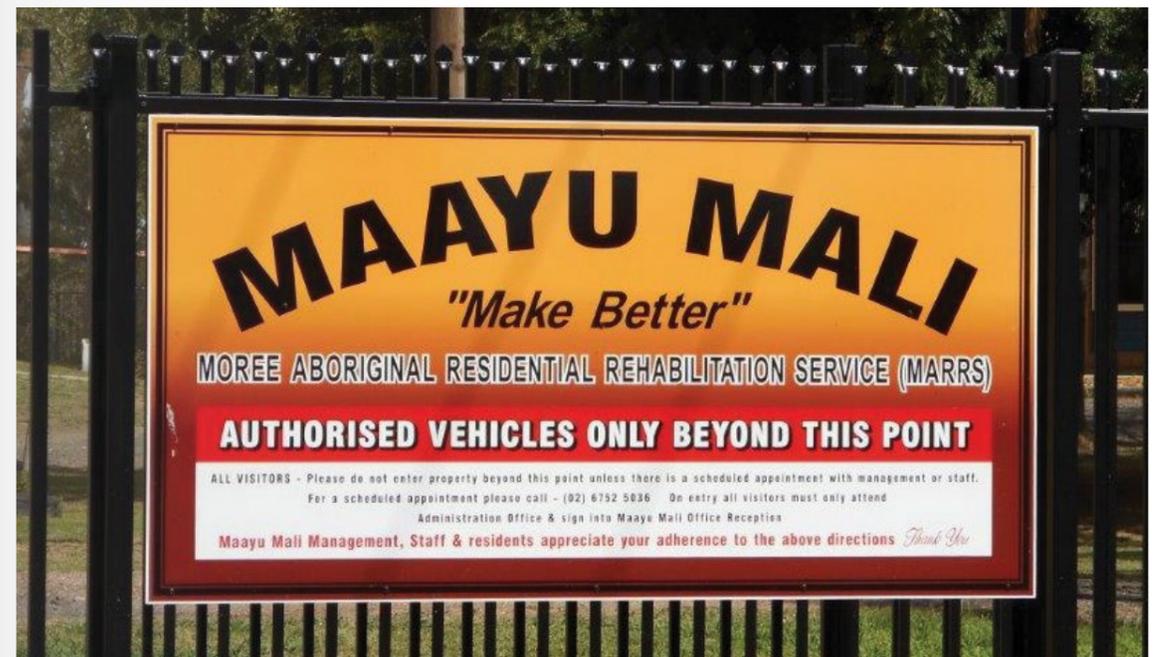
Yaama

*Maayu Mali means "make better"
is written on the front gate
we are here to help you out
not to be your mate*

*We will be compassionate
at times we will be stern
we aim to give you lifelong skills
so apply yourself and learn*

*So let us help you help yourself
and give strength to one another
we guarantee you'll leave this place
a strong sister or deadly brother*

Written by Richard McGrady



Section 11: Bila Muuji Regional IT



Darren Marcus is employed by WACHS as the Regional IT and Training Officer (RITTO) but represents and supports the Bila Muuji Group. Founded in 1995, the Bila Muuji Aboriginal Health Services Incorporated comprises Aboriginal Community Controlled Medical Services from Brewarrina, Bourke, Coomealla, Coonamble, Dubbo, Forbes, Orange, Wellington and Walgett. The Bila Muuji Regional Information and Training Officer role supports the following:

- IT hardware/software advice, training & troubleshooting
- Managing support contracts with IT, Telephony and Technical Service Providers
- Training in the proper use of Clinical Information Systems such as Communicare, Best Practice and Medical Director

- Promoting and training Health initiatives such as Telehealth the National eHealth Record System (PCEHR), the use of Secure Messaging, etc.
- Governance in the appropriate setup of policies and procedures around technical projects.
- Systems projects and promoting efficiencies around the use of application scoping and implementation.
- Integrated Care Projects with Lead and Demonstrator Sites.
- Health Intelligence Projects across all sites.

Darren has been in the role for over a year now and being based at WACHS' primary site in Maxwell Street, has offered valuable coordination of technical services for WACHS and it's auspice sites in Tamworth and Moree, building on his professional background being a mix of IT and Health IT Projects in the form of the Patient Controlled Electronic Health Record System (PCEHR), Telehealth and Integrated Care Models. Darren has a strong interest in Aboriginal Health across the Central, Western and Far Western regions, delivering necessary IT support across our programs and projects.



To All of Our

Members, Patients, Clients and Community Members,
the Staff and Directors of WACHS
would like to wish you and your family a very

Happy Christmas
and a safe and healthy
2016





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