



COONAMBLE

ABORIGINAL HEALTH SERVICE

# Annual Report

## 2020 – 2021

For Aboriginal peoples to  
achieve a state of wellness  
in line with our notion  
of cultural wellbeing.



*Baradine Surgery*



Coonamble Dental Surgery



*District Funeral*  
SERVICES

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# COONAMBLE ABORIGINAL HEALTH SERVICE ANNUAL REPORT 2020/2021

Welcome to the Annual Report for 2020/2021 for Coonamble Aboriginal Health Service.

This report will provide an overview of the year's activities and essential reports relating to activities and individual programs.

Coonamble Aboriginal Health Service, continues to provide holistic and culturally appropriate primary health care services to the Aboriginal and Torres Strait Islander people within our regions.

The Coonamble Aboriginal Health Service (CAHS) comprises of two Aboriginal Community Controlled Medical Services in Coonamble and Dubbo along with a Dental Clinic, a private GP Clinic, a Gym and Funeral service. Our approach is to *"provide health services addressing not just the physical well-being of the individual but also the social, emotional and cultural well-being of the whole community"*.

All GP clinics are fully accredited medical services. Executive staff of CAHS meet quarterly with most meetings held in Dubbo. The Aboriginal Medical Services which make up CAHS are non-profit organisations and rely on public support from individuals, community groups, corporations, trusts and foundations as well as government funding to continue to improve the health and wellbeing of their clients and the regional communities.





## CHAIRPERSONS REPORT 2020/2021

### MESSAGE FROM CHAIRPERSON

Firstly, I would first like to acknowledge our current Directors, Deputy Chairperson Jan Arrowsmith, Gloria Fernando, Les Trindall, Siffia and Angela Fernando, Company Secretary David Ryan and our Financial Accountants Ryan and Rankmore – Mark Riley.

#### **Strategic direction of CAHS**

During the 2020 – 2021 financial year, the Board of Directors turned their attention to the strategic direction of CAHS focusing on building the capacity of our organisation by growing the business as well as minimising our financial risk and realigning all contracts and budgets. The Board of Directors have been extremely busy with endorsing a new Business Plan which will outline the new direction of CAHS, taking on a Permanency Support Project funding by the Department of Community and Justice, with working with family and Children in the Out of Home Care Space. CAHS also endorsed the opening of a new Medical Service in Gilgandra. CAHS also seen the sale of our Castlereagh Business to OCHRE health with their success in obtaining the VMO Contract. As difficult as this decision was to make, the Board seen value with OCHRE Health establishing their presence in Coonamble. CAHS was also fortunate to secure multiple funding agreements with Government Bodies during the reporting period. CAHS secured funding with the WNSWPHN for COVID resilience funding. Department of Health for Capital Works, NACCHO for COVID resilience, AH&MRC for Nicotine replacement therapy, the Gilgandra AMS, and the NSW Ministry of Health for ongoing Suicide Prevention funding.

#### **Closing the Gap**

CAHS still continue to work closely with key stakeholders including NACCHO, NSW Ministry of Health, the Centre for Aboriginal Health, the Department of Health, National Indigenous Australians Agency, WNSWPHN, WNSWLHD, Coonamble TPG, Coonamble LALC and community groups across the region to continue our advocacy and work around Closing the Gap for our communities.

On behalf of the CAHS Board of Directors, we would like to recognize the important role our CEO is committed to in Health across the Nation. Phil Naden represents CAHS as the Chairperson of the State Body of Aboriginal Health, AH&MRC, he recently stepped down from the National Board NACCHO as a Director, his presence on the Regional Board Bila Muuji and his commitment to all our local community commitments as well. It's pleasing to see that CAHS have an increased presence locally, regionally and at the State and National Level.

#### **Responding to Natural Disasters.**

2020-2021 has thrown everything at our communities but CAHS continue to stand up and assist where we can. Coming out of a 5 year drought, to experiencing large scale wind storms, heavy rain periods, mice plagues, battling COVID-19 and general natural disasters. CAHS has managed to come out of the 2020-2021 period unscathed by way of retaining funded projects, securing more funds and continually sporting all the communities across the region.

#### **Acknowledgements**

As the Chairperson of CAHS, I would also like to acknowledge our Directors, Company Secretary, committed staff and CEO Phil Naden for their ongoing commitment to improving the lives of Aboriginal people in Coonamble and across NSW.

Brendon Harris  
Chairperson of Coonamble Aboriginal Health Service







## CEO REPORT 2020/2021 MESSAGE FROM CEO

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Firstly, I would like to acknowledge the Board of Directors, Chairperson Brendon Harris, Deputy Chairperson Jan Arrowsmith, Gloria Fernando, Les Trindall, Siffia Fernando, David Ryan Company Secretary and Angela Fernando.

I would also like to acknowledge all of Coonamble Aboriginal Health Service (CAHS) staff across all our business's, Baradine Clinic, Coonamble and Dubbo Aboriginal Health Service, Coonamble District Funeral Home, Coonamble Dental clinic, Coonamble Gym and the Coonamble Administration Office.

During the 2020 – 2021 financial year, the operations of the organisation has been a priority for me as the CEO and as I am now in my third year of being CEO of CAHS, I am enjoying every minute of my time overseeing the organisation with the support of the Board.

As we currently experience a lockdown due to COVID, we must reflect on the year passed and highlight our milestones of how CAHS has moved forward as an organisation. During the reporting period, CAHS have finally structured all internal Human Resource matters, with all staff contracts, policies and procedures designed to align with current legislation and practices. CAHS also seen a new alignment with the National Guidelines around a new model of care and streamlining clinical booking times from 45mins to 15 min appointments. This change allowed CAHS to see more clients during the day with a focus on sharing clinical work with our RN's, EEN's, AHW's and Doctors.

CAHS also seen the implementation of a regional and local Continuous Quality Improvement Officers, whereby these roles are pivotal in all clinics to support policy development, accreditation, human resources, Medicare billing, cultural practices and training to all staff across the region.

CAHS have acknowledged that the beneficiaries of the funding we receive from all Government bodies is to be directed towards all Aboriginal clients that engage with our businesses. With this, CAHS can focus more on the management of Chronic Disease, AOD, Mental Health, SEWB, fitness and providing a holistic model of care in the best interests of our clients.

CAHS also secured recurrent funding for Primary health Care, AOD services, Suicide Prevention, SEWB, COVID, Capital Works, health promotions, extension of services to Gilgandra and Gulargambone, Bourke Maranguka Project and wellbeing, whilst working in all communities across our region ie: - Coonamble, Dubbo, Coonabarabran, Gilgandra, Gulargambone, Baradine, Quambone, Narromine and Nyngan.

I also focused on the strategic direction of CAHS over the next 5 years, focusing on building the capacity of our staff while challenging State and Federal Governments, as well as Public Health Network's, on how our ACCHOs should be engaged.

I have invested heavily over the past year to upskill staff, within HR, Practice Management and Frontline Management courses. Aboriginal Family Health and counselling courses through to staff attending and being involved in lateral violence and cultural training.

2020/2021 has been a challenging year, but I would also like to acknowledge our stakeholders, Directors and staff for their ongoing commitment to improving the lives of Aboriginal people across NSW.

Yours in unity,

Phillip Naden  
Chief Executive Officer  
Coonamble Aboriginal Health Service



Baradine Surgery



# AH&MRC - STATE PEAK BODY



The Aboriginal Health & Medical Research Council of New South Wales (AH&MRC) is the peak representative body and voice of Aboriginal Community Controlled Health Organisations (ACCHOs) within NSW. AH&MRC represent our members at the state level to provide a voice for Aboriginal people and assist ACCHOs in the delivery of a culturally appropriate comprehensive primary health care to regional communities.

The AH&MRC is governed by a Board of Directors who are Aboriginal people elected by ACCHO members on a regional basis. The AH&MRC represent, support and advocate for their members.

## NACCHO - NATIONAL PEAK BODY

The National Aboriginal Community Controlled Health Organisation (NACCHO) is the national peak Aboriginal health body representing Aboriginal Community Controlled Health Services throughout Australia. NACCHO represents local Aboriginal community control at a National level to ensure that Aboriginal people have greater access to effective health care across Australia. NACCHO provide a coordinated holistic response from the community sector, advocating for culturally respectful and needs based approaches to improving health and wellbeing outcomes through ACCHSs/AMSs.

NACCHO's work is focused on:

- Promoting, developing and expanding the provision of health and wellbeing services through local ACCHSs/AMSs Nationally

- Liaison with organisations and Governments within both the Aboriginal and non-Aboriginal community on health and wellbeing policy and planning issues

- Representation and advocacy relating to health service delivery, health information, research, public health, health financing, health programs etc.

- Fostering cooperative partnerships and working relationships with agencies that respect Aboriginal community control and holistic concepts of health and wellbeing.



## BILA MUUJI - REGIONAL PEAK BODY



Bila Muuji, meaning 'river friends' was formed in 1995 as a strategic approach by a group of CEO's to offer support to regional CEO's in rural and remote NSW. The Aboriginal Medical Services (AMS) CEO's felt that a regional body could identify and address shared issues impacting the health and social needs of Aboriginal communities and that a unified voice in western NSW would be strengthened through the development of Bila Muuji.

Bila Muuji Aboriginal Corporation Health Services Incorporated comprises Aboriginal Community Controlled Medical Services from Coomealla, Coonamble, Dubbo, Forbes, Orana Haven and Orange. We are very active in trying to address the health inequality in each of our local communities. Our members provide services around health promotion, disease prevention, substance misuse, men's and women's health, children and aged health, mental health, clinical, disability and dental. Bila Muuji's approach is to "provide health services addressing not just the physical well-being of the individual but also the social, emotional and cultural well-being of the whole community". We will continue to advocate for our members to ensure they are adequately resourced in meeting the needs of the various communities they service.







## ADMINISTRATION

### CORPORATE SERVICES REPORT 2020/2021



The CAHS Administration building is located at 17-19 Castlereagh Street, our opening hours are 8:30am-5pm weekdays. We recently, along with our other sites underwent major upgrades on our security systems so that they are all on the one system, making it more efficient and secure.

The CAHS Administration team consists of:

- 2 Administration/Finance Assistant, with 1 staff member moving on this year.
- 1 Corporate Services Manager
- 1 HR Manager
- 1 Executive Assistant to the CEO
- Chief Executive Officer
- Ancillary staff - 2 Cleaners and 1 Maintenance worker are also managed from this office.

The Administration/Finance staff are responsible for the management of finances and Administration needs for all of CAHS sites.

THELMA LEONARD

### HR REPORT 2020/2021 MESSAGE FROM HR

Over the past 12 months CAHS have experienced numerous unexpected vacancies which led to Managers and the HRM trying to fill these positions. Everyone has worked well together to fill required positions although some have proven hard to fill. Coonamble have been trying to recruit a Registered Nurse for some time now and Dubbo has been trying to recruit at least another 2 full-time GP's with most GP's moving on.

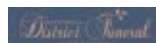
I have been busy keeping on top of staff files, completing tasks as per LogiQC, attending required staff meetings, arranging relevant staff training and any opportunistic work that arises.

I am also currently studying a Graduate certificate in Human Resources through Charles Sturt University to obtain the required skills in order to effectively carry out my role and responsibilities.

WANITTA GLOVER



Baradine Surgery





## COONAMBLE ABORIGINAL HEALTH SERVICES



The Coonamble Aboriginal Health Service (CAHS) GP Clinic is accredited in the RACGP Standards 5. We are located at 17 Tooloon Street in the CBD of Coonamble. Our opening hours are 8:30 am to 5:00 pm Monday to Friday.

The clinic is staffed by General Practitioners, GP Registrars, Practice Manager, Clinic Coordinator, Practice Nurses, Aboriginal Health Workers, Medical Receptionists, Practice Support Manager, Midwife, Child Health Nurse, Registered Nurse, Counsellor and Pharmacist.

Our practice sees an average of 500 patients each week not including allied health appointments.

Our practice provides a number of services for the community and are all bulk billed, these include:

- Aboriginal and Torres Strait Islander Health Assessments
- Chronic Disease Management including GP Management plans
- GP Medical Assessments
- Child and Maternal Health
- Immunisations, including annual Flu vaccine and COVID-19 Vaccine
- Smoking Cessation
- ECGs and Spirometry
- Minor Procedures – Assessment, excisions and removal of lesion
- Dressings
- Registration with Medicare for Chronic Disease and Indigenous PBS Co-payment

Our clinical team work in consultation with patients who are diagnosed with a chronic disease to set achievable goals in managing their health care needs. Around 210 GP management plans (GPMP) and Team care arrangements (TCA) were completed with our patients and 240 reviews of both GPMPs and TCAs.

To ensure we provide a high level of care for our patients we work closely with local services including the Coonamble Multi-Purpose Service (Hospital), Caremore Pharmacy, Marrabinya and Castlereagh Health Centre up to and including 28th February 2021 due to sale.

CAHS GPs and Nurses attend weekly discharge planning meetings at Coonamble MPS with other health professionals to ensure the ongoing care for our clients. Our nursing staff work closely with the local pharmacists and our onsite pharmacist to ensure Webster medication packs are up to date and correct.



# COONAMBLE ABORIGINAL HEALTH SERVICES

CAHS is dedicated to support the professional development of all staff members. Staff have the opportunity to up skill by attending numerous workshops and courses each year. In the past year staff have attend and completed their training in COVID-19 vaccination in both Pfizer and Astra Zeneca, First Aid and CPR Training. Our senior Doctor is currently undertaking a course in Dermatology and supporting Registrars to prepare for exams and in difficulty. All our GP's are continually doing online training through webinars and journals.

Our cohort of Aboriginal Health Workers (AHW's) continued to grow with the commencement of additional staff who all undertake a wide variety of roles and deliver a broad range of services across the health care system. Our AHW's have qualifications in Aboriginal and/or Torres Strait Islander Primary Health Care.

Depending upon the work settings and individual scope of practice, they are able to provide;

- Clinical services, such as the assessment and screening of physical health
- Planning and delivering preventative health programs
- Community engagement and facilitating communication with our community

Our AHW's have undertaken numerous instances of training and professional development in past twelve months including, Cert IV in Aboriginal and/or Torres Strait Islander Primary Health Care and Eye Health training in particular Diabetic Retinopathy and Retinal Camera Training, which they now assist our senior nurse and visiting optometrist in their monthly clinics.

The AHW's play an important role in the health promotion at CAHS, in which they achieve through a number of events throughout the year, such as School Health Checks and monthly Health Promotions within the clinic.

Our AHW has organised events for National Sorry Day, Reconciliation Week, Seniors Week (Elders Day) and NAIDOC Week, unfortunately most NAIDOC Week events were postponed due to COVID-19.



# COONAMBLE ABORIGINAL HEALTH SERVICES

Reception staff have continued to play a vital role in coordinating and advocating for staff and patients, booking appointments, more importantly being vigilant, and screening all people entering the clinic over the telephone.

We see a restructure in our appointments lengths from 30 minutes and 20 minutes.

Reception staff have completed a number of courses in the last twelve months such as Certificate IV in Leadership and Management, First Aid, CPR, COVID-19 training and ASMED courses.

Transport is available for our patients to get to and from appointments each day, over 900 trips were provided to our patients in the last year.

Financial Assistance is available to patients to help attend medical appointments outside of Coonamble such as Dubbo, Orange and Sydney. Over 130 fuel vouchers were given. As part of this service, clients can also seek assistance with the purchase of prescribed medications. We have seen a decrease in financial assistance request due to COVID-19.

CAHS clients are extremely fortunate to receive services from a range of visiting allied health and specialist including;

- Diabetes Educator
- Dietitian
- Optometrist
- Hearing Clinics for both Children and Adults
- Podiatrist
- Womens Health
- Drug and Alcohol counselling
- Dermatology
- Cardiology

CAHS also provides video linkup consultations using Skype and Zoom, this technology allows our patients to participate in specialized care without any additional costs of travel. Some of the specialist engaged are:

- Endocrinologist
- Pain Clinic
- Geriatrician
- Diabetes Clinic
- Psychiatrist
- Obesity Clinic

Accreditation extension was given due to COVID-19, staff will be working as a team on accreditation processes for our onsite accreditation assessment which will be due on the 16th March 2022, which our Practice Support Manager is coordinating.

Due to COVID-19 pandemic, we have had to change our way of practice, which included over the phone appointments (telehealth) with GPs, allied health providers and specialists. During this uncertain time, CAHS has seen reduced patient appointments, training for staff and reduced allied health and visiting specialist clinics. Moving forward we have returned to face-to-face consultations with our GPs, allied health providers and specialists, following strict infection control and social distancing recommendations as per COVID-19 requirements.







## COONAMBLE DENTAL CLINIC

The Coonamble Dental Surgery, which has been run by CAHS for approximately 9 years, is situated at 17-19 Castlereagh Street. We have 2 treatment rooms running, providing first class patient care to both public and private patients. Our operating hours are 8:00am to 4:30pm weekdays, however we have run a couple Saturday clinics this year to accommodate our working patients.

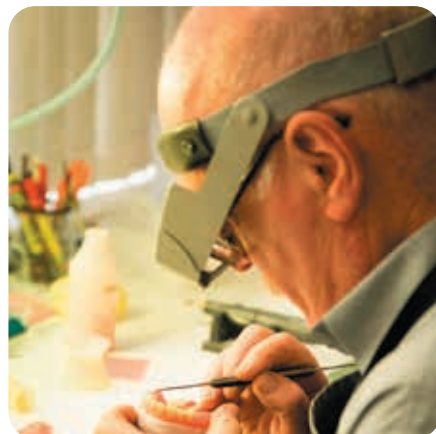
The Dental Surgery staff consists of:

- 1 Full time Dentist
- 2 Part time Dentists
- 2 Dental Assistants/Receptionists
- 1 Dental Practice Manager
- 1 Casual Dental Assistant/Receptionist

Dr Rahal Kuruppu is our newest Resident Dentist who began with us in January 2021. Dr Mark Lo Schiavo is our visiting specialist Prosthodontist who works about 2 days a month, we are very fortunate to still have Mark's support and expertise and also providing that mentoring support to Rahal and our young Assisting staff. Dr Milton Quigley has worked part time with us since September 2020 after the departure of Dr Peter Borbiro, Dr Quigley currently works 1-2 days per fortnight and is also a huge support for our younger Dentist.

With some other great recruiting news, former school student and Dental Assistant trainee Isabel Bird became a full time employee of the Coonamble Dental Surgery in January 2021 after completing year 12 and her traineeship. Isabel is joined by Shay-Marie Hooper who brings some wonderful experience with her, Shay began her Dental Assisting journey at the Hunter New England LHD Dental Surgery and relocated to Coonamble with her young family.

We are also lucky enough to continue our agreement with the GWAHS staff who utilize our facility on a fortnightly/monthly basis to provide care for children in the area.





## COONAMBLE GYM

The Coonamble gym survived a 3 month lockdown and came out stronger then ever. Hosting another 8 week challenge with great outcomes with overall weight loss and general fitness. We ran an amazing race for those challengers at the end of the 8 weeks, which had them running around the town to find clues and complete obstacles. Fingers crossed we can run one by the end of the year.

Active members are sitting at 323 with 4525 visits for the year not including casuals. Great Improvement as we are seeing more new faces in here all the time over the 20-21 period.

Britt and Tiffany ran an 8 week challenge at the high school for a great group of kids. Fitness testing done at the start and at the end, the goal was to treat them as real clients, with all of them massively improving in both fitness and strength.

The Coonamble gym has had new staff join the team, Adam Cohen and Heidi Studwick helping Tiffany to keep the doors open and classes running while we have Britt out on maternity leave .

15 classes are on the current timetable with personal training still available.

The Too Deadly For Diabetes programme has brought more community members into the gym which has been great. We are now onto round 3 of the programme in the gym. With both staff from CAHS and community on the programme.

We are currently in yet another lock down which means the gym is closed. Using our social media platforms to keep our members engaged and moving through daily workouts and now live daily workouts that members are doing from home thanks to the wonderful world of technology.

We are looking forward to reopening and getting everyone back into the gym and moving again.

## TIFFANY O'BRIEN







## COONAMBLE DISTRICT FUNERAL SERVICE

Coonamble District Funeral Service is a vital business for our organisation and CAHS recognises that loss and grief is a huge part of our community and across the region.

CAHS offers a culturally appropriate service and work with the entire community in time of need. The CDFS held a few funerals early in 2020 however due to extensive storm damage to the Funeral Home last December 2020 the CDFS has not operated at all this year however we have continued to provide a service of supplying headstones to community and whilst this has occurred, CAHS have commenced with the work on the storm damage and started to replace the roofing of the two storey building.



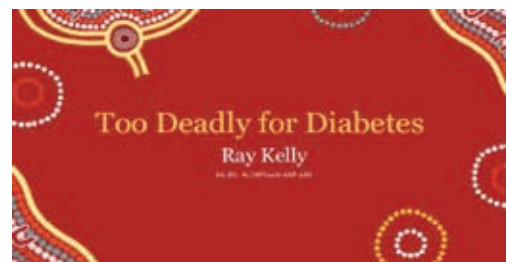
# Too Deadly For Diabetes Program

## Ray Kelly



### CAHS

Too Deadly for Diabetes is a 10 week lifestyle change program designed for those with, or at risk of chronic disease supported by our clinical staff and Ray Kelly. Over the last 12 months, we have had 110 clients registered with a total weight loss of 983.3kgs. Average weight loss for each individual was 8.9kgs. Clinical staff has seen a decrease in both diabetic and hypertension medication during this period. Clients come into the clinic weekly for their weigh ins and phone consults put into place due to COVID-19 restrictions for support during this uncertain time.



### DRAHS

The 10 week "Too Deadly for Diabetes" program has been a game changer in the Dubbo AMS for patients living with Chronic diseases such as Diabetes and Cardiovascular disease. Patients that have participated in the program have reported that since starting the program they feel happier, healthier and have a new outlook on their health and wellbeing and the stats show that these patients have improved not just with weight loss but their pathology results as well.

We have been doing point of care HBA1C on patients that have not had pathology done prior to starting the program so that we can compare at the end of the 10 weeks, most of those patients HBA1C results improving. One patients HBA1C improved from 7.3% to 6.5% in 3 months.

The AMS has successfully reduced patients medication, lowered HBA1C's and one patient being taken off insulin in the first 5 weeks of the program, patients reaching or exceeding their 5% total body weight loss goal, one patient who participated in two of our groups has lost a total of 15 almost 20% total body weight and is still continuing to kick goals.

As an incentive to further motivate patients the AMS designed a shirt with help from our very talented artist Kirbie to create our AMS too deadly T-shirt.

It has been a pleasure to be a part of the program and help/ support patients in their journey towards better, healthier lifestyles.







# DUBBO REGIONAL ABORIGINAL HEALTH SERVICE

The Dubbo Regional Aboriginal Health Service (DRAHS) also known as Dubbo Aboriginal Medical Service (DAMS) is located in the CBD at 48-50 Wingewarra Street, Dubbo. Our opening hours are 8:30 am to 5:00pm Monday to Friday. We have a patient population of 4978 with 2897 classed as active patient (3 visits in the last 2 years) 83% of our patients identify as Aboriginal and/or Torres Strait Islander. Our practice see an average of 400 patients each week not including allied health appointments.

The Dubbo AMS is staffed by 2 Full time GPs, 1 Practice Manager, 1 Regional Practice Support Manager, 2 Practice Nurses, Child and Family Health Nurse, Midwife, 4 Aboriginal Health Practitioner, 1 Operations and Systems Manager, 3 Receptionists, SEWB Manager, 2 SEWB Workers and 2 Bringing Them Home Counsellors.

Our practice provide a number a services for the community and are all bulk billed, these include:

- GP Health Assessments and Primary Care
- Chronic Disease Management including GP Management Plans and EPC referrals for Diabetes, Asthma, Heart Disease etc.
- Registration with Medicare for Chronic Disease and Indigenous PBS Co-payment
- ECGs and Spirometry
- Minor Surgery
- Assessment, excisions and removal of lesions
- Dressings
- Adult Immunisations
- Tetanus shots
- Annual Flu Shots
- Pneumovax
- Child Health Assessments
- Ante and Post Natal Care
- Childhood Immunisations
- Pap test
- Contraception advice
- Pregnancy Testing and advice

DAMS also provides our patients with the opportunity to attend appointments with the visiting Allied Health Providers including: Mental Health counselling, Smoking Cessation, Diabetes Educator, Drug and Alcohol counselling, Dietician, Podiatrist, Optometrist and a Pharmacist.



# DUBBO REGIONAL ABORIGINAL HEALTH SERVICE

DAMS use both telephone and video link ups to engage Specialists, the use of this technology allows our patients to participate in specialized care without any additional costs of travel. The specialists engaged are:

- Geriatrician
- Endocrinologist
- Psychiatrist

Our team is committed to providing preventative care, our Reminder/Recall System is designed to remind patients of any upcoming appointments by giving patients a reminder call or SMS prior to the appointment date.

In previous years staff have been involved in a number of health promotion activities within the community. Due to COVID-19 and the recent lockdown in our region Health Checks have been pushed back to November 2021.

Like many across the world the COVID-19 Pandemic has proven very challenging for those of us working within the healthcare space. Our team's quick response to ensure DAMS were complying with government guidelines to enabled our clinic to stay open and continue to provide health care for our patients and community throughout the pandemic. COVID-19 had restricted the way we provide care to our patients and our team were All staff participated in a infection control refresher course, all appointments were changed to either telephone or video consultation, any patients with symptoms were referred to the fever or respiratory clinics for testing, Allied Health providers were also encourage to use telehealth.

In March 2020 the Australian Government commenced the rollout of COVID 19 vaccinations to DAMS. All of DAMS Staff completed the required training via e-learning platform. Early April we started our first clinic for AstraZeneca vaccinations, once Pfizer became available our vaccination clinics expanded. We anticipate our Covid-19 Vaccine clinics will continue until the end of the year.

The DAMS team would like to take this opportunity to thank our patients and the Dubbo community for their patience during these uncertain and challenging times and we will continue to strive to provide our patients with high quality care.





# DUBBO REGIONAL ABORIGINAL HEALTH SERVICE







## SOCIAL AND EMOTIONAL WELLBEING DUBBO

The SEWB team has been very busy in the past 12 months getting back into the local communities with exception of the COVID-19 restrictions which left our staff temporarily unable to deliver programs within the communities. Like many other organisations the SEWB team were able to continue supporting the local communities, clients and stakeholders using online meetings, zoom sessions etc.

With SEWB covering seven local communities, we continually ensure we deliver age appropriate programs across all levels of education levels, being school aged children to adults. Our workers continue to support the school base programs Clontarf Foundation and the Girls in Coonamble, Coonabarabran, Narromine & Dubbo by delivering programs around Drugs & Alcohol, Well-being Matters, Suicide Prevention, Exercise & Mental Health, Actions & Consequences.

We have engaged with many stakeholders and community members and leaders to build strong partnerships across all seven communities to ensure culturally appropriate service delivery and supports. To ensure we are meeting the needs of the community we regularly seek, assess and implement feedback we receive from clients and stakeholders. Early this year our team worked together with the PHN and other SEWB teams across NSW on the co-design of an effective reporting tool for SEWB programs. This was a great opportunity to express our difficulties with current reporting tools and to share our opinions and ideas of what should be included in future SEWB reporting tools, the importance of reporting on a client's journey/story is just as important as how many time they attend appointments. We were extremely grateful to be included in these discussions and look forward to seeing the outcome of our gatherings.

In May this year our team along with DRAHS Bringing Them Home and clinical teams join forces to plan and hold a community event to acknowledge National Sorry Day. The days event commenced with a smoking ceremony and traditional dancing performed by Mundang gu guni nurang cultural learning group followed by a short ceremony that shared the history of the Stolen Generation, we were also very lucky to have two of our locals share their stories of how the stolen generation has impacted their lives.

On the day DRAHS provided a tent for our local elders as well as a camp oven lunch and Johnny cakes cooked by RJ and JJ. The wider community were also provided with a free BBQ, drinks and fruit. Many local service providers were also in attendance to support and provide information to the community including the Clontarf Foundation who coordinated the indigenous games with children from the pre-schools and primary schools. The DRAHS teams would like to thank the community members who attended, all the local stores who donated items and helped to make the day a success. We look forward to planning next year's event!







# BRINGING THEM HOME PROGRAM

## DUBBO REGIONAL ABORIGINAL HEALTH SERVICE

In the first 12 months, the Bringing Them Home (BTH) program has continued building partnerships with external stakeholders post Covid-19, in the three local communities. Ongoing consultation with these community members provided insight into ways to improve current and future concerns with a culturally appropriate lenses. Responses were positive with the commencement of counselling or programs aimed at enhancing social and emotional wellbeing (SEWB) for Stolen Generation survivors and their families.

Programs have been well received by years 9 and 10 High School students at Gilgandra and Narromine from term four 2020, and have continued into 2021. Also, from term three 2021, saw year 9 students from Dubbo's Delroy Campus begin the program. The program has themes focused on SEWB which include:

- Overview of the BTH role;
- Link-up;
- Wellbeing Matters;
- Drugs and Alcohol;
- Family and Domestic Violence;
- Mental Illness; and
- Strength Base Approaches.

Through this approach by DRAHS staff it is allowing students to make informed choice regarding their decisions in the future at three layers, as an individual, in their family setting and the community they reside to improve their SEWB. Students have completed feedback forms to improve delivery and created ongoing success.

In addition, this approach has seen some success amongst adult demographics in the three communities from October 2020 but DRAHS staff will continue to capacity build for further success. The same themes have been utilised with this population group just with a less formal approach, along with the use of guest speakers of external stakeholders to provide support for participants with opportunities to education, employment and drivers licenses.

Finally in closing, DRAHS's 2021 National Sorry Day event had a great response with estimated 500 people attending. Participants ranged from Stolen Generation survivors and their families, Elders, external stakeholders (with approximately 25 services who had stalls), clients of DRAHS service, schools in pre, primary and secondary students, and community members all invested in improving SEWB.

Overall, the first 12 months has been extremely busy for DRAHS's staff and we are looking forward to continually grow the BTH program.

Dubbo Regional Aboriginal Health Service (DRAHS) outreached to Narromine High School to deliver and facilitate a Loss and Grief workshop to year 9 and 10 Clontarf students.

The workshop was well received and interactive that enabled students to identify various types of loss an individual may experience. Further facilitation allowed students to understand different forms of grief as well as the multiple stages of grief. Students gained insight into the grief process as a natural experience after a loss and how this may impact on their social and emotional wellbeing along with their family or friends.

DRAHS also provided additional resources that would assist students in the future.





## BARADINE SURGERY

Operating hours remain Monday to Friday from 9am to 5pm.

Staffing remains the same: 1 Full Time GP/VMO, 1 Full Time Practice Manager, 1 Endorsed Enrolled Nurse, 1 Part-Time Receptionist, 1 Casual Relief Receptionist.

Our Patient Population for the year 1/07/2020 to 30/06/2021 is 1176 with 578 Females and 598 Males, with 24% of patients identifying as Aboriginal &/or TSI.

This financial year we saw an average of 491 patients per month.

The following services are provided:

GP Health Assessments

Chronic Disease Management including GP Management Plans and EPC Referrals to Allied Health

ECG's, Dressings, Medicals

Minor Surgery such as Removal of Lesions by Excision and Biopsies

Immunisation – Both Adult and Childhood

Flu vaccination Clinics

Covid-19 Vaccination Clinics and Covid-19 Information for Patients who are unsure

We had another successful response this year with our Walk-In and Drive-Through Flu vaccination Clinics.

We held Drive-Through Clinics for the Covid-19 Vaccinations which worked extremely well. Our first clinic was 13th July, 2021, and up to 31st August, we gave 424 vaccines. We have administered both AstraZeneca and Pfizer Vaccines.

By the 28th of September we are anticipating we will have the 2nd dose of Covid-19 Vaccinations completed with the exception of a small number of 12 – 15 year old's 2nd dose being completed by the first week of October, 2021.

Allied Health Services had resumed, however, have ceased again due to Covid.

We need to be resilient to the constant changes that are happening daily in this current climate.

We had recommenced Face-to-Face Consultations and were getting back to some normality when the Delta Strain hit. Temperatures are being taken on arrival and all protocols in place. We are now back to Telephone Consultations once again after the Delta outbreak in the Western District and the current lockdown was implemented. We are trying to keep both staff and patients safe and adhere to the stay-at-home orders.

When Patients need to come into the Surgery, it is at the discretion of the GP, they wait in their car at the front of the building until a staff member has taken their temperature, asked all relevant questions and then they are asked to come into the surgery, wearing a mask and following all protocols which also includes using the QR Code.

For patients who do not have the capacity to use the QR Code, the Receptionist will sign the patient in on our Business QR Code Sign-In.

In this unprecedented time, we must adapt to the changes as they appear.

The appropriate cleaning of all areas is being carried out after each patient leaves the building.

The number of patients having the Pneumovax and Zostavax Vaccine has increased again this year.

The School Health Checks were held in May this year over three consecutive days.

We conducted 152 Health Checks from Kindergarten to Year 12 for the children from the Baradine Central School, St John's Primary School and Gwabegar Public School with the following outcome:

Children requiring further Hearing Tests = 38

Children requiring a Dental Review = 87

Children required to see an Optometrist = 74

Children to follow-up with a General Practitioner = 27

With the help of Staff from the Coonamble Dental Clinic, Dubbo AMS and a Team Member from the Coonabarabran Community Health Centre we had a very successful three days.

The Bone Density Van was booked to visit Baradine in May/June, however, due to Covid-19 it was postponed until August which saw a good number of patients utilise the service.

Since Covid-19 things have changed how we work, however challenging it has been, we have successfully continued to keep our practice going.

We are continuing our commitment to improve the health and wellbeing of our patients with providing the best quality of care to our patients, so they receive the best health outcome.





## UPDATE FROM THE FINANCE DEPARTMENT

Following on from the big changes that occurred in the 2019/20 year, the 2020/21 year was more about consolidating the changes made the year before. As with all parts of the CAHS operation, we faced our own challenges this year. Firstly, thanks to the Covid situation CAHS received \$829,500 in jobkeeper payments. The reporting requirements and changes to the employee wages were a difficult undertaking.

The year also saw the sale of the Castlereagh Health Clinic. This was an underperforming area of our business and to no longer be operating a loss making enterprise is a positive for the Coonamble Aboriginal Health Service.

Some key financial data for the 2020/21 year:

- After several years of operating losses, CAHS was able to post an operating profit of \$403,737 in 2021.
- Grant income was \$6,323,422, up from \$5,205,277. Like last year, these grants include some one off payments to assist with the fight against Covid-19.
- The sale of the Castlereagh Health Service has seen a drop in Medicare income this year, however it was still a healthy \$3,231,781.
- Due to changes in the mix of employee/contract doctors the wage expense for the year dropped by \$678,056 to \$6,694,004.
- Due to a focus in debt reduction, we have managed to reduce the total liabilities of CAHS from \$4m, to \$1.7m. Giving us a current ratio of nearly 1:1 and \$1.3m in cash in the bank at 30 June 2021.

As always, there are challenges ahead and the strong financial position of CAHS will allow it to easily meet and overcome these challenges.

MARK RILEY

**Wellington Office**  
1 Swift Street  
PO Box 40  
Wellington NSW 2820  
**T 02 6845 2177**  
**F 02 6845 3373**  
**Chartered Accountants**

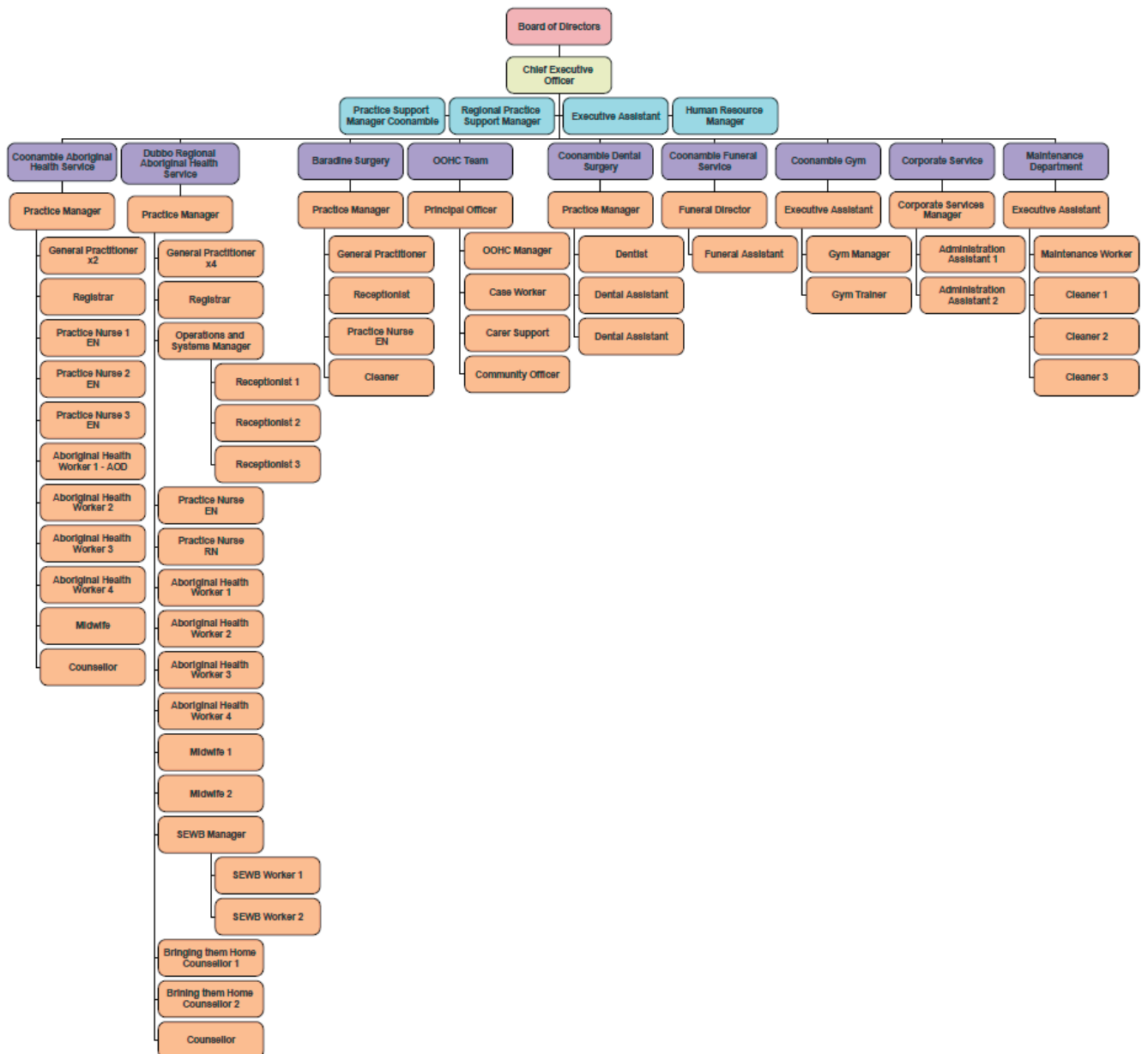
**Dubbo Office**  
113-115 Darling Street  
PO Box 1014  
Dubbo NSW 2830  
**T 02 6884 4474**  
**F 02 6845 3373**  
**Registered Company Auditors**

**Gilgandra Office**  
35 Miller Street  
PO Box 109  
Gilgandra NSW 2827  
**T 02 6847 2177**  
**F 02 6847 2656**  
**Business Advisors**



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# Coonamble Aboriginal Health Service Organisational Chart



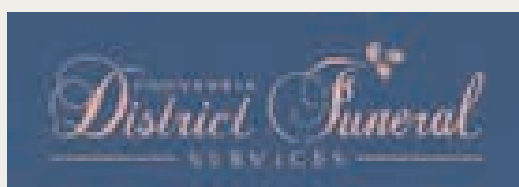




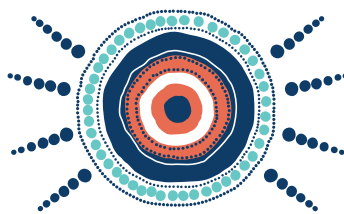
# ANNUAL REPORT

## COONAMBLE ABORIGINAL HEALTH SERVICE

2020/2021







**COONAMBLE**  
ABORIGINAL HEALTH SERVICE

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