



For our people to access culturally appropriate services that provide a state of health and wellbeing

CTG ABORIGINAL HEALTH ANNUAL REPORT 2022 - 2023



GLAMS



Coonamble Dental Surgery



Artwork by Kirbie Ewers

Kirbie is a proud Gamilaraay/Wailwan woman who has over recent years dedicated her spare time to Aboriginal Art.

Kirbie's inspiration comes from family and keeping Kirbie's connection with culture.

Kirbie's artwork is used across our business and she has an approach of feelings and experiences, telling stories of relevance.

Kirbie's artwork highlights tribal totems. Kirbie likes to use earthy tones that remind her of home. Kirbie prefers dot painting as she feels it offers relevance to the country she lives and works on.

Kirbie's artwork gives significance to events symbolising healing, freedom and growth for all Indigenous people.



Artwork by Edie Robinson

Edie is a proud Wiradjuri woman from Coonamble NSW.

Edie's artwork displays the wonderful and massive impact the Elders have had on our everyday lives.

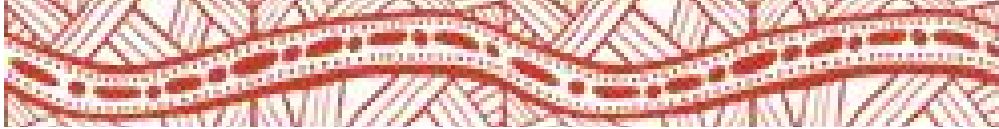
Edie's artwork shows four hands, the first hand symbolising Edie's pop trackers hand, following Edie's pop puss' hand, then Edie's fathers and then her own.

It shows the significant impact that is passed down from our Elders through the generations. Surrounded by the hands is the Elder's symbol to show that the wisdom and love from the Elders have brought us to where we are now. In each of the hands are discussion circles, this is to show that the stories and knowledge are still alive through each generation.

Edie says her art work is to honor her beautiful Elders who have shaped her to who she is today.



Acknowledgement of Country



CTG Aboriginal Health acknowledge the traditional custodians of the lands and the countries we are working on, the Gamilaraay, Wailwan and the Wiradjuri people. We pay our respects to Elders past, present and ongoing connection to country.



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CTG ABORIGINAL HEALTH ANNUAL REPORT 2022 - 2023

CTG Aboriginal Health welcomes you to the Annual Report for 2022-2023.

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

CTG Aboriginal Health comprises of three Aboriginal Community Controlled Medical Services in Coonamble, Gilgandra and Dubbo, along with a Dental Clinic, a Gym, Funeral Service and The Permanency Support Project.

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 CTG Aboriginal Health meet quarterly with most meetings held in Coonamble. The Aboriginal Medical Services which make up CTG Aboriginal Health 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.



BOARD OF DIRECTORS



Chairperson
Brendon Harris

Brendon Harris is the current Chairperson of the Coonamble Aboriginal Health Service (CAHS) and works closely with the Board of Directors with the strategic vision of CAHS.

Brendon is also the previous CEO with the Coonamble Aboriginal Lands Council and has a strong business, finance and operational background. Brendon also is a new member of the Murdi Paaki Regional Assembly and current CEO with Dreamtime Housing.

Brendon is looking forward to working closely with the CEO Phil Naden and supporting CAHS moving forward to create a strong strategic business.



Deputy Chairperson
Jan Arrowsmith

Jan is a proud Gamilaraay/Gunggari woman, and has been a Board Member since the inception of Coonamble Aboriginal Health Service (CAHS) in 2007.

Jan lives in Coonamble. She is married with 4 children, 1 foster son, 11 grandchildren and 6 great grandchildren.

Jan has worked in Homecare for 15 years and mainstream Allied Health as an Aboriginal Health Practitioner for 27 years at the MPS.

Jan looks forward to the continuing strategic vision for CAHS, continuing to grow to provide culturally safe and appropriate services for the whole community.



BOARD OF DIRECTORS



Director

Les Trindall

Les Trindall is a Gamilaraay man born in Narrabri and lives in Coonamble. Les is married to Judith Fernando with 5 children, numerous grandchildren and great grandchildren. Over the years their home was also open to a number of foster children.

Les has worked with Aboriginal Organisations such as the State Aboriginal Lands Council being State Chairperson. He has worked with the Aboriginal Legal Service and many other organisations as a Board of Director.

Les is always a key contributor to the funding application for the Coonamble Aboriginal Medical Service (CAHS) and he has been a Board Member of CAHS since it's inception in 2007, watching the service grow.

For 35 years or more, Les has worked with Aboriginal Politics, over this time he also had his own family business and is part of many other committee's throughout the community.

Les has enjoyed working and serving the Aboriginal Communities throughout NSW and is a valued Director with the Coonamble Aboriginal Health Service.



Director

Angela Fernando

Angela is a proud Gamilaraay/Gungarri woman, living in Coonamble. She has 2 children and 1 grandson.

Angela has worked in Aboriginal Organisations and Education during her whole working career.

She has been an active member of CAHS since it was established, and is also a Director.

Angela is so proud of how far the Coonamble AMS and business has come, from a small Dr's Surgery to an expanding Medical Surgery, a Dental Clinic, Gym and Funeral Home. In addition the Dubbo AMS and recently opened Gilgandra AMS.

Angela says, "being able to support better health for our Aboriginal Communities is our goal".



BOARD OF DIRECTORS



Director
Siffia Fernando

Growing up in Coonamble as an Aboriginal Mother with a young family, Siffia was aware of the needs for better health programs for her Mob.

As a board member of CAHS, Siffia will continue to advocate for better health programs so we can achieve greater health outcomes for our Aboriginal people.



Director
Gloria Fernando

As a very strong Aboriginal Yinarr with a connection to our local Gamilaraay Land, Gloria has always been a great advocate working towards better health outcomes for Aboriginal people.

For over 20 years Gloria has supported Coonamble Aboriginal Health Service to grow and she will continue to advocate for the better health outcomes for the Aboriginal people and communities.



CHAIRPERSONS REPORT

2022-2023



Message from the Chairperson

This year, has been an important year for CAHS celebrating 15 years since its official opening date. I would like to recognise the founding members of CAHS as well as the continual support from the current Board and the community.

I acknowledge Jan Arrowsmith as the longest serving Director on the CAHS Board and current Deputy Chairperson as well as acknowledging, Director Angela Fernando, David Ryan Company Secretary, Siffia and Gloria Fernando Directors, Les Trindall and Mark Riley the Chief Financial Officer. The work of this great Board continues to shine through with the growth of managing the business and the risk.

The CAHS Board of Directors has been proactive in setting a new direction of change for CAHS whilst working closely with the Chief Executive Officer Phil Naden. The new strategic plan for 2023-2028 will focus on Governance, Stakeholder Engagement, Workforce, Marketing, Local Cultural Protocol - Vision and Values as well as Revenue Diversification. This new plan will assist CAHS with a vision to lobby to State and Federal Governments, as well as Primary Health Networks (PHN), on future funding for CAHS.

The CAHS Board of Directors, have worked closely with CEO Phil Naden and all Directors as well as the Chief Financial Officer Mark Riley ensuring we are in line with all funding bodies and funding agreements. Additionally, we have delivered great financials for the Financial Year 2021/2022 and continue to maintain a healthy balance sheet. We have had a healthy input into our Financial Year 2022/2023 budgeting processes, this is transparent and realigns to the current operations.

On behalf of the CAHS Board of Directors, I would like to congratulate Carly Fernando on being the longest serving Staff member of CAHS as well as reflecting on the founding members and Jan Arrowsmith commitment to CAHS since it opened its doors.

The Board of Directors and I look forward to the 2023-2024 financial year where we will continue to serve the Aboriginal communities in Western and Far West NSW, and ensure that health care is culturally safe, accessible and tailored to the needs of our communities.

Brendon Harris
Chairperson
Coonamble Aboriginal Health Service



CEO REPORT

2022-2023



Message from the CEO

Firstly, I would like to extend my gratitude and thanks to all staff of Coonamble Aboriginal Health Service (CAHS), inclusive of, Dubbo Regional Aboriginal Health Service, Gilgandra Local Aboriginal Medical Service, the Funeral home, Gym, Dental, Administration, Permanency Support Program, Integrated Team Care, Events, Social Emotional and Wellbeing team as well as the Executive and Management team. Before delving into this year's accomplishments, I wish to acknowledge the enduring legacy of CAHS and recognise the celebration of 15 years' service since the official opening of CAHS. To the foundational members whom have paved the way for CAHS over the past 15years, I take my hat off to you all.

To the current Directors I also acknowledge you, Chairperson Brendon Harris, Deputy Chairperson Jan Arrowsmith, Director Gloria Fernando, Les Trindall, Siffia and Angela Fernando, Company Secretary David Ryan and Chief Financial Officer Mark Riley.

Strategic Plan

The CAHS Executive and Management team have proactively steered CAHS towards a transformative path in setting a new strategic direction. This new strategic plan emphasises Governance, Stakeholder Engagement, Workforce, Marketing, Local Cultural Protocol - Vision and Values as well as Revenue Diversification. This new plan will provide vision as well as expansion to staff with the necessary resources for a stronger organisation. The formulation of this vision and strategic plan was a collective partnership by all staff and the Board of Directors.

Funding

CAHS continue to operate at a very high level and are well engaged with Government at the Local, State and National Level. CAHS have been successful this year in securing multiple funding projects, including one for Targeted Early Intervention project which works closely with schools on attendance. CAHS also received capital works funding for the expansion of GLAMS and is also in the process of fitting out our Permanency Support Building located in Tooloon Street.

I commend the efforts of all staff for their ongoing contributions in the clinics and across our business which have fostered increased engagement with community in relation to policy submissions, and participation in Closing the Gap meetings.

CAHS are also continually working with Universities on research projects and external partners on collectively working for outcomes for our people in the region. The outcomes of these engagements have culminated in CAHS meaningful contribution to the development of a strong regional health plan in the West and Far West Region of NSW. This reflects CAHS commitment to effecting positive change for Aboriginal and Torres Strait Islander communities across NSW.

Acknowledgements

I would like to thank our key stakeholders: NACCHO, AH&MRC, Bila Muuji, NSW Health, The Ministry of Health, The Centre for Aboriginal Health, the WNSWPHN, RDN, Marathon Health, local business's, local schools, and the Department of Health for their ongoing support of CAHS.

In the reporting period CAHS have invested heavily into the training and support of our entire team inclusive of Managers and Executive. Without highly skilled and qualified staff, CAHS would not be in the position it is in today.

The Board of Directors and I look forward to the 2023-2024 financial year where we will continue to serve Aboriginal communities in NSW, and ensure that health care is culturally safe, accessible and tailored to the needs of our communities.

Yours in unity,
Phillip Naden
Chief Executive Officer
Coonamble Aboriginal Health Service



Executive Officer's Report

2022-2023



Executive Officer Western

In late May this year I was appointed Executive Officer Western for Coonamble Aboriginal Health Service.

My role involves working closely with Chief Executive Officer and Executive Officer Far West on all aspects of the business. Since my appointment I've represented CAHS in Canberra at the NAIDOC Week Luncheon highlighting First Nation Leadership Corporate, Community Academia and Government in July.

I've been working collaboratively reviewing the business Strategic Plan and Cultural Safety Framework based on staff feedback from staff development days.

I continue to attend conferences and forums at a State and National level to keep informed of the sector we work in and is relevant to the scope of our business.

With the recent celebration of the 15th Anniversary of CAHS I'm excited to see the ongoing growth of the CAHS business. Additionally, my role includes overseeing the daily operations of Gilgandra Local Aboriginal Medical Service, the Bringing Them Home and the Social and Emotional Wellbeing Programs.

I coordinated all of the reporting requirements for over 20 government contracts for CAHS inclusive of reviewing and developing various Activity Work Plans, Risk Management Plans and Budgets.

I provide support to each of the GP practices in strengthening Continuous Quality Improvement capacity through further development and implementation of CAHS framework in accordance with best practice standards for primary health care.

I work in collaboration with the relevant Managers and staff to achieve AGPAL accreditation, maximise revenue opportunities, coordinate the functions of the compliance systems that hold CAHS business policies and procedures.

I acknowledge the CEO and Senior Management team in the great work done in the previous year and I look forward working with all CAHS staff in the year to come.

Cherie Forgione
Executive Officer Western
Coonamble Aboriginal Health Service



Executive Officer's Report

2022-2023



Executive Officer Far West

I would like to begin by acknowledging the Executive staff, Managers and the staff of the Coonamble Aboriginal Health Service (CAHS), Elders past and present, and our emerging leaders.

I would also like to acknowledge the Chief Executive Officer Phil Naden and all CAHS Board of Directors.

During the 2022-2023 reporting period I have had an extremely busy time overseeing the operations of a few projects as well as transitioning from my substantive position of Executive Assistant to the Executive Officer Far West role. My new role incorporates similar roles and responsibilities and has also given me more significant roles such as reporting.

During the reporting period, I still oversee the maintenance section of the organisation, which means I manage staff that undertake their roles as maintenance workers and cleaning. During the reporting period, I worked closely with the CEO Phil Naden in ensuring that our Permanency Support project was fully functioning.

The Permanency Support Program (PSP) is a project which supports safety, wellbeing and positive life outcomes for children and young people in the child protection and OOHC systems in NSW. Fortunately for CAHS, we are now accredited as a PSP provider and we are now working with our communities in providing tailored services to vulnerable children so that they can grow up in stable, secure and loving homes.

Other services I oversee is the local Gym and the Coonamble District Funeral Services staff and as the EO of the Far West, I am responsible for reporting on the Government contracts relevant to Coonamble and the wider communities as needed.

I am an active member of the Coonamble Community Working Party and recently appointed to the Sustainable Primary Care Committee and an active member on the Aboriginal Health Council with the WNSWPHN and a committee member of the Out of Home Care Transition Advisory Committee. I also get the chance to advocate for our organisation and community alongside the CEO at a regional, state and national level which involves attending meetings, forums and conferences.

I continue to seek relevant training workshops and qualifications to expand my current skillset, this will help emphasise my desire to working towards Closing the Gap for our people.

In closing, I would like to acknowledge all the staff that I work with and it's a privilege to be working in an Aboriginal Community Controlled Health Organisation.

Beau Ewers
Executive Officer Far West
Coonamble Aboriginal Health Service



PEAK BODIES



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/AMs.

NACCHO's work is focused on:

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



AH&MRC

STATE PEAK BODY



AH&MRC
Aboriginal Health & Medical
Research Council of NSW

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.



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.

The Bila Muuji Aboriginal Corporation Health Services Incorporated comprises Aboriginal Community Controlled Medical Services from Coomealla, Coonamble, Dubbo, Forbes, Gilgandra, Orana Haven and Orange and we are very active in trying to address the health inequality in each of our local communities. 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".





CTG ABORIGINAL HEALTH

HUMAN RESOURCES REPORT 2022 - 2023

Whilst Coonamble Aboriginal Health Service (CAHS) continues to expand across the region in which it covers, we still face the challenges of workforce. Since the last reporting period CAHS have continuously advertised vacant positions with some being filled and a number still being advertised.

Below is a list of positions we have recruited to in each of our businesses during the reporting period.

Coonamble

- Full-Time General Practitioner
- Child and Family Health Registered Nurse
- Receptionists
- Cleaners
- Dentist
- Dental Assistants
- Aboriginal Outreach Wellbeing Officer
- Funeral Directors Assistant
- Out of Homecare Case Worker
- Mental Health Registered Nurse
- Principal Officer

Dubbo

- Child and Family Health Registered Nurse
- Aboriginal Outreach Wellbeing Officer
- Receptionists
- Midwife
- Counsellor
- Psychologist
- Aboriginal Health Worker
- Aboriginal Health Practitioner

Gilgandra

- Receptionist
- Aboriginal Health Worker
- Registered Nurse
- Maintenance Worker/Cleaner
- General Practitioner
- Aboriginal Outreach Wellbeing Officer

The HR Department and the Executive will focus on workforce issues and reporting in the next reporting period as the challenges faced are not isolated to CAHS.

With this focus into the next reporting period, I attended a two day National Workforce Summit held in Brisbane in March hosted by the National Aboriginal Community Controlled Health Organisation (NACCHO) which was designed to help our services identify workforce challenges and opportunities to increase our workforce capacity. I was able to contribute towards a national solution for a sustainable Aboriginal workforce within our services. I took away some strategies to improve our recruitment processes and staff retention.

Following this, I attended a HR Summit in Melbourne in July where I had the chance to attend face to face information sessions involving HR leaders in successful companies across Australia. I was able to walk away with strategies and tools to enhance performance and leadership within our teams and implement processes that are efficient and effective to employee on-boarding.

My next step is to implement a new process for recruitment. I am currently researching innovative ways to sell our service and make it more enticing to want to work with CAHS, this being videos/TikToks involving our current employees sharing their pathways to success and why they love working for CAHS.

CAHS recently celebrated 15 years of service to the community which involved acknowledging staff, networks and partnerships throughout this period. Within the 15 years, CAHS have five (5) employees who have been employed for 12 years or more and continue to grow. We are grateful to have committed employees and appreciate the hard work and productivity over the years.

Finally I graduated this year from Charles Sturt University with a Degree in Human Resources which was supported by the Executive and Board of CAHS. I am very pleased to have had this opportunity to further my tertiary education.

I look forward to the journey ahead exploring technologies and software's that will increase our workforce as well as supporting our current employees with their career pathways.

Wannita Glover
HR Manager





COONAMBLE ABORIGINAL HEALTH SERVICE

The Coonamble Aboriginal Health Service (CAHS) GP Clinic is located at 17 Tooloon Street in the CBD of Coonamble. Our opening hours are 8:30am -5:00pm Monday to Friday. We have a patient population of 4462 with 2533 classed as active patients (3 visits in the last 2 years), 60% of our patients identify as Aboriginal and/or Torres Strait Islander. This Clinic is accredited with AGPAL until July 2025.

Coonamble AMS is staffed with the following:

- Practice Manager
- Practice Support Manager
- 2 Full time GPs
- 1 Locum GP
- 3 EEN's
- 1 Aboriginal Health Practitioner
- 1 Aboriginal Health Worker
- 2 Medical Receptionists
- 1 Casual Medical Receptionist
- Smoking Cessation Officer
- Counsellor
- Indigenous Health Project Officer (ITC)
- Locum Registered Nurse/Mental Health Nurse
- Pharmacist
- Mental Health Nurse (RN)



Coonamble Aboriginal Health Service is a bulk-billed practice that offers the following these includes:

- Aboriginal and Torres Strait Islander Health Assessments (known as 715's)
- Chronic Disease Management including GP Management Plans and EPC Referrals
- GP Medical Assessments
- Immunisations, including COVID-19 vaccine, Flu vaccine, childhood to Adult immunisations
- Smoking Cessation
- ECG's
- Spirometry
- Minor Procedures
- Dressings
- Contraception advice
- Registrations with Medicare, including new enrolments, replacement cards, Chronic Disease and Indigenous PBS Co-payment

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.

Transport is available for our clients to access our service as well as attend appointments at Coonamble Hospital and to collect medications from Caremore Pharmacy. The transport continues to be very busy.



COONAMBLE ABORIGINAL HEALTH SERVICE

CAHS provides our patients with the opportunity to attend appointments with visiting allied health and specialist, these includes:

- Diabetes Educator
- Dietitian
- Optometrist
- Mental Health Counsellor
- Alcohol and other Drugs Counsellor
- Pharmacist
- Podiatrist
- Hearing Clinics
- Cardiology
- Dermatology
- Speech Pathology
- Occupational Therapist

CAHS use both telephone and Video link up to engage with specialist, the use of this technology allows our patients to participate in specialised care without any additional cost to travel. Specialist engaged are Endocrinologist, Geriatrician, Psychiatrist and Pain Specialist.

Our team highlights Health promotions by aiming to support and guide our community to make good decisions about their own health. This is achieved by having a monthly focus on health conditions within the clinic and on our social media. These include;

- 715's
- Heart Health
- World Cancer
- Fall Prevention
- Mental Health
- Hep C Clinic
- World Diabetes Day
- World Sight Day
- Disability Expo
- CAHS Health Expo

Staff also participate in health promotions in the community and with other organisations.

Coonamble Aboriginal Health Service in partnership with AH&MRC held a Health Expo "Our Health Our Future" for our community. The Our Health Our Future is a program primarily focusing on enabling Aboriginal and Torres Strait Islander communities to have control over and to improve their health through promotion of health lifestyle choices and encouragement of annual health assessments. The day brought community together to access health literacy and education from key stakeholders that attended with an information stall.



COONAMBLE ABORIGINAL HEALTH SERVICE

In 2023 Coonamble Aboriginal Health Service continued to attend the schools in Coonamble to provide 715 Annual ATSI Health Checks, our team were supported by Coonamble Dental, NSW Health Dental and Sexual Health Teams. Students were given a pair of shorts with an Aboriginal Print designed by Jessie Blattman.

In the past 12 months, staff have been involved in numerous different activities. July 2022 saw CAHS host an Elders Camp Oven Feast to celebrate NAIDOC. August the clinic had a health promotion targeted at 715's to increase patient attendance and focused on COVID Vaccinations with support from Aboriginal Affairs. The Yinarr group formed this month as part of the Ironbark Project, Aboriginal Women meet weekly for a social group doing different arts and craft, health activity, and yarning. Aboriginal and Torres Strait Islander Children's Day activities were held this month.

September the Rural Doctors Network visited with medical and allied health students. October the 'Too Deadly for Diabetes' program gained success with over 2000kg weight loss within the community. Coonamble staff attended the launch of Fair Dinkum Choices at Taronga Western Plains Zoo. CAHS also hosted a Disability Expo for community to attend and access services associated with the NDIS.

November CAHS Health Promotion focused on World Diabetes Day for Diabetic Clients to attend the clinic and receive a diabetes health check. December the whole organisation had two days off to attend staff development in Dubbo.

In 2023 staff have attended, promoted and celebrated National Social and Emotional Wellbeing Forum, International Womens Day, National Close the Gap Day, National Sorry Day, IASIST, Interagency Meetings, Domestic Violence Campaign, School NAIDOC Events.

Practice Manager Ruth Luppino, Practice Support Manager Carly Fernando along with managers across our organisation travelled to New Zealand where they visited a health service in Porirua to expand their knowledge in health, learning about local culture and contributing health factors.

Coonamble Aboriginal Health Service continued its support of the student training program coordinated by the University of Western Sydney by providing clinical placements to four medical students enabling them to experience GP life in a rural community.

The Coonamble Aboriginal Health Service Team would like to take this opportunity to thank our patients and the Coonamble community for their patience during the year and we will continue to strive and be committed to providing our patients with high quality care.

Ruth Luppino
Practice Manager



Carly Fernando
Practice Support Manager



COONAMBLE ABORIGINAL HEALTH SERVICE





COONAMBLE DENTAL CLINIC

The Coonamble Dental Surgery, which has been run by CAHS now for approximately 10 years and is situated at 17-19 Castlereagh Street., Coonamble.

We have 2 treatment rooms, providing the best care to both public and private patients.

Our operating hours are 8:30am to 5pm Monday to Friday. The Dental Surgery staff consists of; 1 Practice Manager, 1 Dentist, 1 Receptionist/Dental Assistant.

We also have 1 part time dentist Dr Mark LoSchiavo still visiting monthly, we are very fortunate to still have Marks support and expertise.

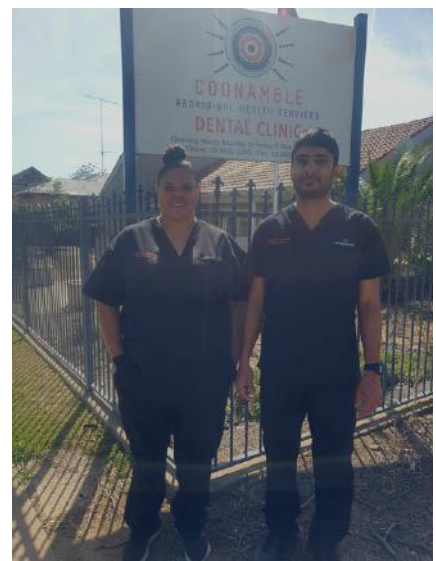
Dr Abhay Gupta is our full time Dentist and comes with great knowledge. Shay-Marie Hooper is the Practice Manager. Shay started out as a qualified Dental Assistant, Shay is also a valued team member.

Rhiana Arrowsmith has just started as the surgery's Receptionist/Dental Assistant and is already a valued team member.

Shay-Marie Hooper
Practice Manager



Coonamble Dental Surgery





COONAMBLE GYM

At Coonamble Gym we want to promote and support our community in achieving a healthy active lifestyle.

We encourage this by offering 17 classes Monday - Friday, Personal Training and personalised programming for all ages and fitness levels.

We aim is to utilise our social media accounts to keep locals and people visiting the area up to date information on what's happening. For example; what monthly challenge is currently running, class updates, staffed hour changes, class schedule, pricing list etc .

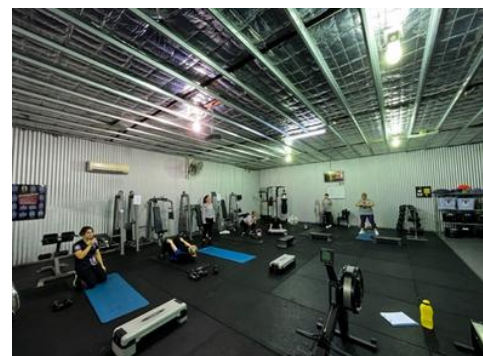
Now that we are able to offer 24 hour access our member base has increased dramatically, currently ¾ of our memberships purchased are for a 12 month period. The client base is ranging from 16 years -80 years.

In addition to the 17 classes currently running, we offer 2 classes for our elderly population focusing on balance and basic fitness principles.

Currently we are in the planning phase for our large 8 week challenge which will kick off in October. We will continue with our monthly challenges as the have been a hit amongst members.



Brittany Baker
Gym Manager





CONAMBLE DISTRICT FUNERAL SERVICE

Coonamble District Funeral Services (CDFS) commenced in January 2017, and is now in sixth year of operations. In 2020 Covid-19 had a huge impact on the CDFS followed by extensive damage in late December to our Funeral Home from a freak storm which removed the complete roof. This was shortly followed by heavy rain, damaging all office equipment and caskets but CDFS persevered to ensure we could operate.

During 1 July 2019 – 30 June 2020, we had a total of 29 funerals around the district, and CDFS has been busy making quotes and installing headstones.

Due to extensive damage and repairs to our building along with Insurance Claims we have now rebuilt the Funeral Home to a very successful business.

CDFS continue with our headstone orders, as they are in high demand. Currently we have had a total of fourteen (14) funerals for this reporting period.

At present CDFS have one full time Funeral Director, with support of additional staff to help with funerals and cemetery grave set-up. CDFS are currently advertising for a part-time Assistant Funeral Director to support our business, families and communities and to assist in organising funerals, and completing documentation as legally required.

CDFS is a Aboriginal Community Controlled Funeral Home and we are sensitive to the needs of our own people around 'sorry business' time as well as reaching out to the wider community.

Donna Harris
Funeral Director





DUBBO ABORIGINAL MEDICAL 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 5769 with 2928 classed as active patients (3 visits in the last 2 years) 86.2% of our patients identify as Aboriginal and/or Torres Strait Islander.

The Dubbo AMS is staffed by 3 Full time GPs, 1 Practice Manager, 3 Practice Nurses, Child and Family Health Nurse, Midwife, 1 Aboriginal Health Practitioner, 1 Aboriginal Health Worker, 1 Operations and Systems Manager, 1 Child and Family Health Nurse, 4 Receptionists, Events Coordinator and ITC Support work.

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, Dietician, Podiatrist, Optometrist and a Pharmacist.

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:

- Endocrinologist
- Psychiatrist



DUBBO ABORIGINAL MEDICAL SERVICE

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 the last 12 months staff have been involved in a number of health promotion activities within the community. DAMS Aboriginal Health Practitioners/Workers and our clinical team have been working with the Clontarf Foundation and Girls Academy at 3 local high schools and 1 public school to provide the 715 Annual ATSI Health Checks, Our AHW team were supported by Dubbo Sexual Health, Billa Muuji AOD, Western Sydney University, Dubbo Charles Sturt University to complete around 700 Health Checks over a period of 4 weeks. The 715 health check is a preventative health assessment designed specifically to support the health needs of Aboriginal and Torres Strait Islander people.

DAMS have partnered with Western Sydney University to provide Indigenous Health Placements in which 2 Students attended our clinic with the underlying principle of engagement with the Aboriginal Community and to integrate cultural immersion and medical education. This program puts DAMS and the student at the heart of the Aboriginal community to experience Aboriginal health in urban, rural and remote settings and provides a practical experience in consulting with Aboriginal and Torres Strait Islander patients in a culturally safe environment.

Dubbo AMS are working continuously with RACGP (formally GP Synergy) with recruitment and training of a number of Registrars. The past 12 months, two of these Registrars have successfully followed. The Australian General Practice Training (AGPT) Program is the most common training pathway for Doctors seeking to specialise as General Practitioner (GP) in Australia. It is an Australian Government-funded three-year, full-time (or part-time equivalent) program, with an optional additional Rural Generalist training year.

Dubbo AMS Bringing them Home team and all staff commemorated National Sorry Day this year 26th May by holding a community event acknowledging the strength of Stolen Generations Survivors and reflected the healing process for Stolen Generation.

The DAMS team would like to take this opportunity to thank our patients and the Dubbo community for their patience during the last 12 months and we will continue to strive to provide our patients with high quality care.

Jaime Keed
Practice Manager



DUBBO ABORIGINAL MEDICAL SERVICE





GILGANDRA LOCAL ABORIGINAL MEDICAL SERVICE

Gilgandra Local Aboriginal Medical Service is a Service Expansion Clinic under Coonamble Aboriginal Health Service funded through the Department of Health and Ageing.

Gilgandra Local Aboriginal Medical Service (GLAMS) was officially opened Tuesday 22nd February 2022 and celebrated our first year of operation early this year. GLAMS patient numbers continue to grow with around one third of the population of Gilgandra registered.

With the growing number of patients GLAMS continue to seek the recruitment of a second GP to support the clinic to provide much needed Primary Health Care to the Gilgandra community. Our clinic is open Monday to Friday from 8:30 am to 5:00pm.

Our team consists of a 1 Practice Manager, 1 Receptionist, 1 Registered Nurse, 1 Aboriginal Health Practitioner, 1 General Practitioner and a Maintenance Worker.

We provide a range of services, support and primary health care for our patients including:

- o Aboriginal and Torres Strait Islander Health Assessments
- o Chronic Disease Management
- o Minor Procedures
- o Wound Management
- o Women's Health Clinics
- o Optometry Clinic
- o Dietitian Clinic
- o Counselling
- o Diabetes Education Clinics
- o Social Emotional Wellbeing Support
- o Podiatry
- o Hearing Checks - Adults and Children

This year we were happy to secure a partnership to provide both Podiatry and Hearing Checks for adults and children regularly at the clinic with both clinics being well received by the community.

Our team continue to develop a positive working relationship with local services providers who service the community, this year GLAMS held their first Health Expo Event in May with over 15 service providers and over 100 community members attending, there was lots of information shared during the day and many prizes won.

GLAMS continue to seek funding opportunities to bring new projects and services to the community and we are excited to announce we will be relocating to a new building in the new year! The new clinic will see an increase in staff and service delivery to the community, an open day will be held for the community and will invite guests to view the new clinic before business commences.



GILGANDRA LOCAL ABORIGINAL MEDICAL SERVICE

This year our team have take the opportunity to attend any training available to them to gain knowledge and upskill including Hearing Workshop, Continuous Quality Improvement Forum, Work Health and Safety Training, Social Emotional Wellbeing Conference and Chronic Disease Management Conference, Media Training, NACCHO Conference and many more.

The Practice Manager got the opportunity to travel to New Zealand early this year along with other senior managers of the organisation to look at aspect of Indigenous Health and Cultural Diversity. The learnings from this trip were the implementation of our own culture into our daily operations inclusive of language, Elder influence and guidance, cultural practices. We look forward to hosting our New Zealand friends when they choose to visit our practices.

We look forward to another year of building and maintaining strong working relationships, providing positive health messages and quality primary health care to our patients and community.

Cherie Forgione
Practice Manager



GILGANDRA LOCAL ABORIGINAL MEDICAL SERVICE



SOCIAL AND EMOTIONAL WELLBEING DUBBO

During the past year the SEWB program has had another busy 12 months working across seven communities delivering age-appropriate wellbeing programs and supporting local SEWB needs.

The team continued to support the school base programs Clontarf Foundation in Coonamble, Coonabarabran, Narromine and Dubbo by delivering programs around Drugs & Alcohol, Well-being Matters, Suicide Prevention, Exercise & Mental Health, Actions and Consequences.

This year the team have implemented a cultural activity with most of our school group activities, we are sharing our cultural knowledge and skills on paint traditional Aboriginal art. Students are really enjoying gaining some cultural skills as well as enjoying the opportunity to learning outside of a classroom setting.

The team work hard on maintaining strong partnerships with local stakeholders, community members and leaders to ensure culturally appropriate service delivery and supports within community to ensure the program continues to meet community needs. Our team often seek, assess, and implement feedback that is received from clients, community and stakeholders.

This year both staff worked towards completing a Dual Qualification Certificate IV in Mental Health/ Alcohol and Other Drugs course with AH&MRC. Staff also take any opportunity to upskill within the sector and have attended many workshops and forums including the 6th National Social and Emotional Wellbeing Forum in Perth.

The SEWB team are also part of the Cultural Mentoring Team for the Dubbo AMS, the team is called upon the provide cultural mentoring sessions for all new staff employed within the organisation, in the past year they have developed a framework that includes many learning opportunities for the new staff member. Including yarning session, culturally significant site visits, meet and greet with community Elders and leaders. Thus far all who have participated in the mentoring sessions are being very appreciative of our staff sharing our culture with them.

Whilst we have seen many positive outcomes through this program in the past, the SEWB program will aim to widen the scope of practice and focus on developing, sustaining better access and pathways for our communities when seeking social and emotional wellbeing supports. We look forward to working with each of the communities in the coming year!

**Cherie Forgione
Program Manager**



BRINGING THEM HOME - DUBBO

During the past year the Bringing Them Home (BTH) project continued to provide services through community groups and individual counselling. The team continued their focus on resuming the foundation work from previous years and expanding on the success in the delivery of project and engagement with key stakeholders.

With staff providing consistency across the communities, we had a high demand of counselling and the Bush Tucker Yarns (BTY's) which is a group for adults to attend in Dubbo.

Firstly, individual counselling continued with clients with the aim of working with the clients to meet their goals this included advocacy work for clients, supporting individuals as a strong voice with the Disability Royal Commission in "Your Story" and those effected with disabilities to bring their story forward. Clients who are still affected by past Stolen Generation practices as well as helping to build stronger connections with stakeholder and agencies such as Aboriginal Legal Services and child protection agencies like Kari and connecting women to safe legal services to help them with the navigation of Victim of Crime matters and recognition payments.

The BTH team acknowledge working effectively with key stakeholders continues to be critical towards the advocacy for our clients, providing in-services with agencies like Department of Community and Justice, Community Mental Health and Drug & Alcohol, and Dubbo Local Aboriginal Lands Council. Others include, the NGO sectors, Clontarf, and each of their Academies has ensued. Building partnerships in this space is ongoing, however, not only was this work done to advocate for clients but to also showcase what supports the BTH project is about.

This year we held another successful Sorry Day held on the 16th June (due to wet weather on the 26th May) this major community event is developed and implemented by the entire team at Dubbo Regional Aboriginal Health Service. This year's event saw an estimated 150 people and 25 service providers gather in support for SGS's historical traumatic experiences. It was great opportunity for the community to unite and remember or commemorate the effects of past policies on survivors or family members and offer many healing options.

In closing, it is evident during this period it has been very successful for the BTH project, and building strong partnerships with key stakeholders has contributed to this success. This has led to continuous counselling; additional schools reaching out for the project to support and guide the next generation of leaders amongst our communities we live in. Also, with the persistence, BTH's has made progress with participants continually coming. The community events were very rewarding this year, as a team we will look to improve which is critical is supporting or improving SEWB for SGS's and the broader Aboriginal and Torres Strait Islander communities.

Cherie Forgione
Program Manager



Banma-li ITC Program

The Coonamble Aboriginal Health Service Integrated Team Care program commenced 1st January 2023. During this initial set up stage the team worked closely with community to name and produce a logo for the program, Banma-li means to help in Gamilaraay language.

In the Program we have an Indigenous Health Project Officer based in the Coonamble Office and an Aboriginal Outreach Worker based in the Dubbo Office.

The Banma-li ITC program is for planned chronic disease management for Aboriginal and Torres Strait Islander people who have a diagnosis of one of the following chronic diseases and who reside within the boundaries of the Western NSW Primary Health Network (WNSW PHN).

Diabetes Cardiovascular Disease Chronic Kidney Disease
Chronic Respiratory Disease Liver Disease Cancer

The program aims to improve health outcomes for Aboriginal people with these 6 chronic conditions through care coordination, multidisciplinary care and improved access to culturally appropriate mainstream primary care services.

To access the program clients are required to have a consultation with their usual treating GP to obtain a Banma-li referral and have a GP management plan completed with all specialists relating to their care included in the plan. Clients are also required to provide their Confirmation of Aboriginality.

Services that are available through the program

- Travel and accommodation to attend health appointments
- Consultation fees
- Medical footwear fitted and prescribed by a Podiatrist
- Assistive breathing equipment eg: asthma spacer, CPAP, nebulizer
- Blood glucose monitoring equipment
- Mobility aids eg; crutches, walking frame, shower chair, non -electric wheelchair (all mobility aids must be prescribed by approved GP's, specialists or allied health professionals)

The Banma-li ITC Program covers the following regions comprising of the Bogan, Lachlan, Narromine, Warren, Coonamble, Dubbo Regional, Gilgandra, Mid - western regional, Warrumbungles Areas. Also including over 20 smaller villages in between.

Since commencing service delivery, we have helped over 290 clients, received 360 referrals and engaged with over 790 service providers and key stakeholders.

We have had a very busy year and enjoyed helping our communities' access much needed health care and supports and we look forward to working with everyone again in the year to come!

Kym Lees
Indigenous Health Project Officer



Fair Dinkum Choices

Fair Dinkum Choices™ is a slogan that has been trademarked by the Coonamble Aboriginal Health Service Limited in relation to health promotions and activities related to Aboriginal Health which has had the support of an Indigenous Law Firm – Terri Janke and Company. The trademark has been through a very rigorous process and was launched in October 2022 in Dubbo.

The initiative to trademark 'Fair Dinkum Choices' was to showcase health promotions around words that resonate with our people as well as the wider community and linked to organisations such as Aboriginal Community Controlled Organisations and the Non – Government Organisation sector.

The concept of being 'Fair Dinkum' about your health was inherent therefore the slogan of:

'If you're serious about your health, isn't it time you made some Fair Dinkum Choices?'™

CAHS have also developed an APP, which is currently on the APP store on your iPhone or Android mobile phone.

The words Fair Dinkum, came from our Champion Jonathan Knight from Bourke, who use to sit around with a few close friends and talking about the issues that was affecting our small community, and trying to implement some programs that would help combat those issues, whether it was healthy eating, Drug/Alcohol or Mental Health, so they would say to each other, just be 'Fair Dinkum' about it, and it sort of stuck.

The launch was facilitated by Sean Choolburra, International Comedian, and key note speakers included Greg Inglis from the Goanna Academy, Nikita Tompkins from Illawarra AMS – Healthy Deadly Kids and Tyson Demos, Ambassador to the Healthy Deadly Kids Program and former NBL player with the Illawarra Hawkes and Gold Cost Blaze as well as Brent Naden NRL Player with West Tiger's.

We currently have signed agreements with 4 organisations, partnering with Fair Dinkum Choices™, merchandise available for purchase via the App and we are continuing to support Health Promotion with our partners.

Pam Renata
Events Co ordinator



UPDATE FROM THE FINANCE DEPARTMENT



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UPDATE FROM THE FINANCE DEPARTMENT

As with much of the Coonamble Aboriginal Health Service, the finance team is still seeing the events of the COVID-19 Pandemic affect the grant income being released by the government. These grants have now pivoted from mostly fighting the pandemic to mental health services to allow people to recover from the pandemic. Additionally CAHS has taken on the Integrated Team Care Project this year, which has seen our grant income increase significantly. CAHS has continued to provide valuable service within our Coonamble, Dubbo and Gilgandra communities through our Clinics and various programs.

Some key financial data for the 2022/23 year:

- Continuing on after last year's operating profit of \$316,661.44, CAHS again had an operating profit, this year it was of \$299,405.
- Grant income in 2023 was \$9,593,813, up from \$7,994,249. As mentioned above, these grants include new ones associated with Mental Health and the Integrated Team Care Project.
- Medicare income from all sites totalled \$2,431,152, an increase by 20% on last year.
- With the increase use of contractors instead of full-time staff, our wage expense has reduced to \$5,513,871.
- At the end of the year, CAHS was holding over \$1.6M of grants that are prepaid for the 2023/24 financial year.
- Due to the above prepayments, the cash on hand held by CAHS has increased to \$3.9M at 30 June 2023.

As with every year, there will be challenges ahead and the improvement of the financial position of CAHS will allow the organisation meet and overcome these challenges.

Mark Riley

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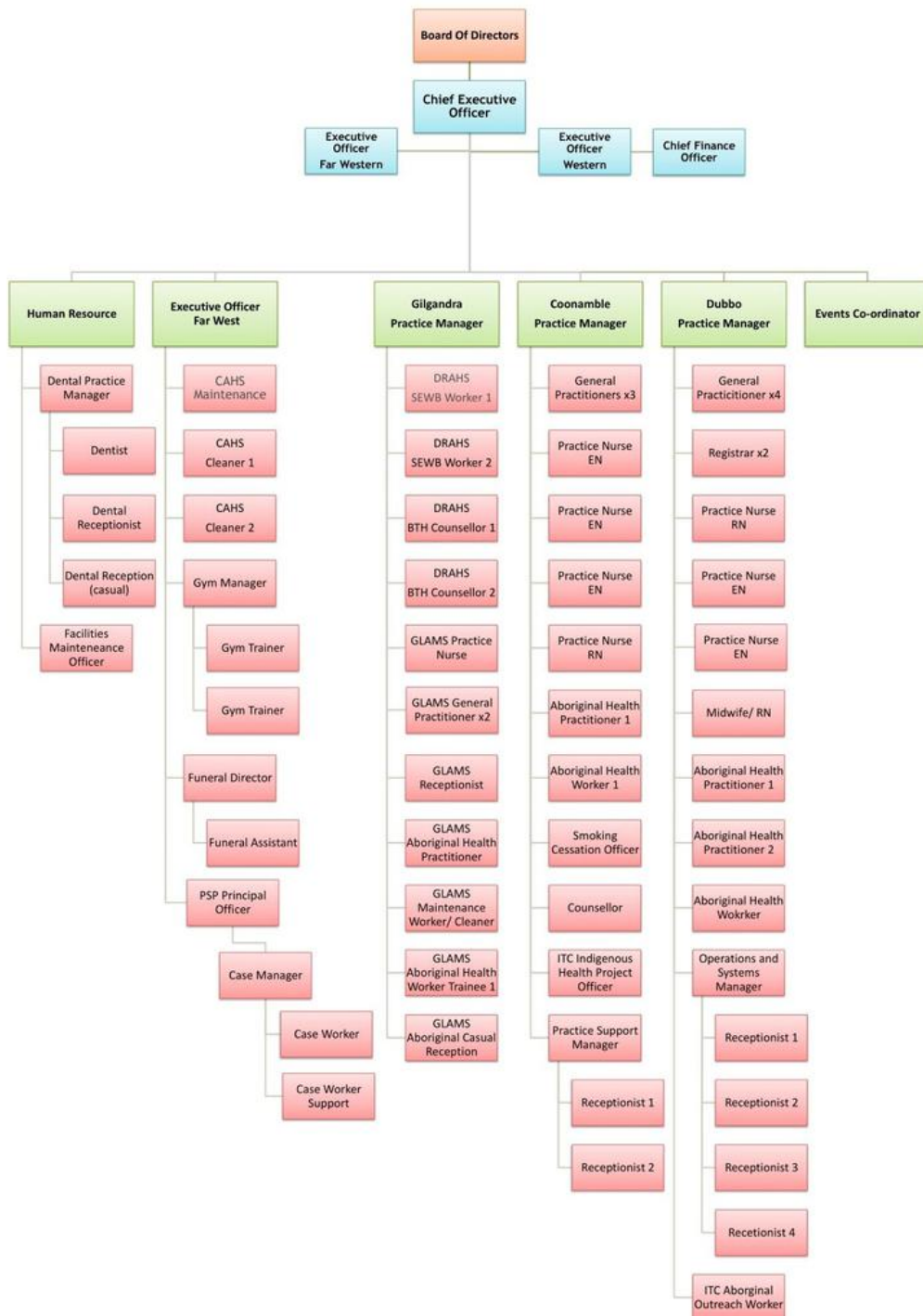
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