

Bega
Garnbirringu
HEALTH SERVICE

ANNUAL REPORT 2019

TABLE OF CONTENTS

OUR VISION	3
OUR MISSION	3
CHAIRPERSON'S REPORT	4
CHIEF EXECUTIVE OFFICER'S REPORT	5
WORKFORCE DEMOGRAPHICS.....	6
FINANCIAL REPORT	7
PRIMARY HEALTH SERVICES	16
CORPORATE CHART	22
NINDILA TRAINING CENTRE	27
NINDILA GRADUATING STUDENTS	29
SOCIAL SUPPORT UNIT	34
PHOTO COLLAGES	38
ACKNOWLEDGEMENT OF FUNDING	43



VISION AND MISSION

OUR VISION

Bega Gambirringu Health Services' vision for the future is for a society in which Aboriginal and Torres Strait Islander people are not disadvantaged and share a quality of life with health standards and life expectancy equal to the non-Aboriginal and Torres Strait Islander community.

OUR MISSION

Bega Gambirringu Health Services' mission includes the development and maintenance of a robust and diverse organisation that provides sustainable, culturally appropriate and holistic health services to Aboriginal and Torres Strait Islander people.

The organisation addresses the social determinants of health and provides for clinical, educational and preventative health services and the development and retention of the skilled workforce necessary to achieve its mission.

CHAIRPERSON'S REPORT

On behalf of the Board, I am honoured to be given the opportunity to present this year's report to members and stakeholders. Bega has continued to go from strength to strength in a year that saw the organisation further align itself with the highest standards of best practice in governance and management.

Following the enormous amount of work that went into reviewing and updating our Constitution to be compliant with the 2015 version of the *Associations Incorporation Act*, I am pleased to report that Bega's new Constitution was endorsed at the 2018 Annual General Meeting. The Board also undertook further Governance training to ensure we are in the best possible position to confidently guide Bega into what is nothing short of a very exciting future. I would also like to commend the Board on their commitment and professionalism, which allows us to conduct our business seamlessly and in the best interests of Bega.

In a year with so many highlights, the completion of Bega's Healthy Lifestyle Centre stood out as one of the most significant. It was a particularly proud moment for the Board when we got to walk through and admire this facility and the possibilities it holds for improving the health and wellbeing of our community. Bega is under constant pressure to provide a broader scope of services to our clients and a facility such as this certainly gives us increased capacity to respond to community needs. With more infrastructure upgrades scheduled for next year, Bega is strategically positioning itself to not only provide more services to existing clients, but also have the capacity to service more clients in the future.

Bega's financial health was further improved this year with the acquisition of new funding through Lotterywest and the National Disability Insurance Scheme (NDIS).

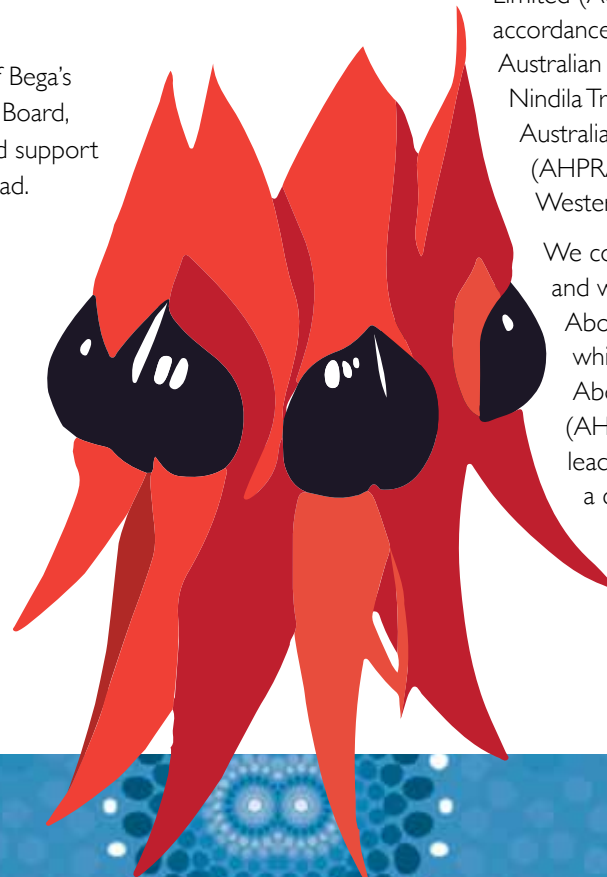
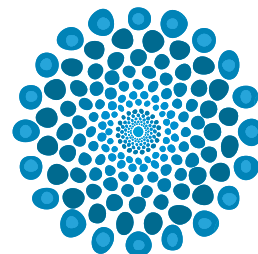
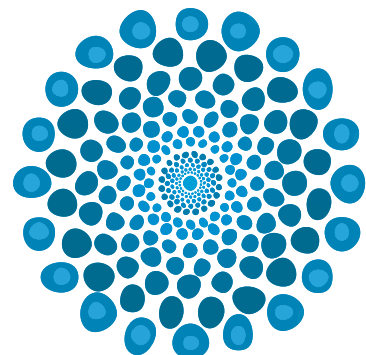


We have again met all the requirements to produce another unqualified financial audit, a compliment to the expertise of our executive management team and the financial stewardship exhibited by the Board.

Strategically, we are in a consolidation phase as we get the foundations right and prepare ourselves for future growth. While I am more than satisfied with the progress we are making towards achieving the objectives of our current strategic plan, *Bega 2020*, the Board has commenced with some forward planning activities to set a clear direction for the organisation post 2020.

It has been another busy year in the pursuit of Bega's long-term Vision and I would like to thank the Board, Bega staff and management for their continued support and look forward to another exciting year ahead.

Fabian Tucker
Chair 2018-2019



CEO'S REPORT

As another year draws to a close, it is time to pause and reflect on what has been a year of significant achievements and milestones for Bega. Since my last report we have experienced ever increasing momentum in pursuit of achieving the four cornerstones described in our current strategic plan, *Bega 2020*.

The completion of our Healthy Lifestyle Centre was met with much enthusiasm from the Board, Bega staff and the community we serve. While not officially opened yet, we are already using it to house some programs and conduct community activities. Our plans to re-develop properties at 12 and 14 MacDonald Street into a purpose-built Social Support and Workforce Development complex received a major boost in the form of a \$3.5 million grant from Lotterywest. We have also secured additional properties in close proximity to the clinic and are well on the way to creating a Central Health Precinct where clients will be able to access all Bega services in one location.

Further enhancing Bega's reputation for quality service delivery was the attainment of clinical accreditation through Australian General Practice Accreditation Limited (AGPAL). We successfully achieved this in accordance with the 5th edition standards of the Royal Australian College of General Practitioners (RACGP). Nindila Training Centre was successful in achieving Australian Health Practitioner Regulation Agency (AHPRA) and Training Accreditation Council (TAC) Western Australia registration.

We continued to focus on workforce development and workplace culture by way of formalising our Aboriginal Workforce Development Strategy, which I was privileged to present at this year's Aboriginal Health Council of Western Australia (AHCWA) state sector conference. Ongoing leadership training served to further instill a culture of collective responsibility in the workplace, where we all take responsibility for ensuring everyone enjoys a positive



work environment that is free from unhealthy behaviors. Succession planning initiatives were rolled out across the organisation to ensure business continuity in the absence of key personnel and nurture Bega's leaders of the future.

Our branding efforts moved into top gear through the sponsorship of this year's Goldfields Football League (GFL) Indigenous Round, giving all five local clubs the opportunity to produce locally designed Indigenous jumpers bearing the Bega logo. This served to further enhance Bega's reputation as the preferred provider for Aboriginal health services across the Goldfields.

Our service delivery scope increased slightly by way of taking on a program under the National Disability Insurance Scheme (NDIS), which saw the recruitment of a NDIS Coordinator and two Remote Community Connectors. The purpose of this program is to provide community education about the NDIS, assess client's eligibility to access the NDIS and assist them with this process.

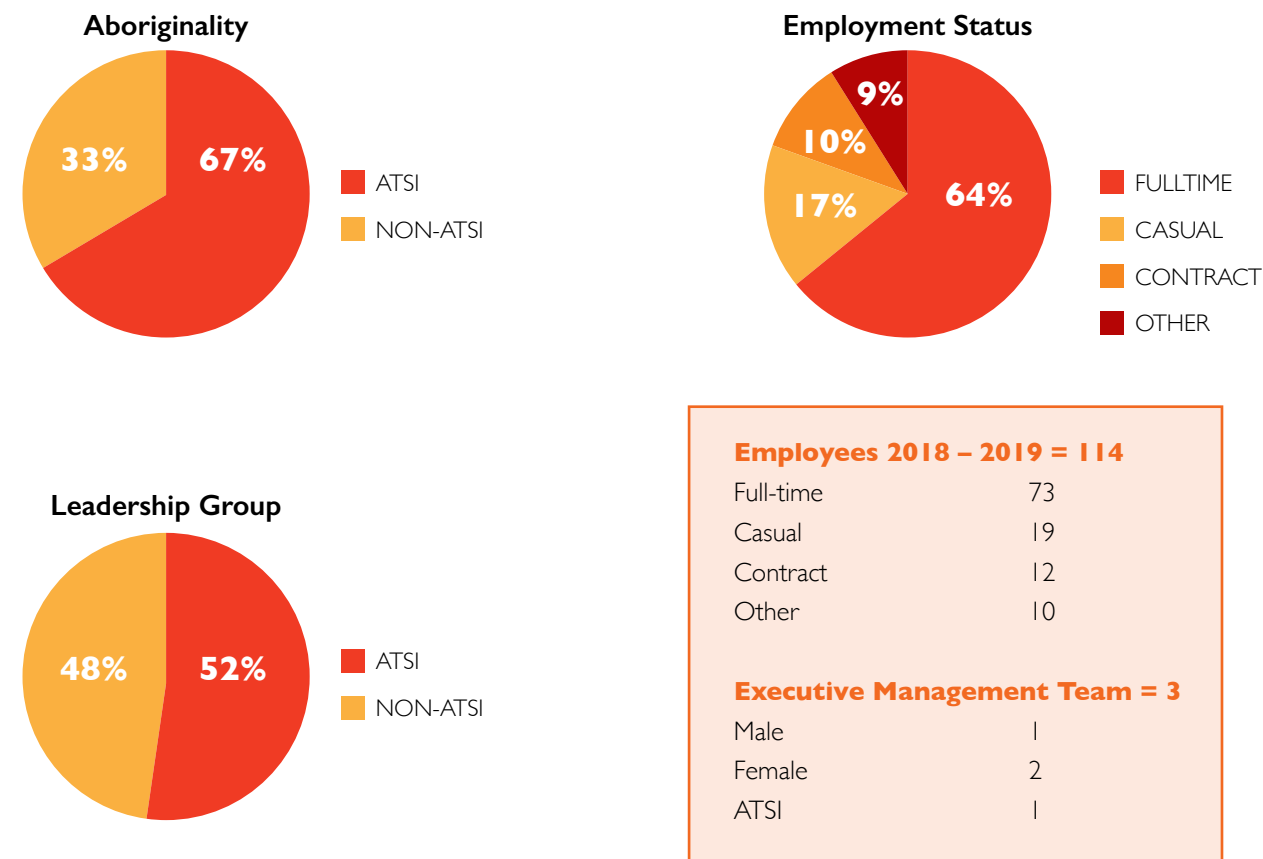
A year of progress, achievement and numerous highlights; none of which could have been possible without the sustained efforts and dedication from all who make up the incredible team we refer to as 'Bega Mob'. Well done everyone and thank you for another successful year.

Clive Holt
Chief Executive Officer

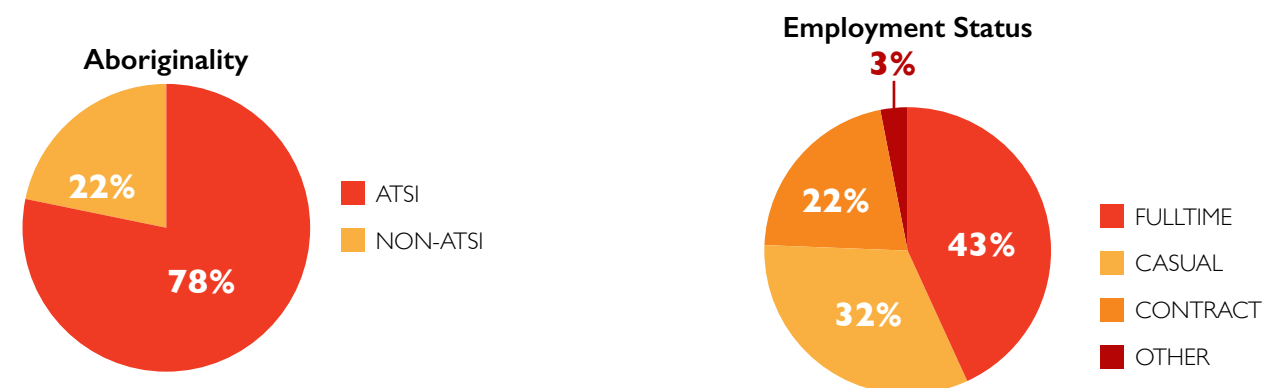
WORKFORCE DEMOGRAPHICS

The charts below provide workforce statistics on the Number of Employees, Employment Status, Aboriginality, Leadership Group and Gender across our programs.

Current Workforce



New Employees 2018-2019



FINANCIALS

Bega Garnbirringu Health Services Incorporated Members' report 30 June 2019

The Board members submit the financial report of the Bega Garnbirringu Health Services Incorporated for the financial year ended 30 June 2019.

1. Board members

The names of the members of the Board for the 2019 financial year are:

	Date of appointment	Date of resignation
Fabian Tucker – Chairperson	27 September 2012	
Ted (Gary) Sambo	12 September 2011	
Lorna Willis-Jones	16 October 2013	
Barron Bonney	27 September 2012	
Rita Elliott	27 September 2012	17 October 2018
Dennis Forrest	29 January 2014	
Tamarin Tucker	27 October 2015	
Pauline Bonney	7 October 2016	
Ann Forrest	7 December 2017	
Marelda Tucker	17 October 2018	

2. Association particulars

Bega Garnbirringu Health Services is an association incorporated in Australia.

Principal place of business

51 Macdonald St
KALGOORLIE WA 6430

3. Principal activities

The principal activity of the Association during the year was the provision of health care services for Aboriginal and Torres Strait Islander people.

There were no significant changes in the nature of activities of the Association during the year.

4. Operating and financial review

The result from ordinary activities for the year ended 30 June 2019 was a surplus of \$2,602,077 (2018: \$1,455,842).

5. Significant changes in the state of affairs

In the opinion of the members, there were no other significant changes in the state of affairs of the Association that occurred during the year under review.

6. Events subsequent to reporting date

No matter or circumstance has arisen since 30 June 2019 that has significantly affected, or may significantly affect the Association's financial position, operations or the results of those operations in future financial years.

7. Environmental regulation

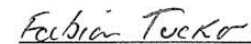
The Association's operations are subject to the laws of Australia, which impose environmental compliance and reporting obligations. The members are not aware of any significant breaches during the period covered by this report.

Bega Garnbirringu Health Services Incorporated
Members' report
30 June 2019

8. Indemnification

Since the end of the previous financial year, the Association has not indemnified or made a relevant agreement for indemnifying against a liability any person who is or has been an officer or auditor of the Association.

On behalf of the members



Name:
Position: Board Member



Name: CLIVE HOLT
Position: Chief Executive Officer

Dated at Perth this 9th day of September 2019.

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INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF BEGA GARNBIRRINGU HEALTH SERVICES INCORPORATED

Report on the Financial Report

Opinion

We have audited the financial report of Bega Garnbirringu Health Services Incorporated (the Association), which comprises the statement of financial position as at 30 June 2019, and the statement of profit and loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies, and the members' declaration.

In our opinion, the accompanying financial report of Bega Garnbirringu Health Services Incorporated is prepared, in all material respects, in accordance with the Associations Incorporations Act 2015 WA and the Australian Charities and Not-for-profits Commission Act 2012, including:

- i) giving a true and fair view of the Association's financial position as at 30 June 2019 and of its financial performance for the year then ended; and
- ii) complying with Australian Accounting Standards - Reduced Disclosure Requirements.

Basis for Opinion

We have conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those Standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report.

We are independent of the Association in accordance with the auditor independence requirements of the Associations Incorporations Act 2015 WA, Australian Charities and Not-for-profits Commission Act 2012 and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our ethical requirements in accordance with the Code.

We confirm that the independence declaration required by the Associations Incorporations Act 2015 WA and Australian Charities and Not-for-profits Commission Act 2012, which has been given to the management committee of the Association, would be in the same terms if given to the management committee as at the date of this auditor's report.

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FINANCIALS

Bega Garnbirringu Health Services Incorporated Members' declaration

In the members' opinion:

- the attached financial statements and notes thereto comply with the Australian Accounting Standards - Reduced Disclosure Requirements; the Associations Incorporation Act 2015, the Australian Charities and Not-for-profit Commission Act 2012;
- the attached financial statements and notes thereto present fairly the Association's financial position as at 30 June 2019 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

On behalf of the members of the Board:


Name: BARRON BONNEY
Position: Board Member


Name: ELVIVE HOLT
Position: Chief Executive Officer

Dated at Perth this 9th day of September 2019

17

FINANCIALS

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AUDITOR'S INDEPENDENCE DECLARATION

As lead auditor for the audit of Bega Garnbirringu Health Services Incorporated for the year ended 30 June 2019, I declare that, to the best of my knowledge and belief, there have been:

- a) No contraventions of the auditor independence requirements of the professional accounting bodies in relation to the audit; and
- b) No contraventions of any applicable code of professional conduct in relation to the audit.

BUTLER SETTINERI (AUDIT) PTY LTD



MARIUS VAN DER MERWE CA
Director

Perth
Date: 9 September 2019

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FINANCIALS

Bega Garnbirringu Health Services Incorporated Statement of profit or loss and other comprehensive income For the year ended 30 June 2019

	2019	2018
	\$	\$
Revenue		
Grants received	12,146,644	11,275,045
Medicare income	1,492,548	1,654,619
Interest income	131,603	143,420
Rental income	9,000	-
Other income	259,209	546,740
	<u>14,039,004</u>	<u>13,619,824</u>
Expenses		
Accounting and audit	37,596	44,897
Advertising and promotion	321,775	379,749
Consumables	684,319	510,181
Depreciation	353,587	247,988
General expenses	1,755,227	1,833,566
Insurance	197,631	189,596
Loss on disposal of assets	-	188,949
Motor vehicle expenses	95,598	95,820
Property rental expenses	60,462	38,291
Repairs and maintenance	402,267	480,663
Employment costs	7,528,465	8,154,282
	<u>11,436,927</u>	<u>12,163,982</u>
Surplus before income tax expense	2,602,077	1,455,842
Income tax expense	-	-
Surplus after income tax expense	2,602,077	1,455,842
Other comprehensive income, net of income tax		
Changes on revaluation of non-current assets	-	11,549
Total comprehensive income	<u>2,602,077</u>	<u>1,467,391</u>

FINANCIALS

Bega Garnbirringu Health Services Incorporated Statement of financial position As at 30 June 2019

	2019	2018
	\$	\$
Assets		
Current assets		
Cash and cash equivalents	14,138,510	13,369,985
Total current assets	<u>14,138,510</u>	<u>13,369,985</u>
Non-current assets		
Property, plant and equipment	8,822,189	6,630,506
Total non-current assets	<u>8,822,189</u>	<u>6,630,506</u>
Total assets	<u>22,960,699</u>	<u>20,000,491</u>
Liabilities		
Current liabilities		
Trade and other payables	1,866,675	1,439,846
Employee benefits	1,092,329	1,017,216
Total current liabilities	<u>2,959,004</u>	<u>2,457,062</u>
Non-current liabilities		
Employee benefits	167,814	311,624
Total non-current liabilities	<u>167,814</u>	<u>311,624</u>
Total liabilities	<u>3,126,818</u>	<u>2,768,686</u>
Net assets	<u>19,833,881</u>	<u>17,231,805</u>
Equity		
Art revaluation reserve	70,745	70,745
Asset revaluation reserve	1,565,849	1,565,849
Retained earnings	18,197,287	15,595,211
Total equity	<u>19,833,881</u>	<u>17,231,805</u>

FINANCIALS

Bega Garnbirringu Health Services Incorporated Statement of changes in equity For the year ended 30 June 2019

	Art revaluation reserve \$	Asset revaluation reserve \$	Retained profits \$	Total equity \$
Balance at 1 July 2017	70,745	1,554,300	14,139,369	15,764,414
Other comprehensive income for the year, net of income tax				
Changes on revaluation of assets	-	11,549	-	11,549
Surplus for the year	-	-	1,455,842	1,445,842
Total comprehensive income	-	11,549	1,455,842	1,467,391
Balance at 30 June 2018	70,745	1,565,849	15,595,210	17,231,804
Other comprehensive income for the year, net of income tax				
Changes on revaluation of assets	-	-	-	-
Surplus for the year	-	-	2,602,077	2,602,077
Total comprehensive income	-	-	2,602,077	2,602,077
Balance at 30 June 2019	70,745	1,565,849	18,197,287	19,833,881

FINANCIALS

Bega Garnbirringu Health Services Incorporated Statement of cash flows For the year ended 30 June 2019

	2019 \$	2018 \$
Cash flows from operating activities		
Receipts from customers	13,907,402	13,478,009
Payments to suppliers and employees	(10,725,210)	(12,714,892)
Net cash from operating activities	3,182,192	763,117
Cash flows from investing activities		
Interest received	131,603	143,420
Payments for acquisition of assets	(2,545,270)	(252,759)
Net cash used in investing activities	(2,413,667)	(109,339)
Net increase in cash and cash equivalents	768,525	653,778
Cash and cash equivalents at the beginning of the financial year	13,369,985	12,716,207
Cash and cash equivalents at the end of the financial year	14,138,510	13,369,985

PRIMARY HEALTH SERVICES

Bega Garnbirringu Health Service (Bega) strives to provide a friendly, holistic and culturally appropriate Primary Health Care Service to the Aboriginal and Torres Strait Islander (ATSI) people of the Goldfields Region. Our service is located in Kalgoorlie.

Bega's clinic has produced consistent efforts to meet and exceed the expectations of the Aboriginal and Torres Strait Islander community we serve.

Our priorities are to meet the new challenges for the provision of quality health care, as such we are proud to announce that our health clinic has met the required Clinical Standards and has been awarded Australian General Practice Accreditation Limited (AGPAL) Accreditation - 5th Edition on the 3 September 2018.

We continue to assist in the provision of access to the clinic by providing transport services.



Bega employs Aboriginal Health Workers (AHW) and Aboriginal Health Practitioners (AHP), who are the first point of contact for clients. The AHW and AHP triage the clients before they are seen by a Doctor or Registered nurse for further consultation and treatment. Most of our AHP assess clients under a Level 4 Supervision established by the Aboriginal and Torres Strait Islander Health Practice Board of Australia guidelines.

Our clinic continues to be serviced by 8 permanent Doctors – 6 full time and 2 part time. Two of Bega's Doctors have successfully passed their exams and are now Fellows of the Royal Australia College of General Practitioners (FRACGP). Bega Doctors have provided 15,548 consultations over the past 12 months.

We continue working closely with Key Stakeholders:

- WAGPET who provide us with a GP Registrar.
- The Rural Clinical School supporting final year medical students from University of Western Australia and Notre Dame University each with a 4-week placement, and 3rd year medical students with 1-week placements.
- Nindila Training Centre supporting students who are studying Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care Practice,
- Central Regional TAFE and Murdoch University with nursing students on clinical placement.
- Rural Health West provide us with visiting services.

New innovations for the clinic include:

Our first Chronic Care Planning Clinic held on the 20 June 2019 was a great success. The concept of this clinic is to provide the Aboriginal Health Practitioner and Doctor time to work with the patient to cover their complex needs. This clinic runs weekly on a Tuesday and Thursday morning

Bega Garnbirringu met the criteria to become a pilot site for the Indigenous Bowel Screening Program. We have received an initial supply of 30 screening kits, staff have undergone online training and will participate in the onsite training in July. This program will be available to clients between the ages of 50 and 74.



Training:

- All staff have received Cultural Awareness training.
- AHCWA provided Immunisation training for our Aboriginal Health Practitioners. Population Health have assisted with training in Immunisations.
- Online 10 module Diabetes Management for rural and remote health professionals (Diabetes WA).
- Tympanometry.
- TTANGO (Sexual Health Screening/Testing).
- Phlebotomy.
- Retinal Photography.
- Hemocue Equipment Training.

Mobile Clinic Services

The Bega Mobile Clinic reflects the principles and standards that uphold Bega as a whole. Bega mobile clinic in the Goldfields region is a service that delivers culturally appropriate holistic primary health care to Aboriginal and Torres Strait Islander people in rural and remote communities. The mobile clinic supports Bega's efforts and objectives in Closing the Gap and achieving healthy outcomes for our clients.



The Mobile Clinic travels roughly 450km North and 400km South to the following places:

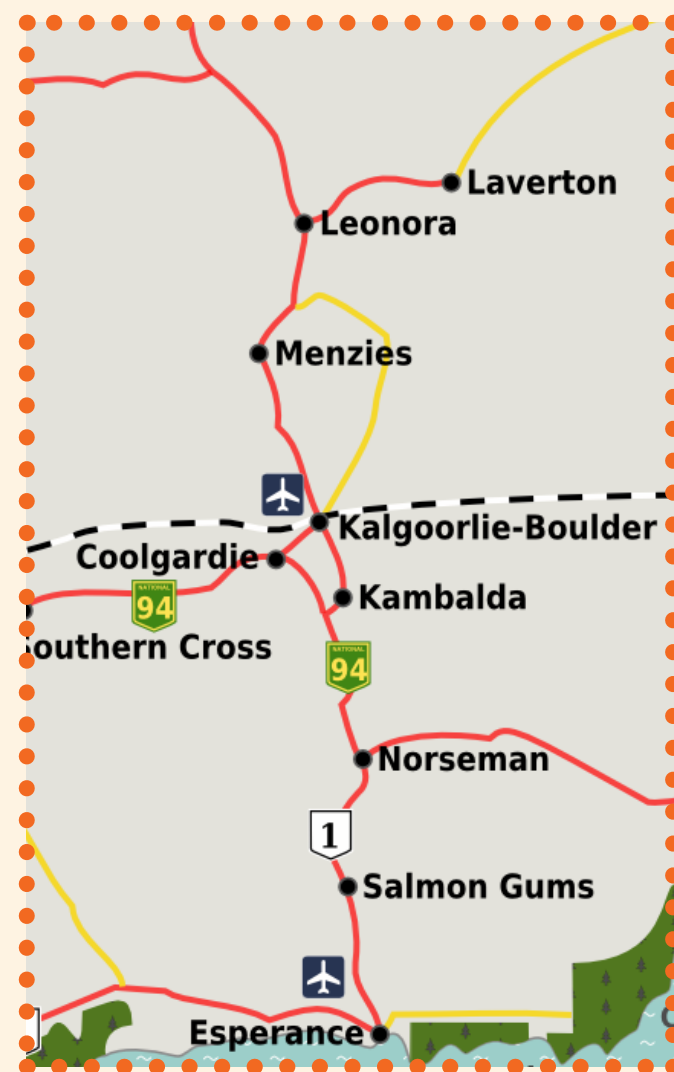
- Laverton
- Mt Margaret Leonora
- Menzies
- Norseman
- Esperance
- Coolgardie
- Local trips: Ninga Mia, Red Cross Short Stay, Boulder Camp, Loopline Park and the Sobering Up Centre.

Visiting Optometrist travels up to 500km north of Kalgoorlie 4 times a year:

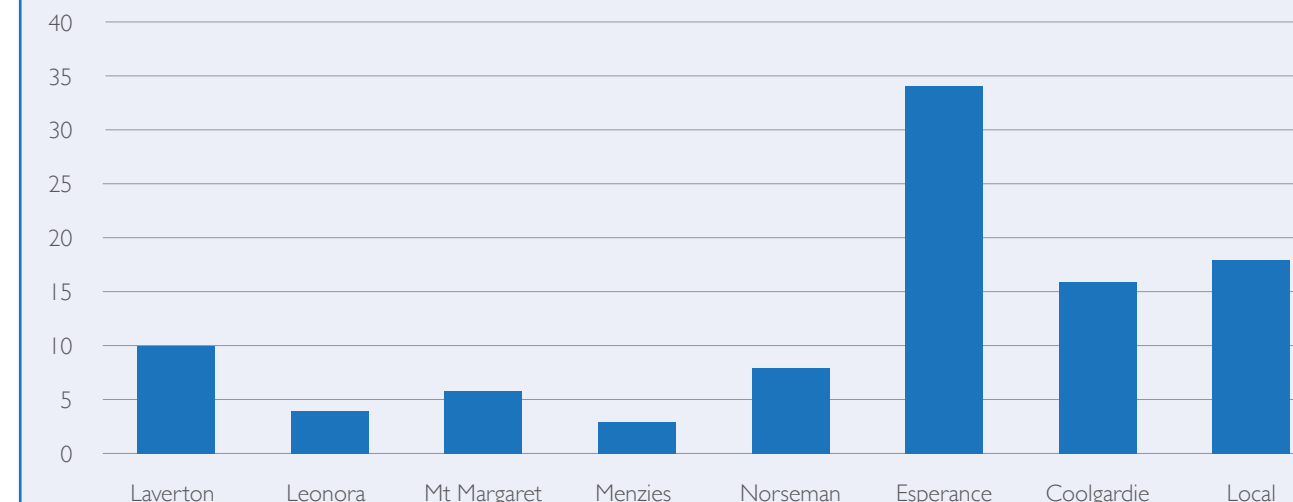
- Laverton
- Mt Margaret
- Leonora
- Menzies
- Mulga Queen
- Cosmo Newberry

In the 2018/2019 financial year, milestones for the mobile clinic include:

- 21 trips to the northern goldfields,
- Visiting optometrist 4 times to the northern goldfields
- 20 trips to the southern goldfields
- Over 900 clients come through our mobile clinic service
- Approximately 150 clients have seen visiting optometrist all from the areas seen on the graph, top of next page.



Visiting Optometrist - Client Locations



Some services offered by the mobile clinic include:

- Performing health screening and physical examinations, including blood pressure measurements, blood test, finger prick blood samples, and dipstick urine testing.
- Chronic Disease management.
- Wound care and management.
- Pathology service.
- Sexual health TTango2 screening and education.
- Annual Aboriginal and Torres Strait Islander health checks.
- Provide health education on anything from Hand Hygiene to Sexual Health to Alcohol Tobacco and other substance use to managing chronic disease.

The Mobile Clinic attended the Local Goldfields football carnival and Clontarf Annual Goldfields cup to provide First Aid to the competitors.

The National Disability Insurance Scheme (NDIS) Program

Our NDIS services commenced on the 28th May 2019 and we are excited to be able to offer assistance to families. Bega has employed an NDIS Coordinator and two Remote Community Connectors to help families in our community link in with the support services they require. Our NDIS team are trained in creating support plans for approval and assist in implementing clients plans which are reviewed annually. The NDIS team specialise in helping families learn about what support is available such as education, health and transport.



Our team has completed the NDIS training and attended workshops to prepare themselves for the new roles.

Currently there are 10 clients signed up for the NDIS program, with a further 40 in the community seeking potential access.

Our team are in the process of developing working relationships with the care providers in the region and have attended introductory sessions held by each provider.

We have promotional activities planned around NAIDOC Week and upcoming community events which will assist in promoting NDIS in the community.



Maternal and Child Health (MCH)

New Directions is staffed by a Coordinator, Midwives and Health Practitioners to provide women's health care, pregnancy care, child health checks and immunisations. Staff continue to work collaboratively with the AHPs and GPs to follow-up babies and children who need preventive care.

Within MCH there are a number of components:

- New Community Primary Care Services.
- Maternal Northern Outreach Program and Bega Bumps & Bubs.
- Transport service – available to/from Bega and Specialist appointments.

New Community Primary Care Services (NCPCS)

NCPCS program is staffed with Nurses and a Transport Liaison Officer to nominated primary and secondary schools. This offers opportunistic health promotion, general screening with emphasis on Ear Health. Referrals are made to Allied Health, ENT and Pediatricians when required.

Maternal Northern Outreach Program

Our Midwife has been working hard to deliver our Maternal & Child Health Northern Outreach Services to Leonora, Laverton & Mt Margaret. Services are provided to pregnant women antenatal and postnatal.

Bega Bumps & Bubs

New Direction staff hold a group educational session every 2nd Wednesday. Providing a relaxed and informal environment to encourage discussion and promote education. Topics of discussion include diet, self-care during pregnancy and each session encourages women to express their needs and concerns.

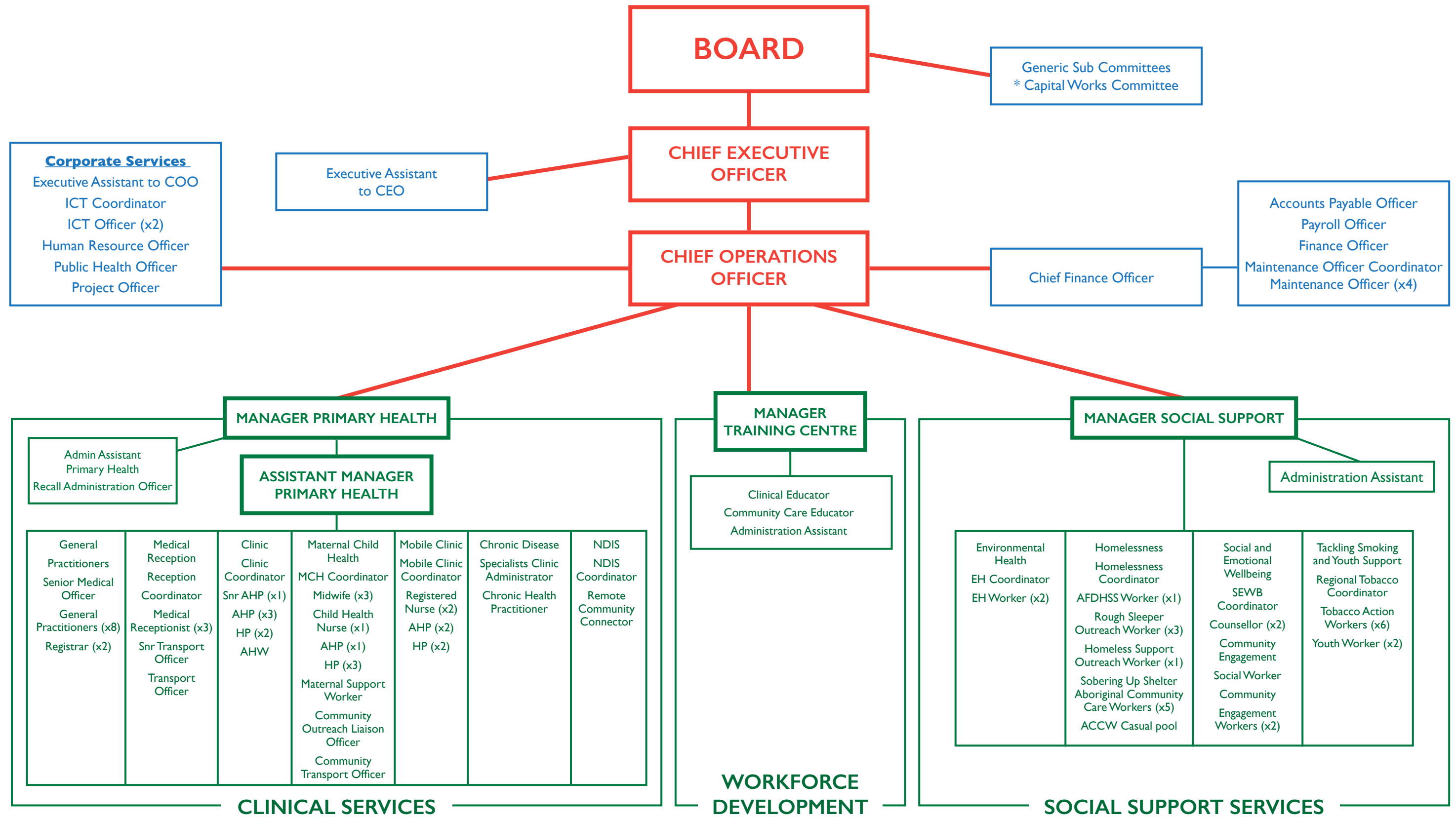
The Pina Karnbi Pilot Project a joint venture between Western Australia Community Health Service and Bega allows opportunistic testing of children's hearing linked in with immunisation schedules. 262 clients are enrolled in 0-4-year-old age group. Results thus far have been encouraging.



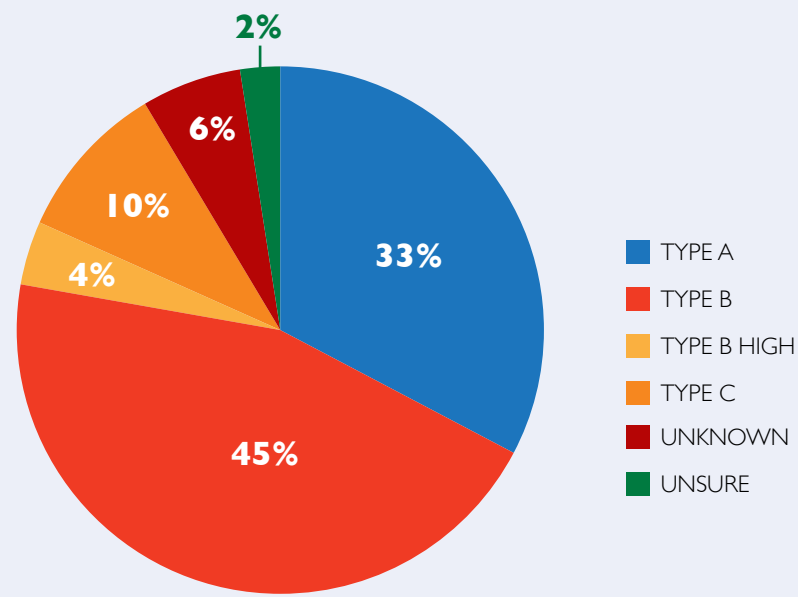
CORPORATE STRUCTURE



As at 21 June 2019

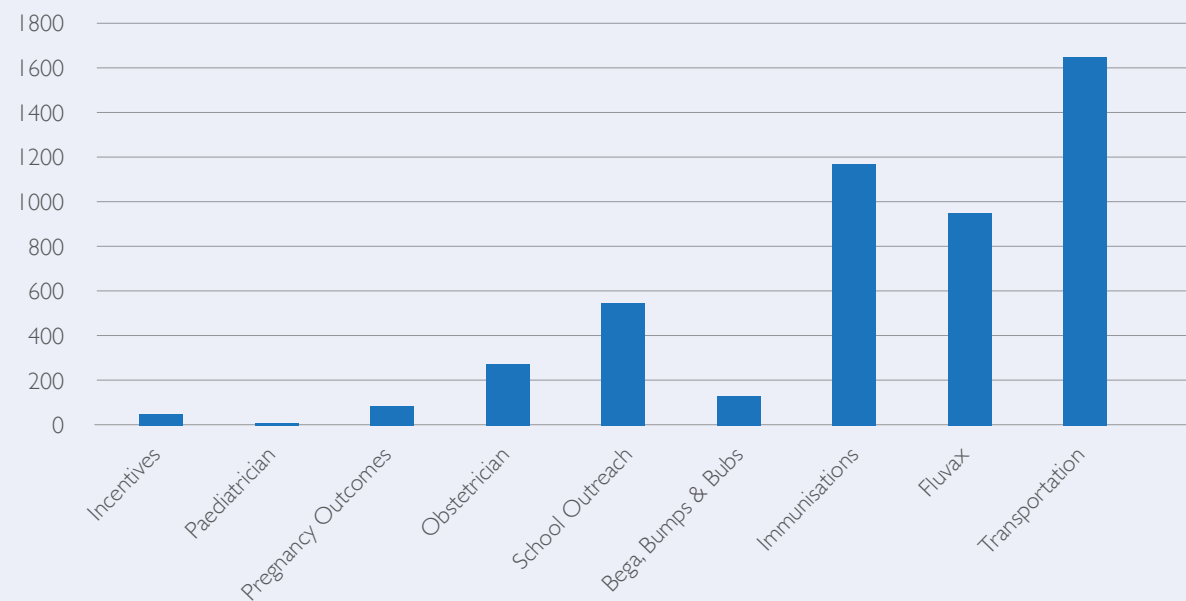


Tympanimetry Results From 500 Screenings



A visiting GP/Obstetrician attends Bega every 2nd week.

Performance Indicators 2018-2019

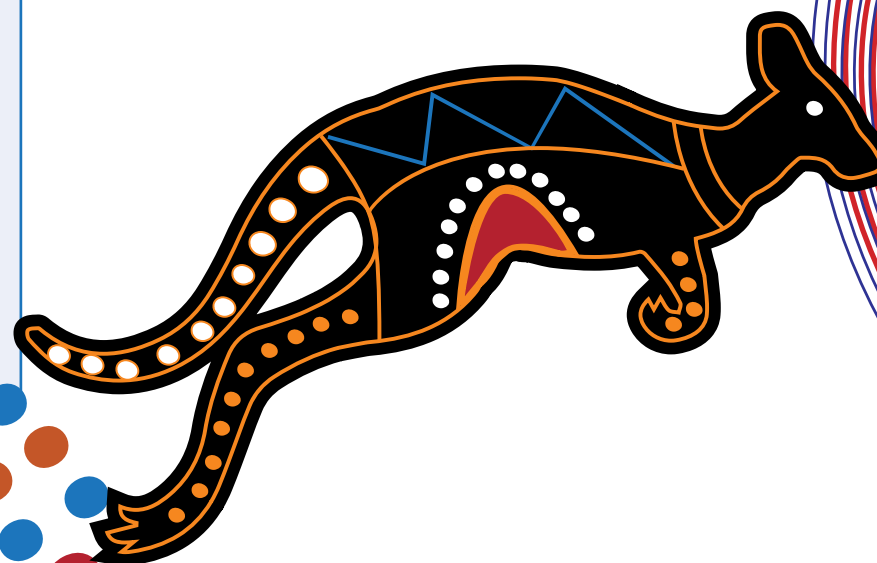


Visiting Specialists

Bega was very fortunate to secure the services of Dr Chester Tan, Developmental Pediatrician. His first clinic was held on the 5th April 2019 where eight children were seen. Dr Tan's initial visit was very successful, and he has provisionally agreed to further quarterly clinics in the next financial year.

Bega has dental clinics every Monday, with 54 clinics in 2018/2019. The dental services are provided by our local dental surgery GMF Dental. This clinic is available to any Bega client and a referral is essential to use this service.

Additional dental services are provided every Tuesday by WA Dental Health Service; 40 clinics have been conducted. This clinic can only be used by ATSI clients who hold a health concession card.



Specialist Clinics 2018-2019



NINDILA TRAINING CENTRE

Nindila Training Centre is a training entity auspiced by Bega Garnbirringu Health Service. Nindila Training Centre is a registered business with the Australian Securities and Investment Commission and a registered training organisation with Training Accreditation Council (TAC) Western Australia.

The last twelve months has been a very busy period for Nindila with many achievements being recognised both nationally and state-wide.

- Successfully gained accreditation with Aboriginal and Torres Strait Islander (ATSI) Health Practice (AHPRA) for the delivery of HLT40213 Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care Practice.
- Completed RTO registration with TAC.
- Successfully completed and complied with a desktop audit with Department of Training and Workforce Development.
- Naomi Zaro Nindila's clinical educator was elected as the Chairperson for the National Aboriginal and Torres Strait Islander Health Workers Association (NATSIHWA). NATSIHWA is the peak body for Aboriginal and Torres Strait Islander Health Workers and Practitioners in Australia and was established as part of the Government's funding to strengthen the ATSI health workforce as part of Closing the Gap.

To comply with RTO standards, it is important for Nindila to keep up to date and informed of new skills and knowledge and creating working partnerships with local organisations including:

- Bega Primary Health Clinic
- Bega Social Support Unit
- Aboriginal Health Council of WA (AHCWA)
- Goldfields Regional Aboriginal Health Planning Forum (GRAHPP)
- VET Stakeholders Forums
- Kalgoorlie Jobs & Skills Centre

Nindila Training Centre has also established Memorandums of Understanding (MOU) with the following agencies to host students for their clinical placements and to validate the RTO's resources:

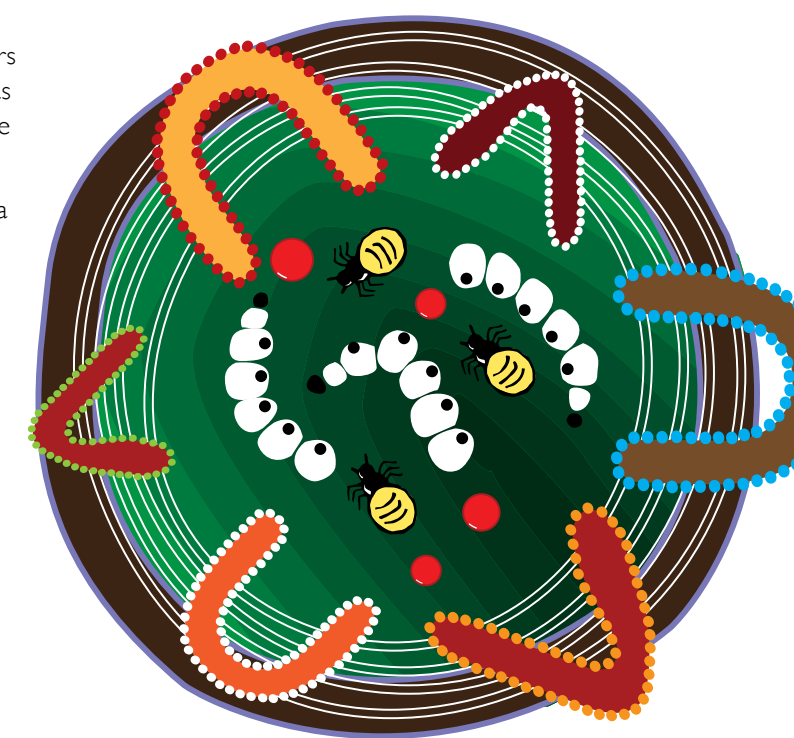
- Bega Primary Health Clinic
- Southern Cross Care Victoria Park Nursing Home
- Kalgoorlie Regional Hospital
- O'Connor Primary School – Special Education
- Wizard Pharmacy
- Aboriginal Health Council of South Australia (AHCSA)

This provides students with a variety of experiences when completing their clinical placements. This also gives them the opportunity to identify their career paths.

Between June 2018 and June 2019, a mid-year intake of eleven students enrolled in HLT40213 Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care Practice.

Nindila has purchased the Language, Literacy and Numeracy (LLN) Robot. This product is for the RTO to assess the students LLN levels prior to commencing training and is very useful as it shows what level the student is at and provides recommendations for improvements if required.

Nindila has met with the Central Regional TAFE Kalgoorlie lecturer for the Foundation Skills to support students who may require LLN assistance.



Industry Engagement is part of the RTO's standards and is also important to keep up to date and informed of any new skills, knowledge and emerging trends. Nindila has engaged with the following:

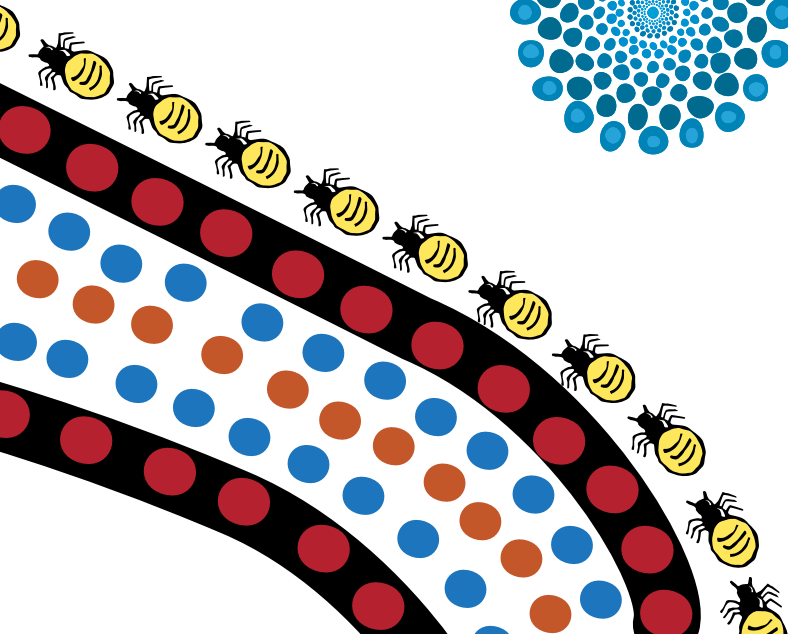
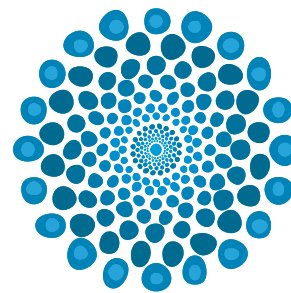
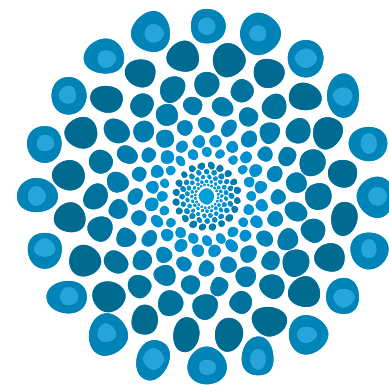
- Bega Primary Health Clinic
- Bega Social Support Unit
- Aboriginal Health Council of WA (AHCWA)
- Goldfields Regional Aboriginal Health Planning Forum (GRAHPF)
- VET Stakeholders Forums
- Kalgoorlie Jobs & Skills Centre

Nindila outsources additional training opportunities for students provided by external organisations, including:

- Ear and Hearing skills set
- Immunisation training
- PEPA Palliative Program
- Sexual Health and BBV's
- Microsoft Office Computer Training

Nindila has had the following presentations from guest presenters as part for the units that we deliver:

- Clinipath – pathology units
- Wizard Pharmacy – medication units
- Bullying and Harassment - Bega Clinic Manager
- Family and Domestic Violence Triage Team – Department of Child Protection
- Needle Exchange Program – Population Health



Certificate 4 Aboriginal & Torres Strait Islander Health Care Practice

2018 Graduating Students



Chandel Compton



Marelda Tucker

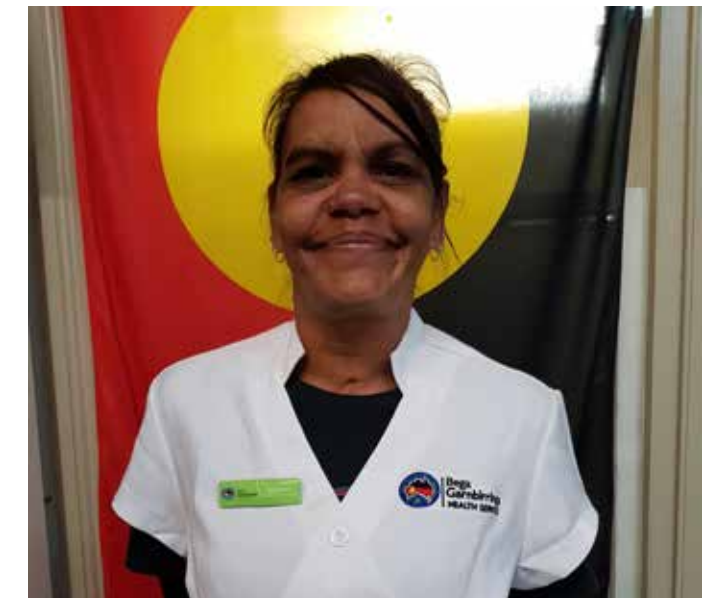
2019 Graduating Students



2019 Graduating Student – Judith Ryder

I first heard about the certificate when it was advertised on the radio. The course has met my expectations. I found it to be extremely informative, interesting, rewarding and enjoyable.

I cannot fault the trainers/lecturers. On graduation/ completion, I hope to use my qualification to gain employment in the health industry.



2019 Graduating Student – Kelly Vincent

I first heard about the course through the radio. I have learned a lot – the training has met my expectations. There is not much I disliked about the course and the best thing about Nindila is the support from staff.

When I graduate, I would like to get a job where I can use my qualifications to help others. When people have seen what I am doing and asked me about it, I have recommended the course to them.

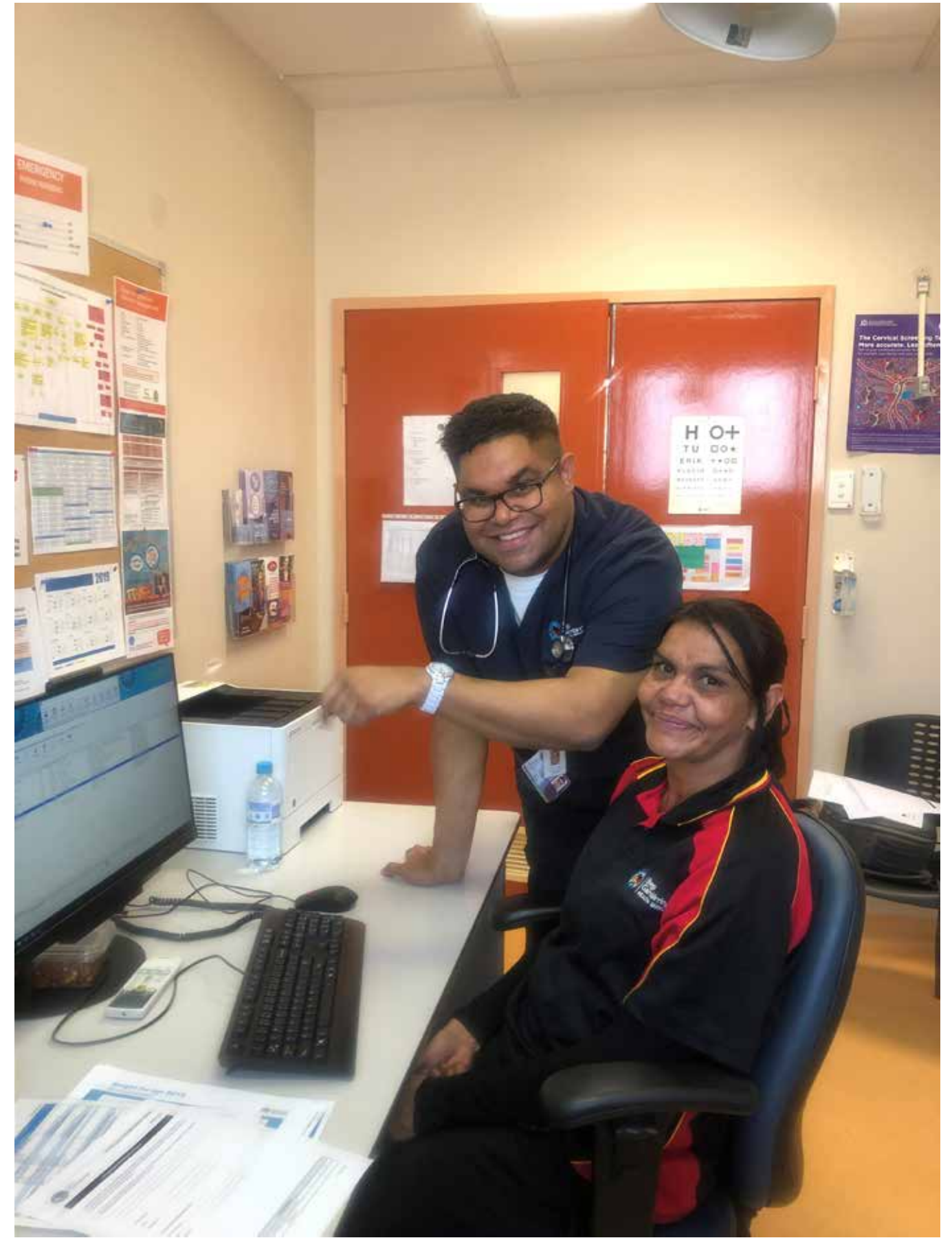
Photos of Students



Students (from left to right): Latoya Lewis, Roberta Hicks, Judith Ryder, Sherrie West



Students (from left to right): Sherrie West, Kelly Vincent, Judith Ryder, Tania Lewis and Sarah Compton, Naomi Zaro (Clinical Educator)



Student Kelly Vincent on Clinic placement at Bega with RN Tyrone Brownley

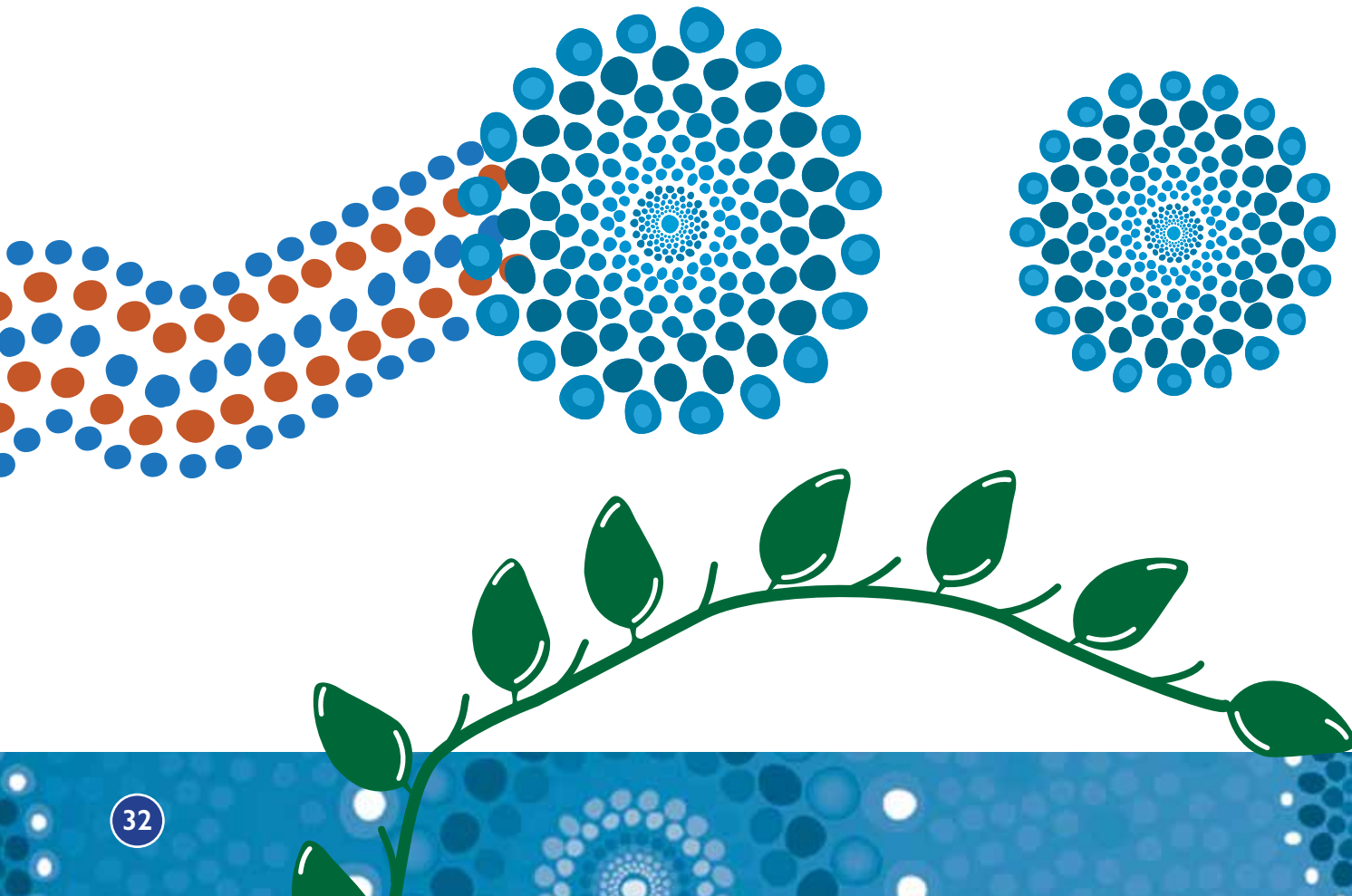


Student Kelly Vincent - NAIDOC day at Bega

Nindila Photos



Roberta Hicks and Judith Ryder First day at Bega as NDIS Community Connectors



From left to right: Judith Foyster (Community Educator), Naomi Zaro with students Judith Ryder and Roberta Hicks

SOCIAL SUPPORT UNIT

The Social Support Unit has eight program areas. These are:

- Aboriginal Homeless and Fringe Dweller Support Service.
- Rough Sleeper Outreach.
- Community Safety & Wellbeing.
- Social & Emotional Wellbeing.
- Sobering Up Shelter.
- Environmental Health.
- Tackling Indigenous Smoking Program.
- Youth Support.

During the 2018/19 reporting period the SSU continues to maintain a high standard of service delivery in all program areas and this is reflected in the increase of clients accessing the service. The SSU strives to deliver a culturally appropriate service in a culturally sensitive manner to all clients that utilise the service.

The Social Support Unit maintains strong relationships with external service providers ensuring that a quality service is being delivered to the Aboriginal community in Kalgoorlie-Boulder. These relationships have been an integral part to promoting Bega as an information centre for better ways of working with the Aboriginal community. Government and non-Government agencies invite Bega to have input to future planning of events and programs that encourage Aboriginal participation.

All program areas work together to deliver a quality service to the Aboriginal and Torres Strait Islander community members across the Goldfields-Esperance region. This is done in a culturally safe environment with staff that understand and acknowledge the issues and barriers facing ATSI people in the region.

Teams travel to the Northern Goldfields, Tjuntjuntjarra, Wiluna, Esperance and Norseman to deliver programs to community members. The teams have worked hard to build the relationships in these communities and understand that consistency is the key to maintaining positive relationships. The teams have established relationships with other allied health services and external agencies to support the clients in these smaller communities.

The number of clients accessing the Social & Emotional Well Being (SEWB) and Community Safety & Wellbeing (CSWB) programs has increased and this is reflective in the number of participants using these services to address mild to moderate mental health issues. The CSWB team engages with clients to build trust and rapport through activities and a time to address any concerns or issues. This is usually done by informal yarning and education and awareness. The clients

are then referred to the SEWB program for further support. Therapies offered are one on one counselling or Sandplay. This may depend on the ages of the clients and the range of issues. Children are often encouraged to use Sandplay as a therapy opposed to formal counselling. The SEWB model has set the benchmark for therapeutic counselling through its three-tiered stepped care approach.

The Community Safety & Wellbeing program continues to focus on clients that are in domestic violence relationships, suffering from drug and alcohol issues, low to moderate depression and mental health issues. The clients are encouraged to engage with staff through group activities and one on one sessions to determine what the needs are and to ensure that clients are referred to the relevant services specific to their needs. The staff can build trust and rapport with the client and to identify what the issues are that the client is facing. The CSWB staff are then able to introduce them to external and/or internal services to address their issues if they are ready for change.

Environmental Health Program Aims:

- Reduce the incidence of Trachoma and other diseases (skin infections and diarrhoea) influenced by the same environmental health determinants.
- Overcome a common barrier to good hygiene practices in remote Aboriginal Communities, particularly the cost of soap, by providing a consistent supply of free soap to all households and facilities for a 2-year period.
- Provide health promotion resources to promote messages about hygiene particularly hand and face washing to school children, to support the provision of free soap.

The Environmental Health team have been making regular visits to the communities within the Goldfields region and are making a difference through education and awareness of environmental health issues in the region.

The team have been working closely with the Trachoma team to ensure that the healthy eyes message is being delivered in a culturally appropriate manner. The number of trachoma cases has decreased due to the ongoing education in the communities by the EHW team. The team carry out bathroom assessments and attend to minor plumbing while in the communities which encourages the community members to maintain their homes.

Some of the programs of the EHW team are:

- Dog Health Programme (Parasite, Birth Control and Euthanasia)
- Squeaky Clean Kids Program
- Integrated Pest Management Strategy
- Trachoma Eye Health Project



The Rough Sleeper Outreach (RSO) program works intensively with clients to sustain their tenancies and to assist clients gaining permanent accommodation.

The number of clients being offered permanent housing through the Housing Authority (formerly known as Department of Housing) and Community Housing Limited continues to be steady. The staff have noted that there has been an increase in tenants being housed in regional areas such as Laverton and Mt Margaret. The RSO team continue to support these clients through phone calls and when they are visiting Kalgoorlie-Boulder.

The Aboriginal Homeless Fringe Dweller Support Service (AHFDSS) deliver breakfast five days a week to community members living in Boulder Camp, fringes of Ninga Mia Village and other outlying camps. This may be the only meal of the day that these community members may receive. This is also an opportunity for the staff to engage with the clients and to refer to the Clinic and other services within Bega. The AHFDSS worker also works with walk in clients that do not always have a key worker to identify what the issues are before referring to the appropriate program or department.

The Sobering up Centre (SUC) is a safe place for clients that may be intoxicated and have nowhere to sleep to help sober up. The clients are assessed for any injuries that they may have and that may need medical attention. They are given pyjamas and a shower before a meal is made available. Depending

on how intoxicated the client is a meal may be offered first. The staff will monitor the clients throughout their stay in the SUC and note any issues and may call an ambulance if required. The police use their SUC as a safe place to drop off intoxicated clients rather than put them in a cell for the night.

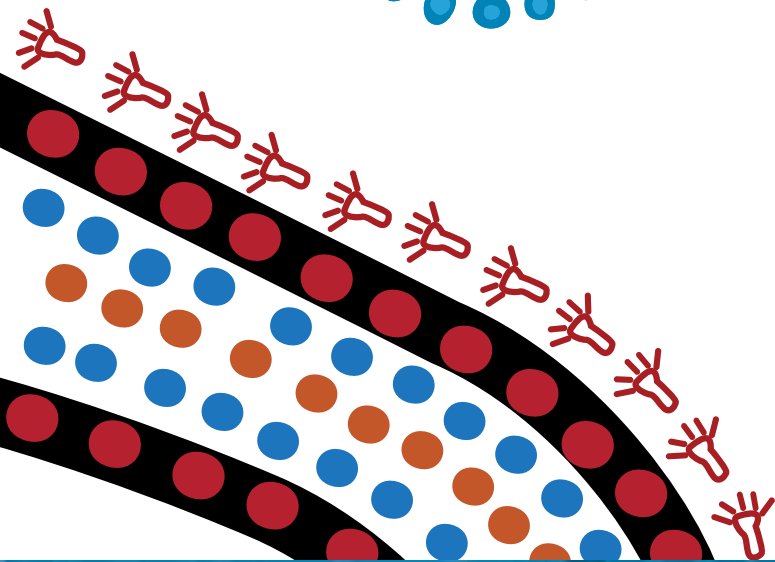
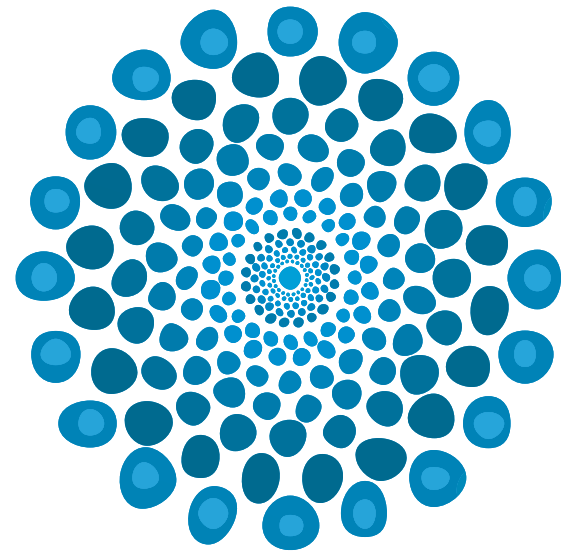
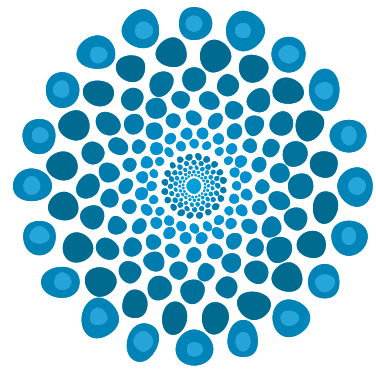
Tackling Indigenous Smoking (TIS) Program

Achievements:

- The Tobacco Action Team engaged more than 2200 participants through education/ information sessions and community events.
- The team organised Smoke-free Prison Program; Smoke-free Rehab Program; International Women's Day; and World No Tobacco Day events. The team also participated in major community events including Kalgoorlie Boulder Community Fair; Close the Gap Event; School Holiday Program; Reconciliation Day BBQ; Prison Expo; and Youthfest.
- We engaged Kevin Kropinyeri to produce a series of promotional videos and television commercials, which were edited and uploaded on social media (Bega's Facebook page and YouTube channels). The videos made people laugh and learn health, financial and social impacts of smoking. The team received positive feedback from community members and school kids.

- The Hip Hop ads were broadcast on cinema and radio channels. The hip hop project was nominated Semi-finalist for 2019 WA Young Achiever's Award.
- The team enforced the TIS action plan in partnership with **55** organisations in the region, including Government departments, not-for-profit organisations, community services, local governments, health services, Aboriginal accommodations, and sporting clubs.
- The team delivered 'Smoke-free Program' at the Goldfields Rehabilitation Services Incorporation (GRSI) and Eastern Goldfields Regional Prison. Participants reported an increase in the knowledge and confidence in quitting smoking after the session.
- The team expanded the program delivery by setting up displays at public places, including Kmart walkway and front of Woolworths. Many community members approached the stall and received information on smoking cessation and Bega services.
- Bega became consortium partner with Headspace in Oct 2018. As a part of this contract, both parties worked closely on several programs to assist young people in the Goldfields region. Some of the joint programs are – EDGE; Kalgoorlie Street Van; Young Parents Group. The team attended quarterly consortium meeting in Apr 2019. The teams will continue working together to share statistics; information; and deliver youth engagement activities.

- The team continued providing support to Bega Clinic (including mum and bub clinic) and Shelter by organising events and setting up regular displays. Some of the successful programs are – Puyu Wanti BBQs; Ante-natal sessions; Shelter breakfast; and Friday clinic stalls. A total of **301** clients were engaged during **19** sessions. Seven clients were referred to Quitline for further support.
- The TIS team attended and presented at TIS National Workers Workshop in Alice Springs. The team learnt more about TIS program and have had an opportunity to network with other teams.
- Bega's TIS progress reports and data is one of the best regional outcomes in the country. The data was used to highlight TIS program achievement at the Rural Health Conference (Mar 2019). Bega's hip hop project was also featured in TIS Final Evaluation Report submitted to the Department of Health
- As a key member of the 'WA Aboriginal Tobacco Control Leadership Group', Bega won the prestigious '2018 Dr. Bob Elphick Award' due to contribution in Aboriginal smoking cessation. The team couldn't attend the award ceremony due to work commitments so The Australian Council on Smoking and Health (ACOSH) visited Bega to handover the award.



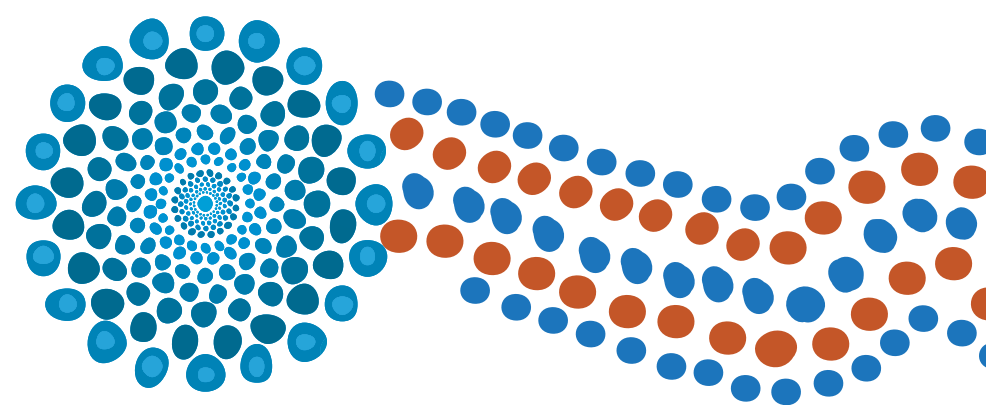
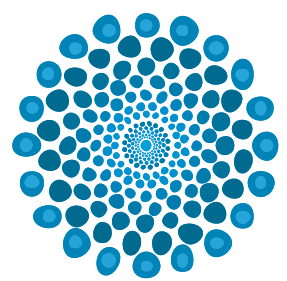






ACKNOWLEDGMENT OF FUNDING

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